



Fearless in Custody

**A professional toolkit for UK custody practitioners
including Police Custody, Probation, Youth Offending, Liaison & Diversion**

About Fearless?

Fearless.org is the dedicated youth service of the independent charity Crimestoppers.

Fearless exists to empower young people to speak up about crime safely and 100% anonymously.

Fearless supports young people by:

- Promoting our anonymous reporting service
- Raising awareness of what constitutes a crime
- Challenging and breaking down barriers to reporting crime
- Providing a safe alternative to speaking directly to Police

We recognise that young people want to speak up about crime and make their communities safer. However, significant barriers often prevent them from reporting crime, including:

- Fear of repercussions
- Being labelled a snitch or a grass
- Distrust of authorities
- Concerns about being involved or unwillingly becoming involved
- Concerns about joint enterprise
- Not knowing what constitutes a crime

Fearless provides a trusted, independent and anonymous pathway to share information without speaking to the police, attending court or revealing anyone's identity.

How does it work?

Young people can report information:

- via the secure online form at fearless.org
- by calling the freephone number 0800 555 111

The service operates 24 hours a day, 365 days a year.

Once a form has been submitted, or information has been shared by phone, specially trained contact center staff review the information, they make sure that there are no identifying details and the information is then passed on to the relevant law enforcement agency, who then use the information to inform investigations.

For more information:

fearless.org

Fearless in Custody

The Fearless in Custody initiative has been developed to reach young and vulnerable people in custody settings.

The project aim is to ensure that young and vulnerable people in custody:

- reflect on the circumstances that led them to custody
- know that safe reporting routes exist
- feel empowered to make safer choices
- recognise that anonymity is possible

Research indicates that approximately 30–40% of young people in custody are neurodiverse, increasing their vulnerability to exploitation. This project has therefore been designed to be:

- accessible
- inclusive
- visually engaging
- clear and practical

At the core of the initiative is a series of co-designed assets, designed for installation throughout custody. These visuals are created to encourage reflection, prompt critical thinking, support emotional processing, introduce the concept of anonymous reporting and reinforce that alternative choices are available.

The cell wall artwork acts as a quiet but powerful communication tool within a high-stress environment. All materials have been developed in consultation with the Police Estates Team, are suitable for custody environments, will not damage cell walls and can be removed when required. To support the cell wall artwork, there are a series of resources, shared throughout this toolkit.

Implementation

The following is a suggestion for the best way to implement Fearless in Custody and to get the best out of the resources:

- Watch the full Fearless Professionals session
- Order an initial starting pack of leaflets, posters and booklets, based on roughly how many young people come through your custody each month from the Fearless in Custody email address below.
- Order 1 /2 pieces of Cell Wall Artwork.
- Share the toolkit and information with colleagues to highlight the initiative

Once assets arrive:

- Arrange for the cell wall artwork to be installed – use the guidance on the next page and your Police Estates team for support
- Display the posters in the relevant meeting, waiting and interview rooms
- Actively share the leaflets and posters with Appropriate Adults, Parents and Carers whilst their young person is waiting to be spoken to by Police
- Actively hand out materials to the young or vulnerable person when they are in or are due to leave custody

Links to the resources are available in the following pages and can also be found via the landing page here: [Fearless in Custody Professionals](#)

Share any feedback, comments or suggestions via the inbox fic@crimestoppers-uk.org for continuous improvement.

Google Drive Links – If you **have** a Google account

Below shows you how to access the resources via Google Drive.

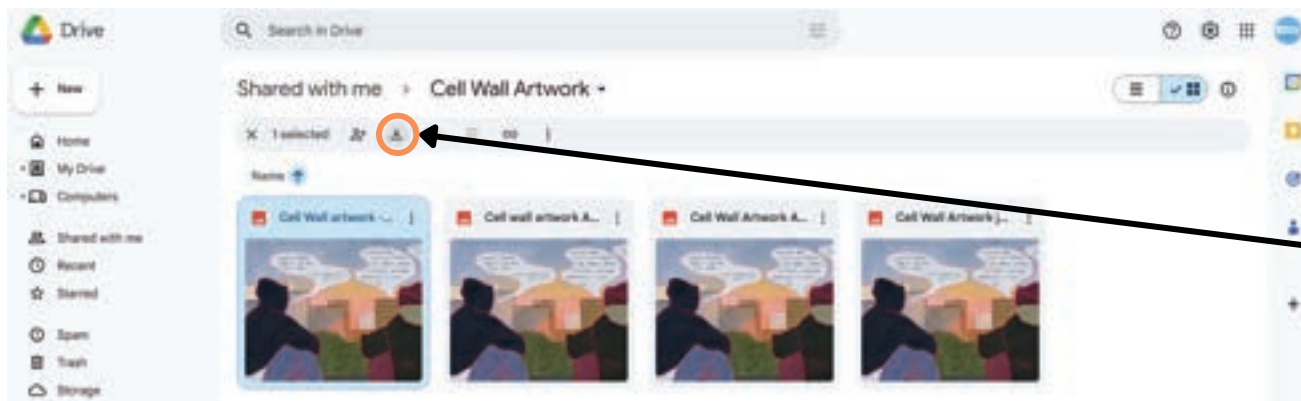
If you need any support accessing anything on the Google Drive, please email:

fic@crimestoppers-uk.org

1. Go into www.google.com and sign in to your account.



2. Once you have signed in, if you click the link you have been provided (links are found on these pages to access any assets). It will direct you to the correct folder.



3. Click on the document you want to download. (Download button highlighted in orange circle).

Google Drive Links – If you **don't** have a Google account

Below shows you how to access the resources via Google Drive.

1. Go into www.google.com and click sign in on the top right corner.
2. Click on create account (circled in yellow)



3. select on the appropriate settings required and enter your details. Such as first name, surname etc. and set up a password.
4. Once you have set up your account, follow the steps on the previous page.

If you need any support accessing anything on the Google Drive, please email:

fic@crimestoppers-uk.org

Resource: Professional Training Videos

The link below provides access to a series of informative videos that explain the purpose of Fearless and how the service operates. You will find:

- A comprehensive Professional Training Session specifically for Custody Professionals
- 13 Fearless FAQ short, topic-specific videos explaining key aspects of Fearless
- Lived experience

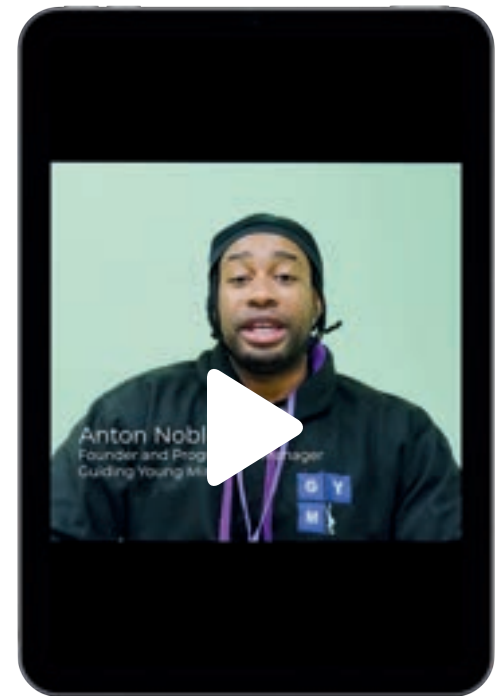
The short videos are ideal for sharing directly with young and vulnerable individuals to help them better understand how Fearless can support them and how they can safely report information about crime or exploitation. They are also suitable for:

- Staff induction and CPD
- One-to-one intervention work

Custody Tablet Videos

There are also a variety of videos that are suitable to be uploaded on to any tablets that are being used within the custody setting. Please see the file called 'Custody Tablet Videos' in the link below.

Videos



Resource: Cell Wall Artwork

The link below provides access to the artwork designed for installation on cell walls.

The designs have been developed for all cells serving young and vulnerable people in mind, ensuring relevance and accessibility.

Liase with your Police Estates Team to determine the best material to have the cell wall artwork printed on and for their support in installing the artwork on to the cell walls.

Installation & Printing Guidance Cell Wall Artwork



Resource: Moving On From Custody Booklet Posters & Leaflets

The link below provides access to the assets created for those leaving custody to take with them, along with posters specifically designed for interview, waiting and meeting room areas.

- **Moving on from Custody Booklet**

Is specifically for those leaving custody. This contains information on supporting services and has engaging activities to encourage reflection.

- **Leaflets**

And pull out cards are for those leaving custody and their parents, carers and guardians. Each sharing a snapshot of information in relation to Fearless.org and supporting services.

- **Posters**

Are designed for display in meeting, interview and waiting rooms, where young and vulnerable people will wait to speak with officers with appropriate adults, parents, carers or guardians.

Some of the assets have a QR code, enhancing accessibility and allowing individuals to revisit the information after leaving the police station.

These materials offer:

- An overview of Fearless and its purpose
- Clear explanations of different crime types
- Guidance on where to access support and report information safely

These resources support ongoing engagement, awareness and empowerment for young and vulnerable people **both during and after their time in custody. All of these resources can be ordered via** fic@crimestoppers-uk.org

Posters & Leaflets



Safeguarding

Safeguarding young and vulnerable people during their time in custody is essential. This period can be frightening, isolating and confusing, especially for those already facing vulnerabilities, exploitation, or unmet support needs. Ensuring that young people and vulnerable people know where to turn, who to trust and how to access help is a vital part of keeping them safe.

Fearless is a unique service offering young people a place to speak up with absolute anonymity, providing a safe route for reporting. Many young people, particularly those on the periphery of crime, choose not to report concerns because they fear repercussions or being implicated through Joint Enterprise. Anonymous reporting through Fearless can act as a crucial last resort when a young person feels unable to speak to a trusted adult, safeguarding both them and their peers. It ensures they still have a way to share vital information, even when they don't feel safe doing so openly.

The Fearless in Custody project builds on this ethos by promoting clear signposting to the right agencies and services. Fearless encourages parents and carers to seek advice, guidance, and professional help when navigating the custody process with a young person in their care. No adult should feel they have to manage these challenges alone, and accessing the right support early can make a significant difference to a child's safety and wellbeing.



Speaking up

Breaking down the barriers to reporting crime.

There can be many reasons why people don't report information about crime.

These reasons often fall into the following categories:

Fear of repercussions

Distrust of police / authority figures, or they don't have a safe place/person to report this information to

They experience higher rates of crime so become desensitised to it

They are not sure if what they have seen constitutes a crime

Joint enterprise: concerns around if they share too much information they may be associated with the crime or incident

Our anonymity promise.

Anonymous means that your identity is completely unknown.

We know that it can be difficult to come forward with information. You might have seen or heard something about a crime, but don't know what to do, or you may be scared to give information.

We offer you a safe way to pass on any information you may have about a crime. We are completely independent from the police.

We guarantee to young people, in fact everyone, that:

- You can give us information about crime without giving your name or any personal details.
- We will not ask for your gender or your age.
- We will not record any personal details you may mention.
- We cannot trace your phone number, email or IP address as our system is designed to protect your identity.

Grassing

- 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 is serious.
- You may need an adult's help.
- Speaking up because you know something is wrong.



Grassing vs Reporting

For young people, reporting crime can be a difficult decision. One way you can assist is to help the young person to detach themselves from the information – it's not about them but about the information they have.

When someone reports something to keep others safe, whether to a trusted adult, the police or Fearless.org, they are being an active bystander.

It is important to change the narrative of crime reporting when talking to young people about passing on information they may have about a crime. They are not being a 'grass' or a 'snitch'; they are helping make their friends, family and community safe.

They are creating a safer place for everyone.

The word 'grassing' or 'snitching' carries a lot of negativity. No young person wants to be called a 'grass' or a 'snitch' or to be known as such. It's helpful to explore with young people the differences between 'grassing' and 'reporting'.

Reporting crime has positive outcomes and is done for positive reasons.

It's vital to remember that some young people may feel the decision to report crime is out of their control. They may be incredibly fearful of the consequence of reporting.

As professionals, we need to accept and acknowledge their experience and feelings. They may not feel able to make the same decisions and choices as their peers for a variety of reasons and past experiences.

For those reasons and despite having trusted adults in their lives that they should be encouraged to go to when faced with crime, many young people feel that they can't speak up.

This is a great opportunity to speak to the young person about Fearless.org and the opportunity to report what they know about crime 100% anonymously. They will not have to give any details about themselves, they will not have to speak to the police and they will not have to go to court.

For resources, feedback, comments, questions please
contact: fic@crimestoppers-uk.org

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No. SC037960 (Scotland)