County Lines

Confronting confusion
Why there's a difference between anonymity and confidentiality.

Delivering drugs
The true cost of protecting young people.

Radical approach
Being different from the police is a good thing.
“These are challenging times for law enforcement across the United Kingdom. With the Covid-19 crisis, along with economic instability, this will have consequences for us all.”

Lord Ashcroft KCMG PC, Founder and Chair of Crimestoppers

Welcome to the 2nd edition of Crimestoppers’ Connections, where we give organisations and people who rely on our information, or are aware of our impact, the opportunity to discuss how our charity helps support their work and makes a difference. Their perspective – for instance, from partners who share our values in safe communities – is in the spirit of co-operation, which has never been more essential.

These are challenging times for law enforcement across the United Kingdom. With the Covid-19 crisis, along with economic instability, this will have consequences for us all. However, I’m proud to say that Crimestoppers remains resilient, with our core services by phone and online continuing to offer the public a unique way to pass on information about crime 100% anonymously. Our commitment to serving all communities remains constant, giving those who would otherwise stay silent the confidence to speak up. This is both rewarding and heart-warming.

Vital support for communities

The need for an anonymous crime reporting service is as vital today as it was in 1988 when our charity began. Whilst most people are willing to talk directly to the police, a hardcore refuse to speak to authorities, even in the face of persistent crime problems. This is especially the case in more deprived communities, but crosses all boundaries, with a minority of people reluctant to come forward, often for fear of reprisals or for deeply-ingrained cultural reasons.

Our status as an independent charity and our guarantee of total anonymity gives hope to hundreds of thousands of people each year. In the face of the harm caused by crime, our information assists some of the most difficult investigations: from murder, violent assaults, burglary, to fraud and Child Sexual Exploitation.

Over 2 million pieces of information

Last year, over half a million people trusted Crimestoppers with their anonymous information. Since our instigation, 2.1 million pieces of information have been passed on to the police. Whilst our impact is especially noticeable in towns and cities across the UK due to higher populations, we also have an important role to play further afield. In Scotland, for example, we recently reached out to rural communities with a 3-day visit to the Orkney Islands to raise awareness of our unique offering to islanders. In Northern Ireland, our activity has recently included three high-profile enhanced rewards, including appealing for information following the murder of journalist Lyra McKee.

In addition to offering rewards, we continue to run targeted campaigns working closely with police forces and PCCs. These campaigns generate specific information which helps to counter entrenched crime problems at a local, regional and national level.

Tackling youth violence

With knife crime rising, our youth service Fearless is benefiting from an increase in the number of youth outreach workers. We are glad that we had the foresight to fund, via Police & Crime Commissioners, and national governments and assemblies, an expanded team of 12 Fearless workers who are going into schools and community hubs. They spread the word about how to stay safe and how young people have choices when it comes to crime reporting; by staying anonymous when using Fearless.org to report what they know.

Most Wanted

The Most Wanted section of our website, listing individuals who are wanted and currently on the run, goes from strength to strength and is an invaluable tool for law enforcement. As is our continued work on Operation Captura, supporting the National Crime Agency’s hunt for those hiding abroad.

Looking ahead

I hope you will find time to browse through the diverse range of articles in this magazine, shining a spotlight on Crimestoppers’ often unsung, but crucial, work in helping to keep our homes, communities and workplaces safe from harm and building community resilience.

“Last year over half a million people trusted Crimestoppers with their anonymous information.”

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I’m delighted that in this most challenging of years, Crimestoppers has continued to deliver in all areas.

It’s not just about the numbers though, the quality has been there too, making sure that more people than ever benefit from our work.

**Co-operation and teamwork**

The team has pulled together, like never before, to make sure that our message gets out to as many people as possible who need our service. The Contact Centre has splendidly risen to the challenge of processing all that information and we have sent a record 170,000 reports to the police. I salute the hard work and steadfastness of all our Call Agents through what has been, nationally, a difficult time.

**Local and regional footprint**

Praise too, to our inspirational National and Regional Managers who make sure we are correctly connected at a local and regional level, ably assisted by our dedicated Central Office staff. Many thanks as well to our splendid volunteers who work tirelessly to make sure we properly consider and represent local communities’ concerns.

As always, our door is open to new ideas and if there is a pressing crime issue where Crimestoppers can help, do get in touch.

So please read on and see for yourselves what we have been up to.

"Since becoming Director of Operations it’s been a bit of a whirlwind. I have learnt so much about the charity and how it keeps communities safe by working closely with our partners."

Mick Duthie, Former Head of Homicide Command at the Metropolitan Police and now Crimestoppers’ Director of Operations

I have been really impressed by all of our people who work tirelessly to help achieve our vision, including our Call Agents, Fearless youth workers, Regional Managers, local committees and our volunteers.

I joined at the end of August 2019, having spent the previous 2½ years leading the Catholic Church’s response to Modern Slavery. This was an interesting role and a crime area where Crimestoppers is playing its part to help tackle.

**High-profile impact**

Whilst in the Met I developed an appreciation for Crimestoppers’ work and, on occasion, used the services and the anonymous information provided.

I remember one particular high-profile murder case where the material passed on directly helped identify the suspects, who were later convicted and given life sentences. Without the help of the charity, those individuals might still be walking the streets – so thank you Crimestoppers.

I am really enjoying taking a leading role at Crimestoppers and know we are valued by our partners in the police, the wider law enforcement community and by our private commercial clients. I hope I can use my experience to help increase our impact, providing information to ensure criminals face justice and to continue supporting vulnerable communities across the UK.

"Whether it’s been in simple numbers – taking more contacts from the public than ever before (well over half a million), or delivering more hard-hitting campaigns to support our beneficiaries, we have had a really good year."

Mark Hallas OBE, CEO of Crimestoppers
Anonymity: it’s not just about being nameless. It’s more than that. Every day we receive over a thousand calls and contacts from the public, and some of them need reassurance around exactly how we protect them.

Anonymity means that someone is unidentifiable, untraceable, and unreachable. Even details such as gender, location or relationship to the person breaking the law are deliberately not recorded on our systems or passed to the police, so that we can guarantee our promise.

Anonymity is crucial for Crimestoppers, as it is in other areas of life. It underlines our democratic free elections to ensure that only the voter knows how they cast their ballot. People who offer acts of charity, such as making a significant financial donation to a good cause, often prefer to remain anonymous. It also gives reassurance to workers asked to complete a staff survey where they can be more open and honest if anonymity is promised.

We promise anonymity, not confidentiality

As for Crimestoppers, our core reporting services on 0800 555 111 and at www.crimestoppers-uk.org guarantees anonymity, not confidentiality. To offer to take information in confidence means that your personal details will be recorded. That’s something we’d never do. It’s a common misunderstanding that needs to be corrected.

Everyone who calls our UK Contact Centre or uses our website’s online form stays 100% anonymous. Always. If they were to stay confidential, then that would mean we not only take their personal details (name, address, contact details), but may include other information which could, in the wrong hands, help reveal their identity.

Gun under the pillow

As an example, and this has happened before, a young woman contacts us to say her boyfriend is hiding a gun under his pillow in the bedroom. She’s frightened of him, his reaction and his change of behaviour since getting involved in criminality. Instead of passing on information to the police stating that the gun is under his pillow, we would indicate that the gun is somewhere in the property. Why? The reason is simple. Who else is likely to know that a gun is hidden in the bedroom other than a partner? Whilst the police will receive useful information that a dangerous weapon is in the property, we ensure it is not so specific as to identify it was the gunman’s girlfriend who gave us that information.

In a world of internet trolls who exploit their anonymity to abuse individuals online, our charity remains proud to give a positive perspective to the use of the word. If it wasn’t for anonymity, hundreds of thousands of people who contact us every year might otherwise stay silent. And that means vital information may never be offered to help law enforcement catch criminals and protect the vulnerable.

The difference between anonymity and confidentiality

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Counting the real cost of County Lines

It’s sobering to think that the grooming of vulnerable children to run drugs – or ‘County Lines’ – is happening in every part of the country. We hear about it on the news – another murdered young person becomes a headline; another teenager is sent to prison for knife crime or for committing other serious offences. Sadly, there are thousands of children running these County Lines or who are caught up in gangs because they’ve not been spotted by the agencies who are supposed to look out for and look after them. Many are children who are growing up in care, or living in families that are struggling with mental health problems, domestic violence, alcohol or drug addiction. Others are children who are falling through gaps in the school system and therefore ripe for exploitation.

Learning past lessons
Many of the same mistakes that were made around child sexual exploitation in towns like Rotherham 20 years ago are being repeated now when it comes to tackling child exploitation. The criminals who target children and groom them are canny and they are utterly ruthless. They know where to look for the most vulnerable and they know how to trap them into crime.

Social care, not policing
It isn’t just a policing issue either. In fact, the police often tell me that these teens are in need of social care support rather than police intervention. It will need a coordinated response that involves everyone from schools to the NHS, from law enforcement agencies to local councils.

The Prime Minister’s recent promise to ‘cut the head off the snake’ and tackle the criminal gangs who are exploiting children head on is very welcome. But we need to be honest. It will take time and it will cost billions to tackle.

For those unable to speak to police for fear of revenge or because what they know is too close to home, Crimestoppers gives them the confidence to report their suspicions safely and anonymously.
An academic’s view on the barriers to reporting crime

Comprehensive and timely crime reporting helps investigations and prosecutions, boosts intelligence gathering and ensures victims are known about.

However, quarterly results from the Crime Survey for England and Wales (CSEW), a self-report survey asking respondents about their experiences of crime, are a regular reminder of the prevalence of under-reporting.

Most recent data (to year ending September 2019) highlights the ‘hidden figure of crime’ that has emerged from the survey since its first iteration in 1982. It estimates that over 10.9 million offences were experienced by adults aged 16 years and over in England and Wales, compared to 5.8 million crimes recorded by the police over the same period (Office of National Statistics, 2020).

Effective policing relies on the public’s voluntary co-operation. Reporting crimes when they take place – either as victims or witnesses – sits firmly at the cornerstone of this.

Layers of resistance
The reasons why a person may or may not choose to report a crime to the police are layered and complex: not believing the offence is serious enough, fear of reprisal, a lack of trust in the police or a previous negative experience with the authorities.

A 2012 study with young Londoners commented on the influence that peers hold in terms of their decision to report, with perceived risks (e.g. violence, ostracism) sometimes deemed too great.

Indeed, Stevie-Jade Hardy from Leicester University draws on a theoretical model to make sense of reporting behaviours, identifying the impact of structural (state level policies, practices, and narratives), social (family, friends, and wider communities), situational (contextual and environmental factors), and individual (identity, knowledge, experience, and feelings) features. Hardy argues that these barriers interact to build up ‘layers of resistance to reporting’, with individual and situational factors shown to hold greatest influence on decisions to report to the police.

Dr Melissa Jane Pepper, Lecturer in Criminology at the University of Greenwich

Crimestoppers’ alternative role
Against this backdrop, alternative platforms for the public to share information about crime and access support are essential. Crimestoppers is perhaps the best known of these platforms in the UK, an independent charity that offers 24/7, 365 day-a-year anonymous telephone and online reporting.

However, while the work of Crimestoppers continues to hold an essential space in the crime-reporting arena, encouraging people to report to the police remains an important part of the story. This requires a partnership approach, one that involves the police, statutory services, voluntary and community sector, and – perhaps most crucially – victims and witnesses themselves.

With over thirty years’ experience, Crimestoppers has much to offer here in the pursuit of empowering people to speak up about crime.
Crime education and prevention designed to support young people

No single agency can resolve the problems caused by drug networks which, often hidden from public view, exploit the most vulnerable people in society.

To tackle them we need police, businesses, local authorities, the NHS, the third sector, schools and residents to work together. We need focused early intervention. We need community resilience.

Fortunately, here in Gwent, we are at the forefront of some trailblazing work that is already making a huge difference in our communities.

A fresh approach

Fearless, the youth service of Crimestoppers, is a key delivery partner in our fight against County Lines and serious violence, and has an important role to play as a third sector agency in crime education and prevention.

Using a youth work approach, Fearless has conversations with young people that other agencies can’t, talking to them in a non-judgemental way that empowers young people to make positive, informed decisions about crime and criminality.

Fearless also helps tackle the under-reporting of crime by young people, as those with information about crime they have witnessed or know about may be reluctant to come forward over being labelled a ‘snitch’ or getting into trouble themselves. However, they can report 100% anonymously via Fearless.org.

Workshops in every school

Since Fearless began working in Newport in April 2019 they have delivered sessions to almost 4,000 children and young people, and that includes all nine comprehensive schools in the city.

These sessions have focused on knife crime, child exploitation and drug running. They are designed to give young people the education and confidence to recognise these issues within their friendship groups and communities, but also give them the knowledge and confidence to report them.

Spot the signs

Fearless workers have also delivered training to more than 230 professionals, parents and carers on spotting the signs of organised criminality, including drugs supply and associated violence, and understanding the risk to children and young people of becoming involved in drug gangs. It is important that we all play our part in identifying issues as early as possible so that they can be prevented. This training has helped equip professionals and members of the public to do this.

We hope that by working with Fearless, young people will be better informed and know where to seek support should they ever need it. We hope that together we can help them to live a life free from harm and serious violence.

With criminal drug gangs endangering national security, Jeff Cuthbert, Gwent PCC, looks at his county’s approach.
Why being deliberately different from the police is a good thing

Experience tells us that whilst blanket appeals to the general public can generate significant amounts of information this tends to be of a more general nature. In contrast, campaigns that target people involved directly or indirectly in particular types of crime can generate more specific and actionable information.

If we consider the supply of illegal drugs County Lines involves and the use of vulnerable young people to transport them, a campaign that directly targets people involved in that activity can be very effective because they have that essential ‘insider status’. Their knowledge can go a long way in being used to help protect those being exploited.

Playing on split loyalties

Whilst it may seem unlikely that someone actively involved in crime would choose to call Crimestoppers, there are people that are no longer directly involved for whom certain aspects of a particular crime type are a step too far. For example, the link between sexual abuse of young people, both male and female, within gangs and County Lines drug supply is well known. For some people involved, and maybe from an experience they had personally or witnessed, this is distasteful and not what they signed up for.

Additionally, the young people being victimised tend not to see themselves as victims and if they do, they cannot see a way out of their situation. As a consequence, they may be willing to offer anonymous information. A small number of criminals even see Crimestoppers as a discreet way of taking out the competition. Whilst this is clearly not ideal, it is nevertheless the reality of the situation that some people on the wrong side of the law find themselves, and something to be capitalised upon.

Crimestoppers as a charity has a unique position in the fight against crime.

Crimestoppers’ unique position

The charity’s campaigns target and resonate with identified primary and secondary groups associated with particular crime types. Campaigns are designed to generate information and intelligence that prevents, disrupts and detects offences. So information from any source, however unlikely, is encouraged.

Deliberately different from the police

Key to this encouragement is the careful wording and tone of its campaigns, which are deliberately designed to be different in their delivery and tone to those of the police or other law enforcement agencies. Pulling these elements together is the key to successful and impactive Crimestoppers campaigns. It allows them to develop and maintain their unique position in the arena of fighting crime and improving community safety.

Dr Graham Hill, Visiting Research Fellow, School of Law, University of Leeds
Crimestoppers’ unique approach to stop Romanian job hunters from suffering exploitation

Having previously worked on a successful Modern Slavery campaign with Crimestoppers in 2017, we were keen to work with the charity again.

The previous campaign raised awareness around the signs to spot across a number of industries. This time we identified that we wanted to narrow down our target audience with the aim of disrupting a single industry where labour exploitation is prevalent.

Intelligence led

This led us to focus on workers being exploited within the construction industry; our intelligence analysis identified that young Romanian men are being recruited via Facebook for construction work in the UK, specifically across Greater London. Sadly, many of them end up being exploited by unscrupulous employers or criminals and find themselves trapped in a potential crushing spiral of slavery.

This insight led us to approach Crimestoppers. With their help we wanted to warn those Romanians hunting for work that these ads are not always what they seem. The main message was clear. Those targeted can fall victim to exploitation through false recruitment. We also wanted to generate more actionable information around this crime type which in turn helps protect vulnerable foreign job hunters.

Faking fake ads

Through collaborating with Crimestoppers, we decided to play perpetrators at their own game and promote ‘job ads’ to Romanian nationals looking for employment in the labouring/construction sector. However, due to Facebook’s policy on fake advertising, we had to be smart. Instead of ads claiming employment vacancies, Crimestoppers recommended creating a series of Facebook ads that used stock imagery alongside suggestive copy, such as “Are you looking for work?” or “In need of a job?”.

At the time of writing we’re a week in to a two-week Facebook ad campaign. The ads are being served across a variety of platforms and delivered in both Romanian and English. All ads click-through to a campaign page on Crimestoppers’ website which details what to look out for when seeking employment in the UK construction industry, and what to do if you suspect labour exploitation.

Smart approach

So far, mid-campaign reports are looking positive, having reached 286,000 people and achieved 5,400 link clicks to our campaign landing page. Interestingly, ads in Romanian are out-performing English language ads, taking 88% of link clicks. Sentiment suggests Romanian audiences are confusing the ad for a job advert, which means our ads are performing as intended, with audiences progressing to the landing page where they are warned to be aware of fake job ads and informed as to what to look out for.

Whilst it will be positive to see a spike in calls to Crimestoppers and to reach thousands of job seekers, we’re also keen to see how this burst of activity affects the overall numbers of Romanian workers falling victim to labour exploitation.

With Crimestoppers’ help, our continuous aim is to take a multi-pronged approach to stop Modern Slavery in its tracks through intel, awareness and education.
Hunting down the most dangerous criminal gangs

The National Crime Agency leads the UK’s fight to cut serious and organised crime (SOC), protecting the public by targeting and pursuing those criminals who pose the greatest risk to the UK. NCA officers work at the forefront of law enforcement, building the best possible intelligence picture of serious and organised crime threats, relentlessly pursuing the most serious and dangerous offenders and developing and delivering specialist capabilities on behalf of law enforcement and other partners.

As part of the NCA’s data-driven ambitions, I was recently invited to Crimestoppers to see how the team works and the anonymous information that they gather to assist law enforcement in fighting crime on a daily basis.

Impressive staff commitment at Crimestoppers

I was struck by the tenacity and commitment of the staff to get the best picture out of every contact.

In the digital age that we now live in, data is becoming increasingly important, particularly in the fight to protect the public from SOC. SOC continues to have more impact on UK citizens than any other national security threat. It has a daily impact on individuals, communities, businesses, public services and national infrastructure.

The latest estimate of the cost of SOC to the UK economy is at least £37 billion per year. This is highly likely to be an underestimate and the victims of SOC are often the most vulnerable members of society. The financial cost of SOC does not capture the true harm.

Serious crime’s real impact

SOC can have a devastating effect as criminals target citizens to exploit and defraud in new ways. It impacts communities and is often seen in isolation as small individual crimes, such as a single fraud, when in reality these crimes are a small piece of highly profitable and complex form of criminality. The threat is growing in both volume and complexity, and impacting a broader range of victims. The NCA is in the process of setting up a multi-disciplinary team including data professionals, intelligence officers and analysts, transforming how the NCA and wider UK Law Enforcement community operate and utilise data.

Partnership is key

By partnering with other agencies, combining new data sources and using automation and advanced data analytics, the Agency will increasingly exploit data to disrupt and defeat serious and organised crime to protect the public. Every piece of information counts, including that provided by the public.

I would encourage all members of the public to report crime to the police or services such as Crimestoppers. The piece of information provided could be the key to preventing victimisation or a single criminal activity.

Kate Fisher is the Deputy Director of the NCA’s National Intelligence Hub
Anti-social behaviour continues to harm communities

In May last year I stood down as Victims’ Commissioner, having been in post for just over 7 years. It was an incredible journey, going from having to essentially set up an office from scratch to finally leaving a legacy of a functioning office for the voice of victims.

The role of the Victims’ Commissioner is to champion the needs of victims and witnesses of crime, to encourage good practice in their treatment and to ensure compliance with the Code of Practice for Victims. The role has no powers and is independent of Government. And the Commissioner is not able to intervene in live cases.

Defending victims

My role included travelling up and down the country to meet every one of the 41 Police and Crime Commissioners. They hold the purse strings for all victims’ support agencies. At the same time, I would meet up with victims and listen to their stories. I would also meet with all the heads of the criminal justice agencies to understand what victims truly go through.

This is something I could relate to. Losing a loved one as the result of a violent and senseless crime leaves an overwhelming pain. In 2007 my husband Garry Newlove, was senselessly kicked to death on our family doorstep in front of our 3 young daughters. He had asked a group of youths to stop vandalising our car. My children witnessed every kick and punch. Sadly, I had to turn off Garry’s life support machine just 2 days later. After a 10-week court trial we finally saw those responsible locked up.

Violence in the community

However, more than a decade on since Garry’s murder, my final report as Victims’ Commissioner, ‘Anti-Social Behaviour – Living a Nightmare’, was released in the spring of 2019. It highlighted how local authorities are ignoring the impact on victims who are affected by anti-social behaviour (ASB). They are frequently left to suffer in silence. Sadly, with levels of violence in our communities including County Lines, cuckooing and ASB, it appears that things have not improved as much as we might have hoped.

We all know that fear is often the barrier to speaking out. Fear for one’s personal safety or that of a loved one. I am an avid supporter of Crimestoppers’ work. They help those who are living in fear to speak up, knowing that all information is passed on sensitively and securely, 100% anonymously.

From my own experience of going to bed a wife and waking up the next morning as a widow, I know how important it is for us to strive to ensure the deep roots of dignity and respect are central to supporting victims.
“Witnesses made the difference in this case.”

These words from the Senior Investigating Officer still resonate with me following the conviction, at the Central Criminal Court, of my son’s murderer. Jimmy was killed the day after his 16th birthday in a totally unprovoked attack in a local bakery shop, at midday, on a busy, beautiful and sunny Saturday in May 2008.

The trial followed some 10 months later. From around 140 witness statements that were taken, 14 people were called as ‘live witnesses’. There followed a unanimous guilty verdict of murder.

The truth revealed
Justice for my family meant that the truth of what happened was revealed and believed: this doesn’t always happen.

The outcome rested on the presentation of the evidence, and it was the evidence given by so many public-minded people that convinced the jury of the perpetrator’s guilt.

Anonymity – a simple concept
I believe that we are a nation of people that care for one another. We are champions of justice, and want to help where we can. It is heartening to see how the simple concept of being able to pass on vital information, in complete anonymity, works.

Victims and their families need to know that what has happened to them matters to our society. This sense of moral support is indeed the best salve to cool a troubled mind. Due to the anonymity of Crimestoppers, I will never know what information was given in our case. But I do know that enough people cared and enough information and evidence was offered to ensure the perpetrator of my son’s murder faced the consequences of his actions. This significantly helped my family.

For the common good
I am honoured to be a trustee of Crimestoppers as I know what a difference evidence makes.

As the impact of Crimestoppers grows and the outcomes improve, the service provided is vital for victims and their loved ones, as well as for society at large.

I am hopeful that my experience of the impact of crime and the work I have done over the years – whether on government advisory panels or contributing to reports, to speaking nationally in schools and prisons, as well as my peer support work with victims of crime – will be of help in my role as a trustee of Crimestoppers.

Barry Mizen MBE, Trustee of our charity
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 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.

CrimeStoppers.
0800 555111
100% anonymous. Always.

crimestoppers-uk.org