

Giving people the power to speak up and stop  
crime.

100% anonymously. Always.

**CrimeStoppers.**

**Speak up. Stay safe.**

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**Annual Report and Accounts**

**2018/19**

Registered Charity No 1108687(England) No SC037960 (Scotland)

Company No 05382856

## Crimestoppers communications in numbers 2018

enhanced  
**61** rewards  
issued



**19**  
different  
crime types  
covered by  
enhanced  
rewards

**18%** conviction  
rate for enhanced  
rewards issued



**83**  
campaigns  
conducted  
over the year

Campaigns  
were run in  
**69%** of  
police areas  
across the UK



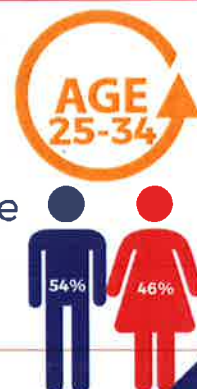
**5.5m**  
web page  
views with  
individuals  
spending  
**3 minutes**  
on average  
per session



**1.25m**  
website users



The average  
age of people  
visiting our  
website  
was **25-34**.



**+150k**  
social media followers with  
approximately **7,000**  
**new followers** in 2018



of reports submitted  
to **Crimestoppers**  
were from online  
sources.



Media  
Coverage

**8,356**  
pieces of  
coverage  
reaching  
**1.06bn**  
people

Media Reach



New Brand | New Website | New Voice

Icons supplied and Designed by Kiramshastry, Smalllikeart,  
Freepik from [www.flaticon.com](http://www.flaticon.com)

**CrimeStoppers.**  
Speak up. Stay safe.

## Contents

1	Crimestoppers in Numbers
2	Contents
3	Welcome from our Chair and Chief Executive
4	Report of the Trustees for the year ended 31 <sup>st</sup> March 2019
4	Our Vision, Mission and Values
8	Achieving our Strategy
9	Anonymity
10	Engagement
11	Education
11	Analysis
13	Volunteering
14	Strategic Report
17	Organisational Structure, Governance and Management
20	Statement of Trustees' Responsibilities
21	Independent Auditor's Report to the Members of Crimestoppers Trust
	<b><i>Financial statements comprising:</i></b>
24	Consolidated Statement of Financial Activities
25	Balance Sheets as at 31 March 2019
26	Consolidated Statement of Cashflows
27	Principal accounting policies
29	Notes to the financial statements
41	Partnerships
42	Legal & administrative information
44	Thank you

## Welcome from our Chair and Chief Executive



**Lord Ashcroft, KCMG PC, Founder and Chair of Crimestoppers**



**Mark Hallas OBE, Chief Executive**

The most rewarding aspect of the past year has been our continued growth in attracting more people than ever to trust us with their crime information.

We have not only had over half a million people contact us, but also reached a landmark: more than 2 million pieces of 'actionable information' have now been passed to law enforcement since we began over 30 years ago.

That's 2 million pieces of information that were unlikely to have been received by investigators had it not been for Crimestoppers' unique guarantee of anonymity to everyone who contacts us.

However, there is still much to be done. To respond to the persistent problem of youth and knife crime, we have expanded our Fearless team from 3 to 15 outreach workers across the country; a critical enhancement of capacity.

They play an invaluable role delivering face-to-face sessions with young people, along with our 'Train the Trainer' programme specifically designed for youth work professionals. Information on knife crime has more than doubled from 4,000 to over 10,000 reports.

The five-fold increase in dedicated Fearless workers is thanks to our Development team who secured vital funding from partners, especially Police and Crime Commissioners (PCCs). It is reassuring to know that despite financially tough times, we can continue to respond to the changing face of crime by working together.

In addition to the beneficiaries who drive our service, most praise must be given to our frontline Contact Centre staff. Their dedication and professionalism are impressive, meeting 'head-on' the challenge of answering more calls.

We believe that by collaborative working with our partners - police, PCCs, councils, Home Office, and other charities - we can ensure we reach out to more people who desperately need us. Giving them the ability to speak up helps build confidence in communities which, ultimately, leads to greater safety and security for us all.

**Report of the Trustees for the year ended 31<sup>st</sup> March 2019**

The Trustees present their report for the year ended 31<sup>st</sup> March 2019 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**

We are an independent charity that gives people the power to speak up and 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 you care about from crime, so everyone can feel safe.

**Every day we live our values.** Here are a few examples of how:

**We care** – In the past few years life at our Contact Centre has got busier and busier. It's great to see our team going the extra mile, and treating everyone who contacts us with the respect and attention they deserve.

**We are inclusive** – Whatever your story or situation, we are here to help. We go out of our way to make sure that all communities know they can trust Crimestoppers. People in prison are no exception and we are very pleased to be helping these become safer places to live.

**We are determined** – With violent crime sadly on the increase we made it a priority to make a difference. A huge team effort across our fundraisers, Fearless and regions has brought us new outreach workers in schools and communities. This is a real step change.

**We are trustworthy** – In 30 years our promise of anonymity has not been broken. Last year, more than half a million people trusted us and got in touch, anonymously. Every day we keep this pledge, and will continue to do so for as long as we are needed.

**Our Stoppers' Stories**

Our highly-trained Contact Centre staff take information 24/7, 365 days a year, that leads to violent attacks being prevented, suspects arrested and bomb plots being foiled. Here are some anonymised examples to illustrate how Crimestoppers helps keep people safe each and every day.

**Murder gang chief jailed**

In an inner-city area, Crimestoppers received detailed information about a murder that had taken place. The gang had a reputation for using violence and intimidation and had boasted that they were invincible. Someone was brave enough to contact us with information that led to the gang leader being convicted for murder, resulting in a life



sentence. For the family who had lost a loved one, it was our information that helped them see justice served.

### **Murder weapon found**

In another part of the country, we received information regarding the location of weapons that were key to helping solve a murder. This led to the police searching the location provided. The caller rang again saying, "not there, it's about one hundred yards further away", which it was. Our information was critical to resolving the case swiftly and the Chief Constable estimated his force, conservatively, saved a quarter of a million pounds in police time.

### **Child sexual abuser caught**

A paedophile was on the run and wanted over a string of child sex offences. His prior behaviour meant he remained a significant threat to children. We received information that led to the man being arrested within hours.

### **Exploitation ended**

A gang who had moved into the home of a vulnerable person to sell Class A drugs was shut down after we passed on vital information from a concerned neighbour. Three individuals were jailed and the young person who was protected wrote to the police who raided the property to thank them for "saving his life".

## **Our Supporters' Stories**

Our supporters come from across the whole community. From our volunteers, to law enforcement, corporate and charity partners –they help make our charity a success. Here is what some of them have said recently about the impact of Crimestoppers.

"Our two institutions have developed a strong partnership based on mutual respect and the experience built over 30 years of close working."

*Cressida Dick CBE QPM, Commissioner of the Metropolitan Police Service*

"The work you do is extraordinary both in terms of scale (half a million calls a year) and in terms of the number of offenders you help bring to justice – making our communities that much safer."

*Zoe Billingham, HM Inspector of Constabulary and of Fire & Rescue Services.*

"We've said it before and will say it again – Crimestoppers gets results. We've secured warrants, affected arrests and even protected vulnerable people from their abusers thanks to Crimestoppers' intelligence. You can make a difference without us even knowing your name. #YouMadeItHappen"

*Greenhill Police*

"Crimestoppers' work has an impact every day. Whether it is helping support victims of domestic abuse, or providing the police with more information about County Lines gangs, the information they receive can be invaluable."

*Victoria Atkins MP Parliamentary Undersecretary of State for Crime, Safeguarding and Vulnerability.*

"We believe that the combination of the reward and the guarantee of anonymity should make people feel able and willing to give information. We need to know where Lisa is, we need to bring her home and Crimestoppers is helping us do that."

*Craig Douglas, brother of missing woman Lisa Brown*

## **Focus on Fearless**

### **Five-fold increase in Fearless workers after funding drive**

With serious violence – and knife crime in particular – posing a real threat to our young people, it was more important than ever to see our Fearless service expand.

One of our greatest successes over the past year has been to make effective, tactical approaches to the right funders, especially Police and Crime Commissioners, leading to a huge increase in the number of Fearless workers across the UK.

Fearless outreach workers visit schools and youth groups and conduct 'train the trainer' sessions with youth workers and other professionals. The sessions educate young people about the consequences of crime and challenge attitudes to reporting it, building trust and confidence in our service.

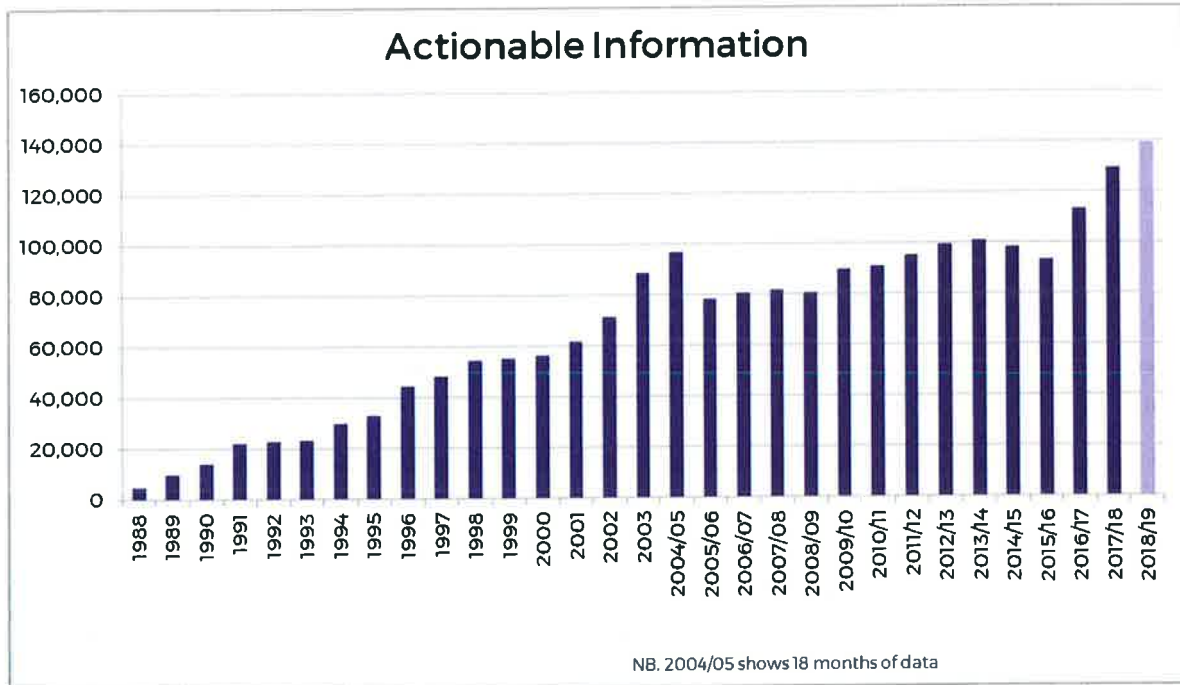
## **30 years of progress**

Since our charity started in 1988, we have tracked all the pieces of information we were given anonymously that the police have been able to use. We call this 'actionable information'.

In this, our 30<sup>th</sup> year, we have reached a **milestone of 2 million pieces of actionable information**.

Behind every piece of information is a person who was able to speak up safely because of our unbroken promise of anonymity.

Looking back, you can see how our service has grown. Each year, more and more people have trusted us. In our 20<sup>th</sup> anniversary year we sent our 1 millionth piece of information to police. It took half that time to reach the 2 million mark. This is encouraging as it shows our efforts to engage better with people are proving increasingly effective.



### Giving information online

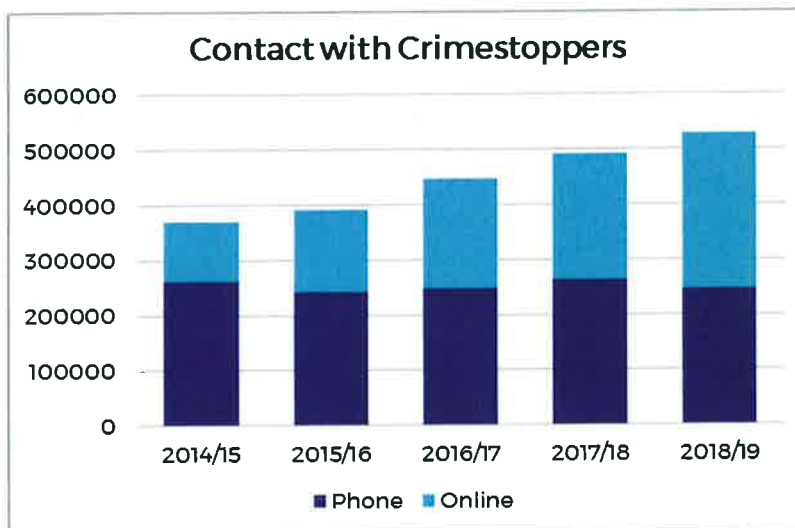
The predicted shift from phone to online was one of the core reasons behind the launch of our new websites and rebrand in 2018.

Our look and tone of voice is more charity-focused, with an emphasis on community and empathy-building, which resonates better with modern audiences.

Back in 2008, we introduced our first online form. We were unsure as to how this might develop, so initially avoided significant publicity around this new option.

However, it has proven to be an excellent and increasingly popular route for people to 'speak up'.

Last year, an unprecedented half a million people contacted us. For the first time half of those who provided information were online.





## Achieving our Strategy

Our strategy remains valid and focuses on our beneficiaries. However, we have acknowledged changing priorities and the evolving nature of crime in particular and responded to the effect this has on individuals and communities. We have also made important strides in optimising governance.

Our key priorities, set in 2017, remain the same. They are:

- To learn from our beneficiaries – our Stoppers – in order to evolve and improve our service
- Help solve high-harm crimes
- Work more closely with young people to prevent and deter youth crime

	Progress so far 2018/19	Our next steps 2019/20
Anonymity	<p>Increasing demand for our services shows how much anonymity is needed.</p> <p>A revamp of our Contact Centre layout has made a better working environment for staff and allows for future growth.</p> <p>Our website now has dynamic anonymous forms which tailor questions according to crime type.</p> <p>A new data protection and privacy policy ensures we use personal data appropriately.</p>	<p>We will investigate processing digital images anonymously to add value to our service.</p> <p>Use technical solutions to further help staff with the growing demand and complexity they face.</p> <p>We will help our police partners make the best use of our service through training and targeted communications.</p>
Engagement	<p>We have focused on particular high-harm crimes for a number of years and have seen growing levels of reporting as a result.</p> <p>Our brand is helping us to talk more effectively about the personal nature of crime and the challenges of reporting it.</p> <p>A clear plan to increase our Fearless outreach work with young people has exceeded expectations.</p>	<p>We will continue prioritising the crimes that cause the most harm, in particular violent crime.</p> <p>Sustaining our regional team, including volunteers and youth workers, is vital to respond to local need and build trust.</p> <p>We will seek to reflect local voices in our communications.</p> <p>Alongside growing Fearless outreach, we will improve our digital engagement with young people.</p>

## Education

Our 30<sup>th</sup> Anniversary CommuniTea events saw volunteers speak up about Crimestoppers all over the country.

A proactive piece of PR showed public interest in the increasing need for our service.

Policy on key issues has been developed, but more is required to be done.

We will use new ways to promote our charity status, including building on our appeal on BBC Radio 4, and boost communications with our base of supporters.

We will strengthen relationships with other charities in our field, including Neighbourhood Watch and Victim Support, so all our beneficiaries get the help they need.

## Analysis

We learnt much about our charity's future potential by listening to volunteers, partners and staff all across the UK.

Dedicated research on specific crimes is helping us and our partners with understanding and identifying trends.

With a vision for our charity's future in place, we will develop new plans for our next strategic period.

We will survey our Stoppers about the benefits of our service, and review the roll-out of our refreshed brand.

## Anonymity

### Huge publicity over our growth in contacts amid 101 delays

To coincide with the release of the National Crime Statistics 2018, we issued our own figures to offer an alternative snapshot. We passed on 152,000 reports to law enforcement agencies in the year 2017/18. This is 6% up on the previous year and a staggering 33% up on 2015/16.

Almost half of those who use our service are aged under 35, an angle that proved significant for a piece on BBC News Online with an article headlined 'Why more young people are using Crimestoppers' hitting the top 3 'most read' stories.



Broadcasters, from BBC News Channel to ITV Lunchtime News, and national newspapers such as the Daily Mail and Daily Telegraph, focused on the fact that part of this rise in demand is down to people being unable to access 101. This dominated news bulletins across BBC Network Radio and TV throughout the day.

Above all, this coverage was extremely useful publicity for Crimestoppers as it served to put us in the public's mind, emphasised our charitable status and highlighted the vital role our service plays in keeping communities safe.

## Engagement

Engaging with a wide range of vulnerable members of the community is a critical activity at the heart of what Crimestoppers is here to achieve. Here are two such examples:

### **Derbyshire bid to boost information in Russian, Polish and Hindi proves highly successful**

When English is not your first language, there is a greater risk of being excluded from mainstream society and feeling unable or reluctant to come forward in the event of having information about crime.

Traditionally, many immigrant communities bring with them a distrust of authorities including police, and this attitude can take a significant length of time to soften. Our charity can play a key role in empowering people – whatever their language – to speak up.

In Derbyshire, we ran a general awareness campaign in 7 languages to engage with communities and promote our translation service – available in 150 languages. This led to an impressive rise in intelligence including in Polish, Russian and Hindi.

### **Partnership with St Giles Trust confronts Newport crime gangs**

A Home Office-funded prevention pilot in Newport has seen a more holistic approach taken when tackling serious organised crime in Newport, Gwent.

Commissioned by Gwent PCC, we have expanded our youth service in the city by appointing a new Fearless Youth Outreach Worker who, in partnership with St Giles Trust, helped us reach nearly 6,000 pupils at nine Newport comprehensive schools.

The project also included a digital campaign to help target and prevent serious organised crime in Newport through raising young people's awareness of gang activities – particularly around child exploitation.



The success was shown in the digital engagement and increase in Crimestoppers reports around key issues including weapons, exploitation, gangs and drug dealing. As a result of more than 90,000 people viewing our Facebook adverts, we saw an 83% increase in reports in Newport and a 67% increase in reports about crack cocaine – the class A drug commonly sold by gangs.

Newport residents demonstrated how they are looking out for the most vulnerable in their community; we saw a 100% increase in reports relating to 'vulnerability'.

## **Education**

### **New County Lines resource warns young people of the risk of exploitation and harm at the hands of drug dealers**

County Lines has been a major concern in recent years as gangs exploit children, young people and vulnerable adults to sell drugs. They are often forced to travel across counties and use dedicated mobile phone 'lines' to sell their illegal wares.

Crimestoppers is playing its part in helping protect communities and individuals from the harm caused by County Lines by producing a new educational resource for professionals who work with young people. This includes playing cards with provocative questions which stimulate debate.

It's designed to challenge preconceptions, stimulate conversation and encourage good citizenship. It also boosts awareness of the Fearless anonymous reporting service for those who feel unable to speak directly to law enforcement about their concerns.

It was developed in partnership with police, the Home Office and the education sector and was launched after a successful pilot with four London boroughs: Lambeth, Newham, Haringey and Enfield.

### **First ever event in Leicester to tackle knife crime**

Crimestoppers co-hosted the first ever event dedicated to reducing knife crime by bringing together key organisations from across Leicestershire.

The **Fearless Against Knife Crime** event in November – with Leicestershire PCC Willy Bach and Leicestershire Police - brought together professionals and experts working with young people to devise best strategies for keeping young people safe.

Over 100 people attended and heard keynote speeches with ideas on how to support those who may be vulnerable to using or carrying knives. We had great feedback, with exceptional enthusiasm for promoting our youth service Fearless.

Willy Bach said: "I'm very grateful to Crimestoppers and Fearless for supporting this event to increase the safety of young people in Leicestershire and stop impressionable youths from carrying knives. This is an urgent issue that must be addressed."

## **Analysis**

### **Extra value from our anonymous information**

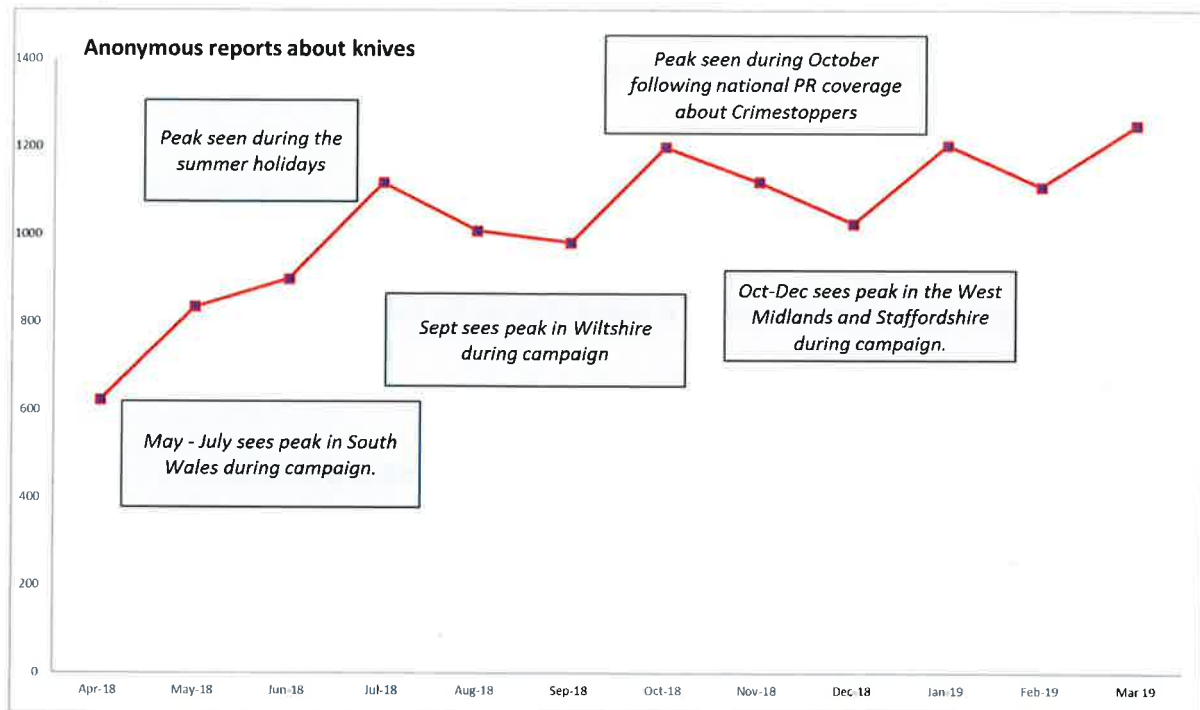
The information we are given by the public provides a valuable insight into crimes and what concerns people. Our reports are, by their very nature, individual and uncorroborated, and can tell only part of the picture.

We are increasingly sharing our analysis with our partners. This helps improve our understanding so that together we can better prevent and solve crime.

### **Knife crime growth**

The past year has seen a worrying rise in the number of knife crime offences. As this issue has grown in the public consciousness, we've responded with local campaigns to encourage people to talk to us about what they know.

The growth in anonymous reports about knife crime has more than doubled.



## County lines and Cuckooing

These two new crime terms don't do justice to the exploitation and violence that are behind them. The public are becoming aware of how criminals are using and sometimes brutally exploiting vulnerable people. And they are telling us, anonymously.

Our analysis of what they are saying has demonstrated the impact of our campaigning over the year. The words 'county lines' and 'cuckooing' are increasingly mentioned by our callers. This allows us to measure a benchmark for these crimes and monitor this in the years ahead. We've also been able to share this information with the National County Lines Coordination Centre to add to their knowledge of the criminals involved.





## Volunteering

Engaging with our volunteers makes sure we can reflect and build bridges between us and the communities we serve.

### At your place

In the autumn our CEO attended a dozen 'At Your Place' events held across the UK, giving volunteers an opportunity to voice their opinions about Crimestoppers and crime in general.

Over 150 of our closest supporters attended. It was a chance for everyone to:

- Influence our future direction
- Bring their thoughts, feelings and ideas
- Have their say on what works and what doesn't
- Meet other volunteers and staff; share experiences, knowledge and skills

Our management team wanted to:

- Listen to how we can improve things and build on our success
- Learn about everyone's unique perspective in promoting Crimestoppers
- Take on board ideas about how to boost our impact
- Thank our volunteers for their continued committed support.



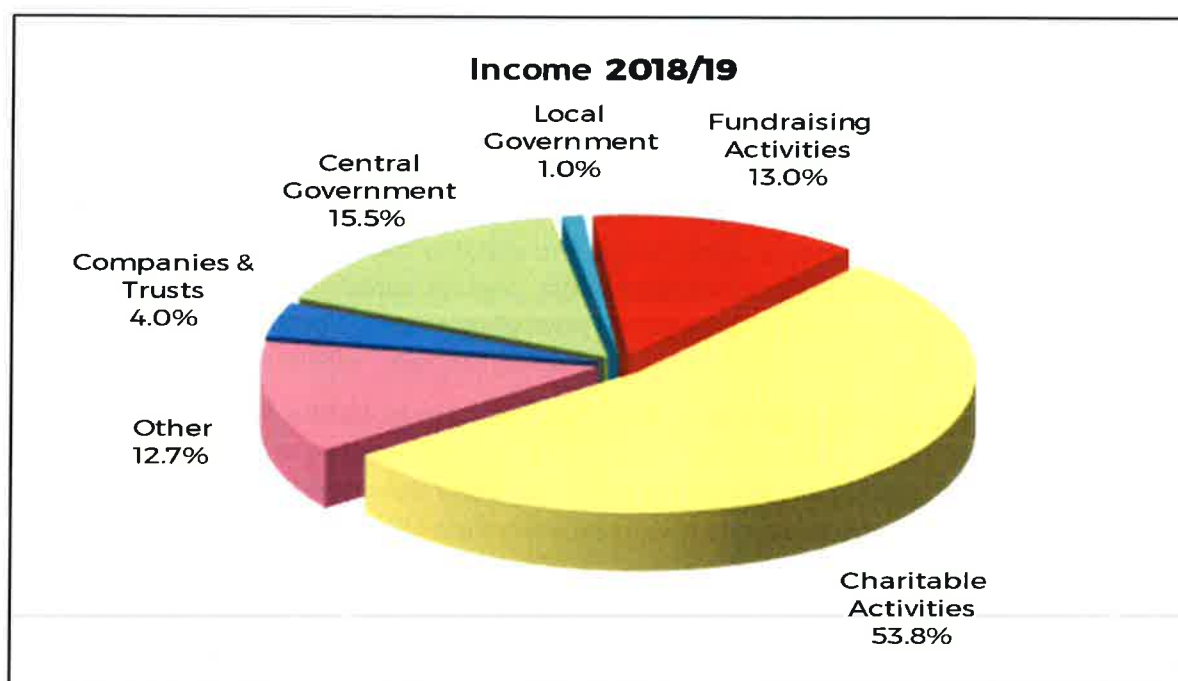
The events were exceptionally successful and have provided the start point to the refresh of our strategy for the next 5 years.

## Strategic Report

### Financial results

The group results for the year ended 31<sup>st</sup> March 2019 are given in the Consolidated Statement of Financial Activities (SOFA) on page 24. The Charity's assets and liabilities as at 31<sup>st</sup> March 2019 are given in the Balance Sheets on page 25.

Over half of the income in the year continues to be derived from Charitable Activities. This represents income generated by the Charities trading subsidiary in providing police forces and other organisations with call handling services from our dedicated Contact Centre. Total income experienced a 4.8% increase when compared to the prior year.



The increased income over last year is due to a combination of factors; new business and increased call handling for existing contracts contributed £142,433. 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 £675,951 an increase of £166,098, this was to support more Regional Manager and Fearless Worker roles as well as campaigns. These increases were partially countered by a reduction in corporate partner income of £68,687, although this was matched with a corresponding decrease in expenditure.

Expenditure increased by 5.8%, £298,648, when compared to the previous year. Staff and related costs increased by £110,829 with the expansion of the Regional Manager and Fearless Workers teams and the general increase in both salary and pension costs. There was additional expenditure compared to the previous year within support costs, £147,025, primarily legal fees, related to GDPR compliance costs and depreciation due to the additional investment particularly in IT infrastructure in the last two years and operational expenditure of £36,696.

More information is available in the notes to the accounts on pages 29 to 40.

**Fixed assets**

A summary of changes to fixed assets during the year is set out in Note 9 to the financial statements.

Capital expenditure during the year was incurred across the range of categories with £17,710 spent enhancing the Hermes system which records and analyses information at the Contact Centre. Website development costs amounted to £31,169 and the Contact Centre incurred £10,416 and £2,310 respectively, updating hardware and existing software. At Central Office a combination of replacement of older desktops and laptops in addition to laptops for new staff resulted in expenditure of £35,134, with the purchase of new servers costing £25,087. In addition, new office furniture of £26,042 was purchased to improve the office environment at the Contact Centre.

**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<sup>st</sup> March 2019 group unrestricted reserves, including fixed assets, before the FRS 102 actuarial loss stood at £889,396 (2018 - £790,779) and after the application of FRS 102 at £850,396 (2018 - £755,779); the equivalent of over two 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<sup>st</sup> March 2019 led to a £4,000 increase in the FRS 102 deficit, taking it to £39,000.

**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 2019/20, at the same level as for the last three 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. Trustees anticipate that Home Office funding will continue to be available for periods beyond 31<sup>st</sup> March 2020. Additionally, 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 15% of its overall income in 2018/19. Trustees and staff continually look to increase other sources of income to ensure 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 operate 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. Monthly revised forecasts are made 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 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.

**Subsidiary undertakings**

The Charity's subsidiary undertakings as at 31<sup>st</sup> March 2019 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 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 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 42. 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 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 direct benchmarking comparators; 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 262 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 103 full time equivalent staff; currently 86 full time and 23 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 23 are based at the Charity's Central Office, 45 work either in management positions or under a shift system in our 24/7 call centre and 17 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<sup>st</sup> March 2017 of the defined benefit scheme, updated at 31<sup>st</sup> March 2019, 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 2014, with an estimated 98 percent (2014 - 102 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<sup>st</sup> March 2019 valuation under this method showed a deficit of £39,000 compared with a deficit of £35,000 at 31<sup>st</sup> March 2018. 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.

**Signed on behalf of the Trustees**

Peter Gaze



Ceri M Gardner



23rd July 2019

**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 'parent charity') and its subsidiary (the 'group') for the year ended 31 March 2019 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheets, the consolidated cash flow statement 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 group's and of the parent charity's affairs as at 31 March 2019 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.

**The impact of uncertainties due to Britain exiting the European Union on our audit**

The Trustees' view on the impact of Brexit is disclosed on page 16.

The terms on which the United Kingdom may withdraw from the European Union are not clear, and it is therefore not currently possible to evaluate all the potential implications to the group's and charity's activities, suppliers and the wider economy.

We considered the impact of Brexit on the group and charity as part of our audit procedures, applying a standard firm wide approach in response to the uncertainty associated with the group's and charity's future prospects and performance.

However, no audit should be expected to predict the unknowable factors or all possible implications for the charity and this is particularly the case in relation to Brexit.

**Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees' have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

**Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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 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 Trustees' Report 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 Trustees' Report 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 group and the parent 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 Trustees' Report.

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 parent charity financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specific 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 20, the trustees (who are also the directors of the parent charity 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 group's and the parent 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 these financial statements.

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](http://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: *N J Wakefield*

Nicola Wakefield (Senior Statutory Auditor)

for and on behalf of Mazars LLP

Chartered Accountants and Statutory Auditor

Times House, Throwley Way, Sutton, Surrey, SM1 4JQ

Date: *14th August 2019*

**Consolidated Statement of Financial Activities**  
**(incorporating the income and expenditure account)**  
**for the year ended 31 March 2019**

		Unrestricted Funds	Restricted Funds	Total Funds 2019	Unrestricted Funds	Restricted Funds	Total Funds 2018
	Notes	£	£	£	£	£	£
<b>Income</b>							
Income from Charitable activities	1	2,902,133	-	<b>2,902,133</b>	2,759,710	-	<b>2,759,710</b>
Donations and legacies	2	939,057	855,252	<b>1,794,309</b>	929,457	719,384	<b>1,648,841</b>
Other trading activities	3	579,013	122,633	<b>701,646</b>	475,260	267,795	<b>743,055</b>
Income from investments		2,461	59	<b>2,520</b>	332	58	<b>390</b>
<b>Total income and endowments</b>		<b>4,422,664</b>	<b>977,944</b>	<b>5,400,608</b>	<b>4,164,759</b>	<b>987,237</b>	<b>5,151,996</b>
<b>Expenditure</b>							
Charitable activities	4	3,603,619	1,092,490	<b>4,696,109</b>	3,542,051	889,503	<b>4,431,554</b>
Expenditure on raising funds	5	638,357	134,818	<b>773,175</b>	635,048	104,034	<b>739,082</b>
<b>Total expenditure</b>		<b>4,241,976</b>	<b>1,227,308</b>	<b>5,469,284</b>	<b>4,177,099</b>	<b>993,537</b>	<b>5,170,636</b>
<b>Net income/(expenditure) before transfers</b>		<b>180,688</b>	<b>(249,364)</b>	<b>(68,676)</b>	<b>(12,340)</b>	<b>(6,300)</b>	<b>(18,640)</b>
<b>Transfers</b>							
Gross transfers between funds		(82,071)	82,071	-	41,895	(41,895)	-
<b>Net income/(expenditure) before other recognised gains and losses</b>		<b>98,617</b>	<b>(167,293)</b>	<b>(68,676)</b>	<b>29,555</b>	<b>(48,195)</b>	<b>(18,640)</b>
<b>Other recognised gains/losses</b>							
Actuarial (loss)/gain on defined benefit pension scheme	17	(4,000)	-	<b>(4,000)</b>	38,000	-	38,000
<b>Net movement in funds</b>		<b>94,617</b>	<b>(167,293)</b>	<b>(72,676)</b>	<b>67,555</b>	<b>(48,195)</b>	<b>19,360</b>
<b>Reconciliation of Funds</b>							
<b>Total funds brought forward</b>		<b>755,779</b>	<b>562,409</b>	<b>1,318,188</b>	<b>688,224</b>	<b>610,604</b>	<b>1,298,828</b>
<b>Total funds carried forward</b>		<b>850,396</b>	<b>395,116</b>	<b>1,245,512</b>	<b>755,779</b>	<b>562,409</b>	<b>1,318,188</b>

The principal accounting policies on pages 27 and 28 and the notes on pages 29 to 40 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 £5,398,558 (2018 - £5,148,120) and expenditure was £5,467,235 (2018 - £5,166,760).

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 2019

	Notes	CONSOLIDATED		CHARITY	
		2019	2018	2019	2018
		£	£	£	£
<b>Fixed assets</b>					
Total tangible assets	9	149,742	140,829	95,862	80,844
Total intangible assets	9	116,861	183,571	71,372	85,922
<b>Total fixed assets</b>		<b>266,603</b>	<b>324,400</b>	<b>167,234</b>	<b>166,766</b>
<b>Current assets</b>					
Debtors	10	825,240	580,107	563,471	504,607
Cash at bank and in hand					
Cash - restricted fund balances		390,403	554,010	390,403	390,709
Cash - deferred income		911,924	598,421	343,157	294,929
Cash - operating funds		852,725	803,904	564,935	680,855
<b>Total current assets</b>		<b>2,980,292</b>	<b>2,536,442</b>	<b>1,861,966</b>	<b>1,871,100</b>
<b>Liabilities</b>					
Creditors: Amounts falling due within one year	11	1,962,383	1,507,654	778,610	743,887
<b>Net current assets</b>		<b>1,017,909</b>	<b>1,028,788</b>	<b>1,083,356</b>	<b>1,127,213</b>
<b>Total assets less current liabilities excluding pension deficit</b>		<b>1,284,512</b>	<b>1,353,188</b>	<b>1,250,590</b>	<b>1,293,979</b>
Defined benefit pension scheme deficit	17	(39,000)	(35,000)	(39,000)	(35,000)
<b>Net assets including pension deficit</b>	13	<b>1,245,512</b>	<b>1,318,188</b>	<b>1,211,590</b>	<b>1,258,979</b>
<b>The funds of the charity:</b>					
<b>Total restricted funds</b>	12	<b>395,116</b>	<b>562,409</b>	<b>395,116</b>	<b>562,409</b>
Unrestricted funds:					
Unrestricted funds		889,396	790,779	855,474	731,570
<b>Unrestricted funds excluding pension deficit</b>		<b>889,396</b>	<b>790,779</b>	<b>855,474</b>	<b>731,570</b>
Defined benefit pension scheme deficit	17	(39,000)	(35,000)	(39,000)	(35,000)
<b>Total unrestricted funds</b>		<b>850,396</b>	<b>755,779</b>	<b>816,474</b>	<b>696,570</b>
<b>Total funds</b>	13	<b>1,245,512</b>	<b>1,318,188</b>	<b>1,211,590</b>	<b>1,258,979</b>

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

Peter Gaze *DMG*  
Date: 23/7/19

Ceris M Gardner *cmG*  
Date: 23/7/19

The principal accounting policies on pages 27 and 28 and the notes on pages 29 to 40 form part of these financial statements.  
Company No 05382856

**Consolidated Statement of Cash Flows**

	2019	2019	2018	2018
	£	£	£	£
<b>Net movement in funds</b>	(72,676)		19,360	
Investment income	2,520		390	
Depreciation	88,803		79,165	
Amortisation	117,899		85,891	
Loss on disposal of fixed asset	420		-	
(Increase)/decrease in debtors	(245,133)		57,271	
Increase in creditors	454,729		339,112	
Increase/(decrease) in pension scheme liability	4,000		(34,000)	
<b>Net cash inflow from operating activities</b>		350,562		547,189
<b>Cashflows from investing activities</b>				
Investment income received		(2,520)		(390)
<b>Cashflows from capital expenditure</b>				
Purchase of tangible fixed assets	(98,136)		(55,741)	
Purchase of intangible fixed assets	(51,189)		(43,444)	
		(149,325)		(99,185)
<b>Increase in cash for the year</b>		<b>198,717</b>		<b>447,614</b>

**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 2015) - (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 consider that it is appropriate for these financial statements to be prepared on the going concern basis as detailed in the trustees report.

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 42. 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.



**Principal accounting policies (continued)****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 months 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 months 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 2019**

<b>1. Income from charitable activities</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
24/7 Call Centre	2,393,268	2,308,388
Other	508,865	451,322
	<b>2,902,133</b>	<b>2,759,710</b>
<b>2. Donations and legacies</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Income from donations:		
Companies and trusts	214,543	213,782
Individuals	10,587	7,875
Other voluntary income	675,951	509,853
	<b>901,081</b>	<b>731,510</b>
Grant Income:		
Central government	839,500	850,500
Local government	51,678	62,955
	<b>891,178</b>	<b>913,455</b>
Intangible income	2,050	3,876
	<b>2,050</b>	<b>3,876</b>
<b>Total income from donations and legacies</b>	<b>1,794,309</b>	<b>1,648,841</b>

Central government grants include £770,500 (2018 - £770,500) Home Office contribution to support the core operating costs of the Charity.

<b>3. Activities for raising funds</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Corporate partners and other licensing income	535,654	604,341
Events	165,992	138,714
	<b>701,646</b>	<b>743,055</b>

**Notes to the financial statements for the year ended 31 March 2019**

<b>4. Charitable activities</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Staff Costs - promoting the Crimestoppers scheme and building up anti-crime partnerships, nationally and locally	3,020,868	2,923,357
Publicity and promotion of the Crimestoppers scheme	636,946	627,945
Rewards	4,250	8,700
Other direct operational expenditure	51,920	15,224
Audit fee	16,850	15,084
Support costs	965,275	841,244
	<b>4,696,109</b>	<b>4,431,554</b>

Within the £4,696,109 (2018 - £4,431,554) of Charitable Activities cost for the Charity are £53,874 (2018 - £52,461) relating to Governance Costs.

Within the £636,946 (2018 - £627,945) for the publicity and promotion of the charity are matching costs of £2,050 (2018 - £3,876) of the intangible income (outlined in note 2 above).

<b>5. Expenditure on raising funds</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Staff costs, including consultancy and training	529,444	516,125
Fundraising events and publicity	71,583	73,803
Support costs	172,148	149,154
	<b>773,175</b>	<b>739,082</b>

<b>6. Staff costs</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Total costs of:		
Wages and salaries	2,988,642	2,913,915
National insurance	282,381	274,022
Pension and other benefits	94,858	79,775
Pension scheme administration	25,071	29,230
Consultancy and temporary staff	83,232	81,685
Training and recruitment	71,756	56,497
Other staff costs	4,372	4,359
	<b>3,550,312</b>	<b>3,439,483</b>

**Notes to the financial statements for the year ended 31 March 2019**
**6. Staff costs (continued)**

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

	2019	2018
Generating voluntary income	5	4
Fundraising trading	8	7
Charitable activities	90	90
<b>Total</b>	<b>103</b>	<b>101</b>
<b>Average number of staff during the year</b>	<b>107</b>	<b>114</b>

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

	2019	2018
£60,000 - £69,999	-	1
£70,000 - £79,999	2	1
£80,000 - £89,999	-	1
£110,000 - £119,999	-	1
£120,000 - £129,999	1	-
<b>Total</b>	<b>3</b>	<b>4</b>

Of these employees none (2018 - 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 £376,684 (2018 - 395,484).

**7. Trustees' emoluments**

No Trustee received any emoluments or expenses during the year (2018 - Nil).

**8. Support costs**

	Charitable Activities	Expenditure on Raising funds	2019 Total	2018 Total
	£	£	£	£
Travelling Expenses	163,540	16,125	179,665	181,304
Rent, repairs and maintenance	157,908	49,106	207,014	194,184
Depreciation and amortisation	193,679	13,023	206,702	165,055
Stationery, copying and postage	22,183	5,399	27,582	30,180
Telephones & internet	86,979	13,593	100,572	116,198
Legal fees	94,617	24,619	119,236	41,115
Other support costs	246,369	50,283	296,652	262,362
<b>Total</b>	<b>965,275</b>	<b>172,148</b>	<b>1,137,423</b>	<b>990,398</b>

**Notes to the financial statements for the year ended 31 March 2019**
**9a. Consolidated fixed assets**

	Tangible				Intangible
	Leasehold	Furniture,	Computer	Total	Software
	Improvements	Fixtures & Fittings	Equipment		
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2018	258,662	149,789	278,331	686,782	364,075
Additions	1,457	26,042	70,637	98,136	51,189
Disposals	-	-	(4,669)	(4,669)	-
<b>At 31 March 2019</b>	<b>260,119</b>	<b>175,831</b>	<b>344,299</b>	<b>780,249</b>	<b>415,264</b>
<b>Depreciation</b>					
At 1 April 2018	215,907	128,097	201,949	545,953	180,504
Charge for the year	20,277	7,641	60,885	88,803	117,899
Eliminated on disposals	-	-	(4,669)	(4,669)	-
Loss on disposal	-	-	420	420	-
<b>At 31 March 2019</b>	<b>236,184</b>	<b>135,738</b>	<b>258,585</b>	<b>630,507</b>	<b>298,403</b>
<b>Net book value</b>					
<b>At 31 March 2019</b>	<b>23,935</b>	<b>40,093</b>	<b>85,714</b>	<b>149,742</b>	<b>116,861</b>
<b>At 31 March 2018</b>	<b>42,755</b>	<b>21,692</b>	<b>76,382</b>	<b>140,829</b>	<b>183,571</b>

**9b. Charity fixed assets**

	Tangible				Intangible
	Leasehold	Furniture,	Computer	Total	Software
	Improvements	Fixtures & Fittings	Equipment		
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2018	166,380	97,503	132,736	396,619	146,939
Additions	1,457	-	60,221	61,678	31,169
Disposals	-	-	(4,669)	(4,669)	-
<b>At 31 March 2019</b>	<b>167,837</b>	<b>97,503</b>	<b>188,288</b>	<b>453,628</b>	<b>178,108</b>
<b>Depreciation</b>					
At 1 April 2018	133,003	82,670	100,102	315,775	61,017
Charge for the year	16,675	3,770	25,795	46,240	45,719
Eliminated on disposals	-	-	(4,669)	(4,669)	-
Loss on disposal	-	-	420	420	-
<b>At 31 March 2019</b>	<b>149,678</b>	<b>86,440</b>	<b>121,648</b>	<b>357,766</b>	<b>106,736</b>
<b>Net book value</b>					
<b>At 31 March 2019</b>	<b>18,159</b>	<b>11,063</b>	<b>66,640</b>	<b>95,862</b>	<b>71,372</b>
<b>At 31 March 2018</b>	<b>33,377</b>	<b>14,833</b>	<b>32,634</b>	<b>80,844</b>	<b>85,922</b>



**Notes to the financial statements for the year ended 31 March 2019**

<b>10a. Consolidated Debtors</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade debtors	628,276	446,486
Prepayments	132,866	103,800
Accrued income	64,098	29,821
	<b>825,240</b>	<b>580,107</b>

<b>10b. Charity Debtors</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade debtors	193,461	214,474
Prepayments	111,624	84,815
Accrued income	12,354	21,030
Amounts due from associated undertakings	246,032	184,288
	<b>563,471</b>	<b>504,607</b>

Amounts due from associated undertakings includes the management charge in respect of strategic and support services supplied to the subsidiary £526,900 (2018 - £449,853).

<b>11a. Consolidated creditors due within one year</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade creditors	210,041	116,844
Taxation and Social Security	307,872	276,703
Accruals	167,147	199,600
Deferred income	1,277,323	914,507
	<b>1,962,383</b>	<b>1,507,654</b>

Deferred income of £782,925 at the end of 2018 was released during the year.

<b>11b. Charity creditors due within one year</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade creditors	159,441	93,891
Taxation and Social Security	60,850	82,246
Accruals	139,710	177,041
Deferred income	418,609	390,709
	<b>778,610</b>	<b>743,887</b>

**Notes to the financial statements for the year ended 31 March 2019**
**12. Movement on restricted funds**

	Opening Balance £	Income £	Expenditure £	Net Transfers £	Closing Balance £
<b>Total regional restricted funds</b>	<b>214,383</b>	<b>263,690</b>	<b>337,830</b>	<b>(2,800)</b>	<b>137,443</b>
Illicit Streaming campaign - SKY	35,909	-	-	-	35,909
Bedfordshire Police Funds	13,978	-	223	-	13,755
Electoral Fraud Project 2018/19	22,385	-	8,946	-	13,439
G4S Fearless work	10,530	-	-	-	10,530
Ipswich Gangs Campaign	10,416	-	-	-	10,416
Other restricted funds (subtotal)	254,808	714,254	880,309	84,871	173,624
<b>Total Central Office restricted funds</b>	<b>348,026</b>	<b>714,254</b>	<b>889,478</b>	<b>84,871</b>	<b>257,673</b>
<b>Total restricted funds</b>	<b>562,409</b>	<b>977,944</b>	<b>1,227,308</b>	<b>82,071</b>	<b>395,116</b>

## Purpose of restricted funds

- Illicit Streaming campaign - with the IPO and other partners raising awareness of the potential risks associated with illicit streaming devices
- Bedfordshire Police - Burglary - a campaign to increase awareness of burglary and the handling of stolen goods
- Electoral Fraud Project - in partnership with the Electoral Commission highlighting the risks of electoral fraud
- G4S volunteer initiative - 'Train the Trainer' programme teaching adults involved in the development of young people
- Ipswich Gangs campaign - tackling gang related violence in Ipswich connected to drug dealing.

**13a. Consolidated fund balances at 31 March 2019**

represented by:

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed assets	263,282	3,321	266,603
Debtors	698,575	126,665	825,240
Cash at bank and in hand	1,759,936	395,116	2,155,052
Creditors: amounts falling due within one year	(1,832,397)	(129,986)	(1,962,383)
Pension liability	(39,000)	-	(39,000)
<b>Net assets at 31 March 2019</b>	<b>850,396</b>	<b>395,116</b>	<b>1,245,512</b>

**13b. Charity fund balances at 31 March 2019**

represented by:

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed assets	163,913	3,321	167,234
Debtors	436,806	126,665	563,471
Cash at bank and in hand	903,379	395,116	1,298,495
Creditors: amounts falling due within one year	(648,624)	(129,986)	(778,610)
Pension liability	(39,000)	-	(39,000)
<b>Net assets at 31 March 2019</b>	<b>816,474</b>	<b>395,116</b>	<b>1,211,590</b>

**Notes to the financial statements for the year ended 31 March 2019**
**14. Subsidiary companies**

The group subsidiary companies at 31<sup>st</sup> March 2019, 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<sup>st</sup> March 2019 were as follows:

	2019	2018
	£	£
Turnover	3,025,425	2,869,698
Cost of sales	(1,770,308)	(1,559,206)
Gross profit	1,255,117	1,310,492
Administrative expenses	(623,349)	(601,500)
Operating Surplus	631,768	708,992
Interest receivable and similar income, net of interest payable	2,154	216
Profit for the year	633,922	709,208
Fixed assets	99,369	157,635
Net current liabilities	(65,447)	(98,427)
Net assets	33,922	59,208
Profit and Loss Account	33,922	59,208
Total shareholder funds	33,922	59,208

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 £526,900 (2018 - £449,853); 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 2019 or the year ended 31 March 2018. Where taxable profits are lower than the accounting profits due to temporary timing differences reserves are retained in the company. For 2018/19 distributions of £659,208 (2017/2018 - £650,000) 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 2019**
**15. Leases**

Commitments under operating leases are as follows:

	<b>Land &amp; buildings</b>		<b>Others</b>	
	<b>2019</b>	<b>2018</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Consolidated:				
Payments within one year	131,000	151,750	2,420	2,420
Expiring between one – five years	29,706	222,956	3,026	5,446
	160,706	374,706	5,476	7,866
Charity:	£	£	£	
Payments within one year	110,250	110,250	2,420	2,420
Expiring between one – five years	29,706	139,956	3,026	5,446
	139,956	250,206	5,476	7,866

On 7<sup>th</sup> July 2010 the Charity entered into a 10 year lease for a Central Office based at Wallington, Surrey at an annual rental of £104,400, with a rent commencement date of 7<sup>th</sup> July 2013.

**16. Related Parties**

During the year the Charity received a donation of £40,000 (2018 – £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, a Trustee of the Charity, is a Trustee of the Cayo Foundation. For the year to 31st March 2018 the Charity received donations from the Cayo Foundation totalling £120,141, £63,599 for IT development and £56,542 towards a project to refresh the brand.

The son of Lord Imbert, who was a Trustee of the Charity in the prior year, is employed by ESRI. Crimestoppers provided an Integrity Line service to ESRI at a cost of £20,000 (2018 – £20,000).

Bill Griffiths, a Trustee of this Charity provided consultancy for which he was reimbursed £103 (2018 – £302).

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 to the BHA at a cost of £9,350 (2018 – £4,675).

Peter Clarke, a Trustee of the Charity, is HM Chief Inspector of Prisons. During the year Crimestoppers provided a reporting service to offenders in prisons funded by HM Prison & Probation Service at a cost of £29,524 (2018 – £21,268).

During the year Crimestoppers charged management fees to its wholly owned subsidiary, Treble 5 Treble 1 Limited of £526,900 (2018 – £449,853); in addition distributions of £659,208 (2018 – £650,000) were made by Treble 5 Treble 1 Limited. At 31 March 2019 £246,032 (2018 – £184,288) was due from Treble 5 Treble 1 Limited.

**Notes to the financial statements for the year ended 31 March 2019**
**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 2017, 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 2019 are £25,000.

**a) Principal Assumptions**

The principal actuarial assumptions at the balance sheet date were:

	<b>2019</b>	<b>2018</b>
Discount rate	2.40%	2.60%
RPI Inflation	3.30%	3.30%
CPI Inflation	2.30%	2.30%
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%	3.20%



**Notes to the financial statements for  
the year ended 31 March 2019**
**17. Pension Commitments (continued)**

CPI capped at 2.50% pa	1.90%	1.90%
Pre and post retirement mortality	S3PA with CMI 2018 with 1.25% pa long term improvements	S2PxA with CMI 2017 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	21.8	21.9
Future life expectancy of male achieving 65, 20 years after balance sheet date	23.1	23.3
Future life expectancy of female aged 65 at balance sheet date	24.0	23.8
Future life expectancy of female achieving 65, 20 years after balance sheet date	25.5	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:

	2019	2018
	£000's	£000's
UK and Overseas Equities	1,014	1,023
Insured Pensioners	412	425
Government Fixed Interest Bonds	44	63
Corporate Bonds	393	312
UK Index Linked Bonds	278	250
Cash	31	20
<b>Total</b>	<b>2,172</b>	<b>2,093</b>

**Notes to the financial statements for the year ended 31 March 2019**
**17. Pension Commitments (continued)**
**c) Net defined benefit liability**

	<b>2019</b>	<b>2018</b>
	<b>£000's</b>	<b>£000's</b>
Fair value of Scheme assets	2,172	2,093
Present value of defined benefit obligation	<u>2,211</u>	<u>2,128</u>
Defined benefit liability recognised in balance sheet	<u>(39)</u>	<u>(35)</u>

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

	<b>2019</b>	<b>2018</b>
	<b>£000's</b>	<b>£000's</b>
Current Service Cost	23	23
Net interest on the net defined benefit Liability	-	1
<b>Total</b>	<b><u>23</u></b>	<b><u>24</u></b>

**e) Total amounts taken to Other Comprehensive Income**

	<b>2019</b>	<b>2018</b>
	<b>£000's</b>	<b>£000's</b>
Actual return on Scheme assets	108	10
Amounts included in net interest on the net defined benefit liability	<u>(54)</u>	<u>(53)</u>
Remeasurement gains and (losses)		
- Return on Scheme assets excluding interest income	54	(43)
Remeasurement (gains) and losses	<u>(58)</u>	<u>(81)</u>
- Actuarial (gains) and losses		
<b>Remeasurement loss/(gain) recognised in Other Comprehensive Income</b>	<b><u>4</u></b>	<b><u>(38)</u></b>

**Notes to the financial statements for the year ended 31 March 2019**
**17. Pension Commitments (continued)**
**f) Changes in the present value of the defined benefit obligation**

	<b>2019</b>	<b>2018</b>
	<b>£000's</b>	<b>£000's</b>
Present value of defined benefit obligation at beginning of period	2,128	2,171
Benefits and death in Service premium paid	(58)	(45)
Current service cost	23	23
Interest cost	54	54
Remeasurement (gains) and losses		
- Actuarial (gains) and losses	58	(81)
Employee contributions	<u>6</u>	<u>6</u>
Present value of defined benefit obligation at end of period	<u>2,211</u>	<u>2,128</u>

**g) Changes in the fair value of assets**

	<b>2019</b>	<b>2018</b>
	<b>£000's</b>	<b>£000's</b>
Fair value of Scheme assets at beginning of period	2,093	2,102
Interest income	54	53
Remeasurement gains and (losses)		
- Return on Scheme assets excluding interest income	54	(43)
Contributions by employer	23	20
Employee contributions	6	6
Benefits and death in service premium paid	(58)	(45)
<b>Fair value of Scheme assets at end of period</b>	<u>2,172</u>	<u>2,093</u>

**Partnerships**

Electoral Commission  
England & Wales Cricket Board  
Environment Agency  
ESRI  
Ladbrokes Coral  
Liberty  
Long Clawson Dairy  
Muller  
National Farmers Union (NFU)  
Office of Product Safety and Standards  
Openreach  
Thames Water  
Trading Standards (East Midlands, Kent, Greater Manchester)  
Wine & Spirit Trade Association  
BE Consultancy  
Food Standards Scotland  
Harod Associates  
Henry Squire & Sons Ltd  
JELC  
Lloytron  
Ring  
SelectaMark  
Bank of England  
British Horseracing Authority  
FACT  
First Central  
Industry Trust  
Intellectual Property Office

Northern Powergrid  
Post Office  
Save the Children  
Security Industry Authority  
Tideway  
TSB  
William Hill  
Scottish Football Association  
B&Q Screwfix  
Barnardo's  
Border Force  
Charity Retail Association  
Firestoppers  
Gambling Commission  
IPSO  
Link ATM  
Morrisons  
NEXT  
Royal Mail  
South Caernarfon Creameries (SCC)  
Sodexo  
UKAD  
HSBC  
Carlisle Support Services  
NHS Scotland  
ETTOS  
Insurance Fraud Bureau  
NHS Counter Fraud Authority  
Association of Convenience Stores

**Trusts and Foundations**

The Bestway Foundation  
The John Swire Trust  
The Garfield & Weston Foundation  
The Adint Charitable Trust  
The Ingram Trust  
The 29th May 1961 Charity  
CHK Charities  
The Peacock Charitable Trust  
The Constance Travis Charitable Trust

**Legal & administrative information****Trustee Directors**

Lord Ashcroft KCMG PC (Chairman)	*Mr Michael Laurie CBE (appointed 18 <sup>th</sup> July 2018)
Mr Zameer Choudrey CBE	Ms Amanda Platell (resigned 10 <sup>th</sup> April 2018)
Mr Peter Clarke CVO, OBE, QPM	Mr Vivian Robinson
*Ms Angela Entwistle	Mr Nicholas Ross
Sir Ronnie Flanagan GBE, QPM	Mr Stephen Rubin OBE
Ms Ceris Gardner	Mr Robert Scott CBE
Mr Richard Gamble	Sir Paul Stephenson QPM
Mr William Griffiths CBE, BEM, QPM	Mr Peter Gaze (appointed 18 <sup>th</sup> July 2018)
*Mr David B Hammond (resigned 18 <sup>th</sup> July 2018)	

**Advisory Board**

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

Mr Phil O'Shea (Deputy Chair)

Mrs Carolyn Collard (South East Regional Representative) left Jan 2019

Mrs Sue Thompson (South East Regional Representative)

Mr Bill Cullen (East Midlands Regional Representative)

Mr Jim Ferguson (Scotland Regional Representative)

Mr Terry Flynn (Wales Regional Representative) left April 2018

Mr Ian Johnston (Wales Representative)

Mrs Susan Knaggs (North East Regional Representative) left Feb 2019

Mr Jonathan Hamill (North East Regional Representative)

Mr Stephen Pearce QPM (South West Regional Representative)

Miss Jane Antrobus (North West Regional Representative)

Mrs Nina Dawes (West Midlands Regional Representative)

Mr Stuart Rawlins (Eastern Regional Representative)

Mr Peter Rolington (South Regional Representative)

**Senior Officers**

\*Mr Mark Hallas OBE, Chief Executive

\*Mr Bob Booker, Director of Finance, Company Secretary

\*Mr Roger Critchell, Director of Operations (retired 11 October 2018)

\*Mr Rodger Holden, Director of Business Development



**Bankers**

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

**Auditor**

Mazars LLP  
Times House, Throwley Way  
Sutton  
Surrey SM1 4JQ

**Solicitors**

Bates Wells  
10 Queen Street Place  
London EC4R 1BE

**Status**

Crimestoppers Trust was originally established by a Deed of Trust on 20<sup>th</sup> October 1986 and was registered by the Charity Commission with effect from 4<sup>th</sup> November 1987. On 1<sup>st</sup> April 2005 the complete undertaking of Crimestoppers Trust was transferred to a company limited by guarantee, Company Number 5382856, 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.

**Thank you...**

"I can't tell  
anyone else..."

"What if I make  
it worse?"

"They make lives  
miserable round  
here..."

"I'd never talk  
to the police..."

"I don't want to  
go to court..."

"They know where  
I live..."

"What they've done  
it's wrong..."

"I'd be done in if  
they knew..."

***For 30 years you've trusted us.***

***Thanks to you, 2 million pieces of information about crime and criminals have been investigated.***

***Thanks to you, together we've solved and prevented thousands of crimes, and brought justice to victims and their families.***

**THANK YOU**

