



Cleveland  
Online  
Policing  
App

# Background


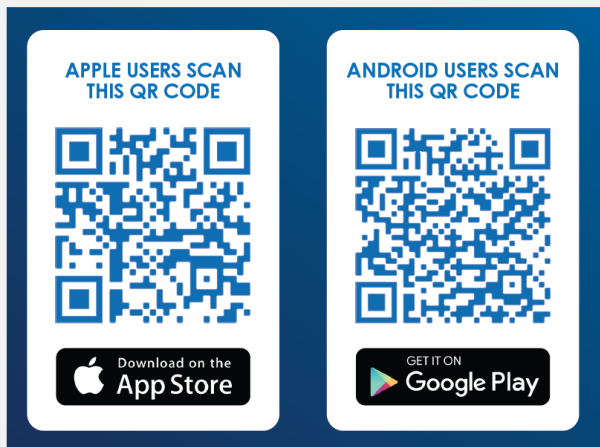
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How did the project come about?

- Feedback from the public on current methods of contact
- Under reporting of information leaves gaps in our understanding of demand
- In October 2021 the OPCC went out to tender for a technical partner to develop a mobile app. There were 9 expressions of interest and after a competitive tender process, the contract was awarded to Alt Labs, a local company.
- In January 2022 workshops were held with OPCC and Cleveland Police representatives to shape the design of the app.
- In June 2022, COPA was fully developed and released for testing.
- In September 2022, COPA was launched to the public

# Cleveland Online Policing App (COPA)

- App developed to give residents an alternative way to feed information to Cleveland Police and the OPCC.
- Diverting non urgent enquiries relieves pressure on control room call takers.
- Directing the public to the correct authorities for services, gives a more streamlined process.



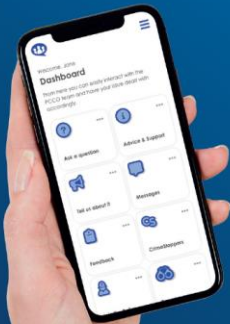
Cleveland's first ever policing app will give you another way to communicate with Cleveland Police or the Police and Crime Commissioner.

**ASK US**  
Ask us a question about policing, crime and community safety.

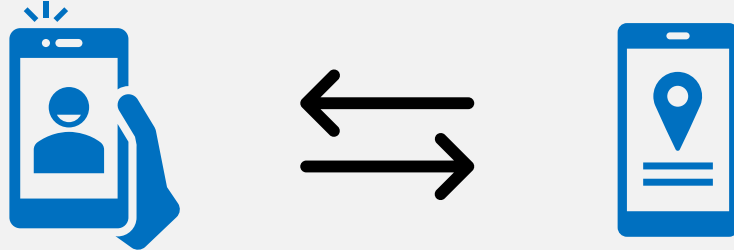
**TELL US**  
Share your concerns about nuisance behaviour in your community.

**PROVIDE FEEDBACK**  
Have your say about the experience you received from Cleveland Police.

**GET ADVICE**  
Access links to websites with helpful information about victim support.



# Signing up to the app



*A user registers to use COPA with basic contact details: name, email, mobile number and postcode. The mobile number is verified by a text code.*

**Does it feel like the situation could get heated or violent soon?**

**Is someone in immediate danger?**

**Do you need support right away?**

**If so, please call 999 now.**

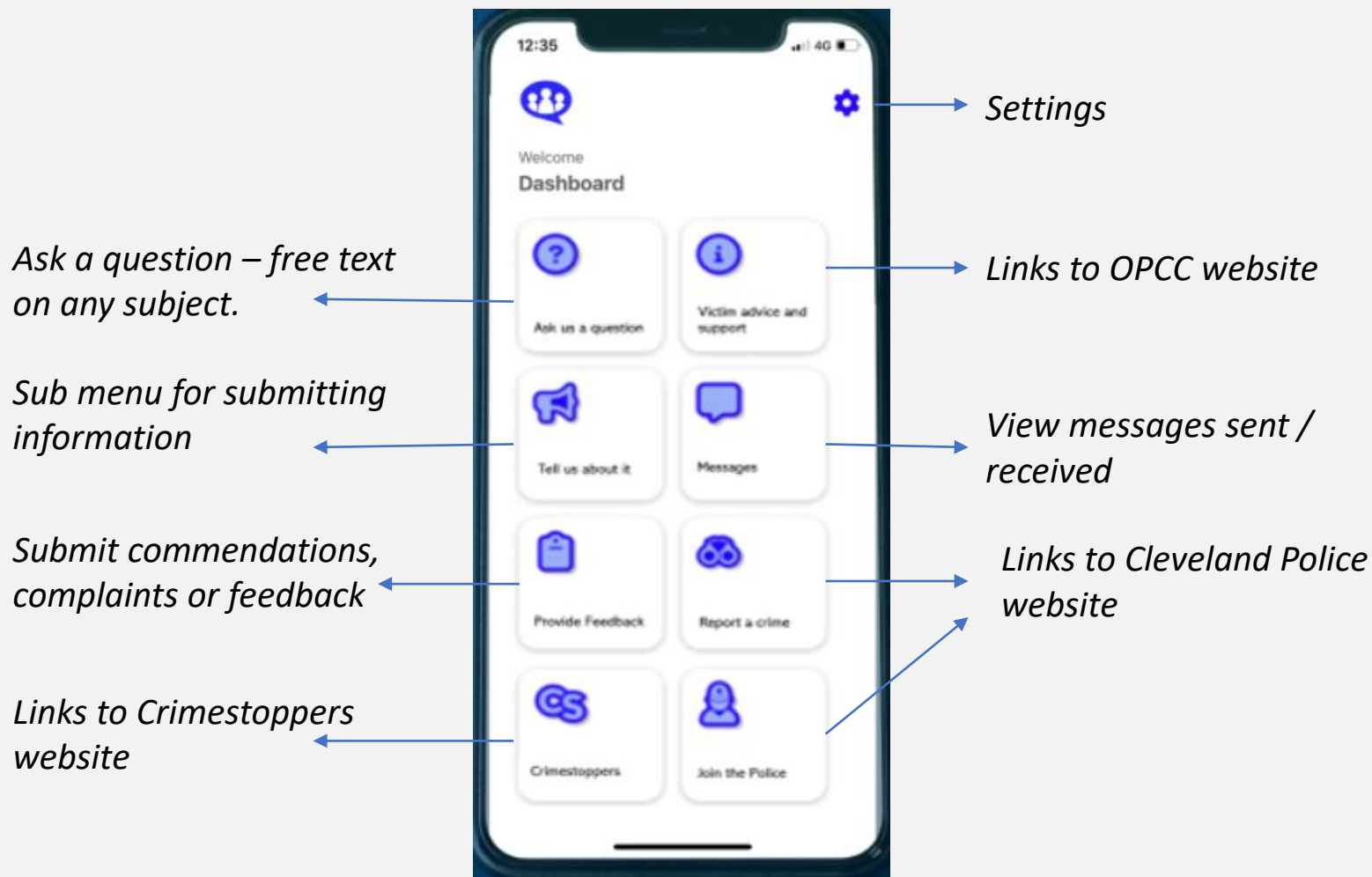
**Call 999**

**Continue to app**

*The first screen in the app checks if the user is in a situation that requires immediate help.*

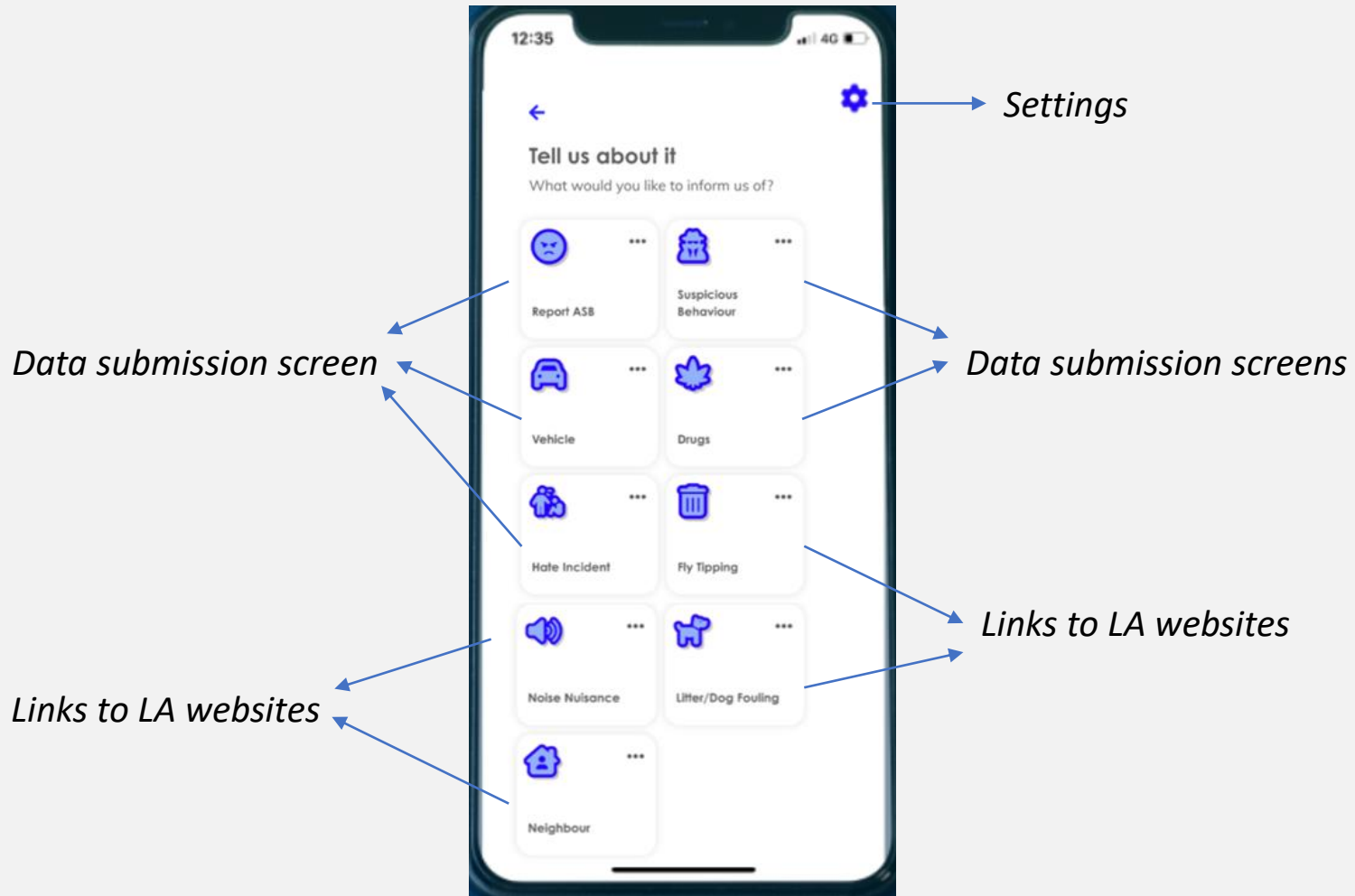
*In this situation, the user is directed to 999 as the quickest response.*

# Dashboard and main functionality



*'Putting the Pride back into Cleveland Police'*

# Tell us about it – submenu options



# Data submission screens

Screen 1

12:35 4G

←

## Anti-Social Behaviour

Please fill in the below form, with as much detail as possible, regarding your issue

Please try to be as accurate as possible

Date of Issue

Time of Issue

Details of issue

*Please provide specific details of what happened, including details of who was involved, including names, addresses, descriptions, height, build, hair colour, ethnicity, clothing and distinguishing features etc. Descriptions of any vehicles, including make, model, colour and registration number*

Type here...

Screen 2

12:35 4G

←

## Anti-Social Behaviour

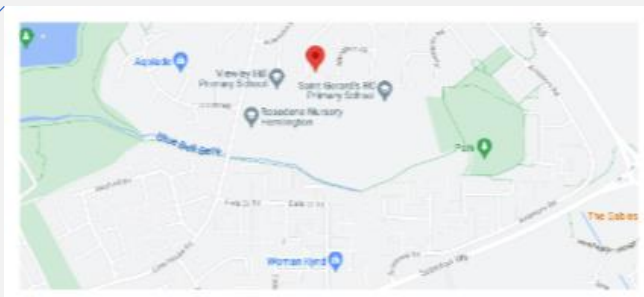
Tell us where the issue took place

Street Address / Postcode

Upload media

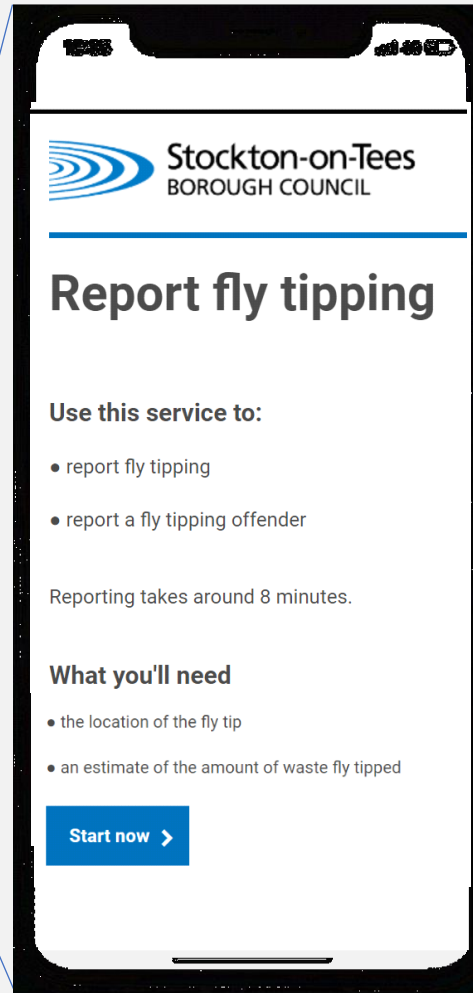
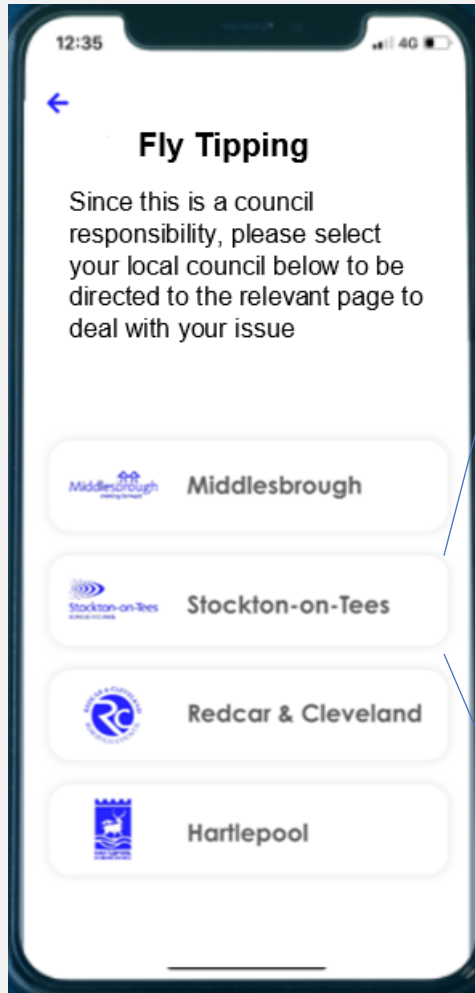
*WARNING – Your safety and wellbeing are paramount. Do not put yourself or anyone else at risk attempting to capture media footage.*

Submit



Screens for entering details of anti-social behaviour

# Links to Local Authority websites



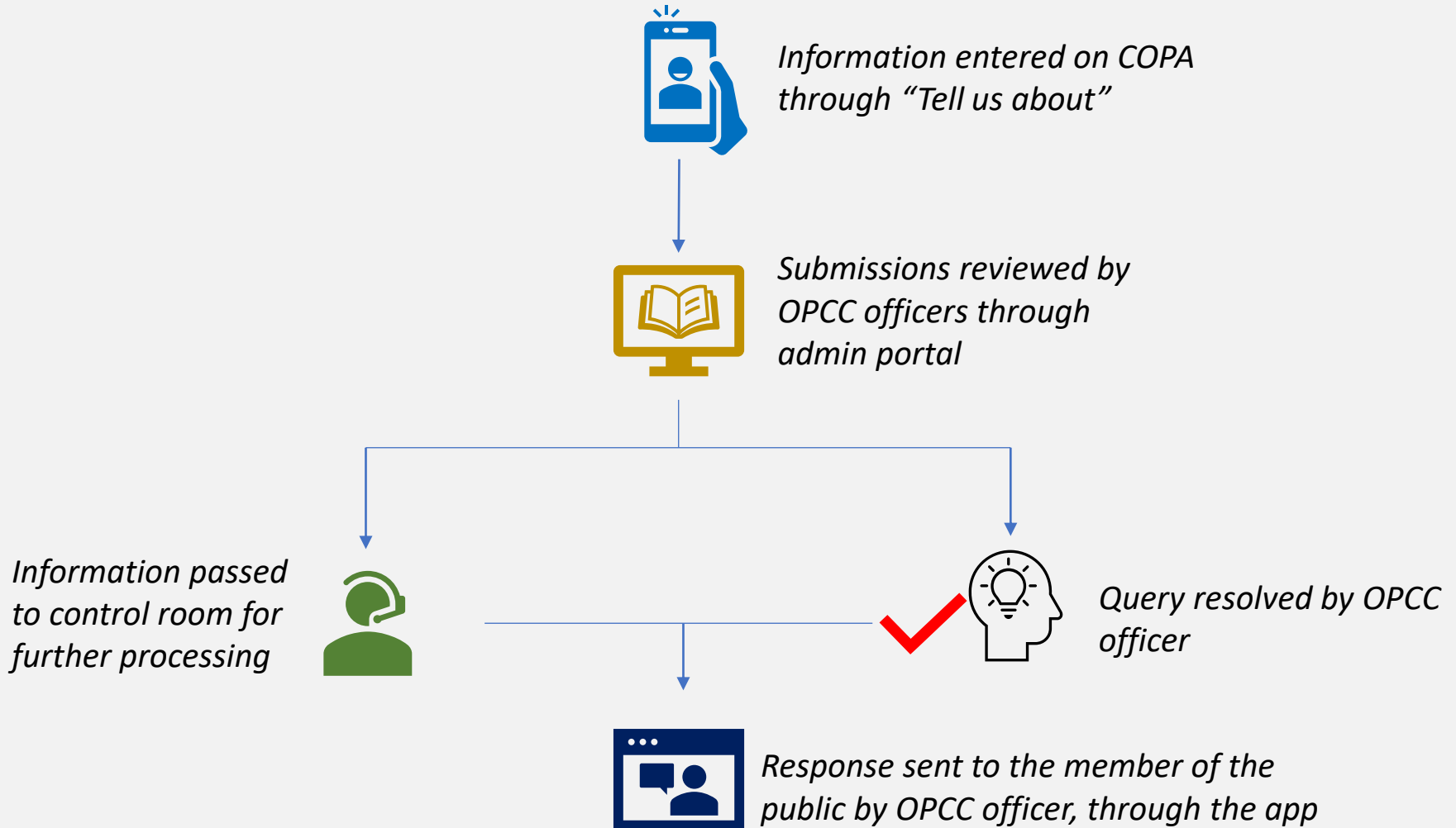
*For things that relate to local authority services, the user is directed to the local council website.*

*This will link directly to the reporting page for each type of query – e.g. fly tipping links directly to the pages to report fly tipping.*

*Page links can be controlled within the admin panel; if changes occur these can be implemented without rolling out a new version.*



# How is the information processed?



# Information available from the app stores

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Information from app stores:

**Apple** (Installs up to 31/12/22): 1105

**Android** (Installs up to 31/12/22): 955

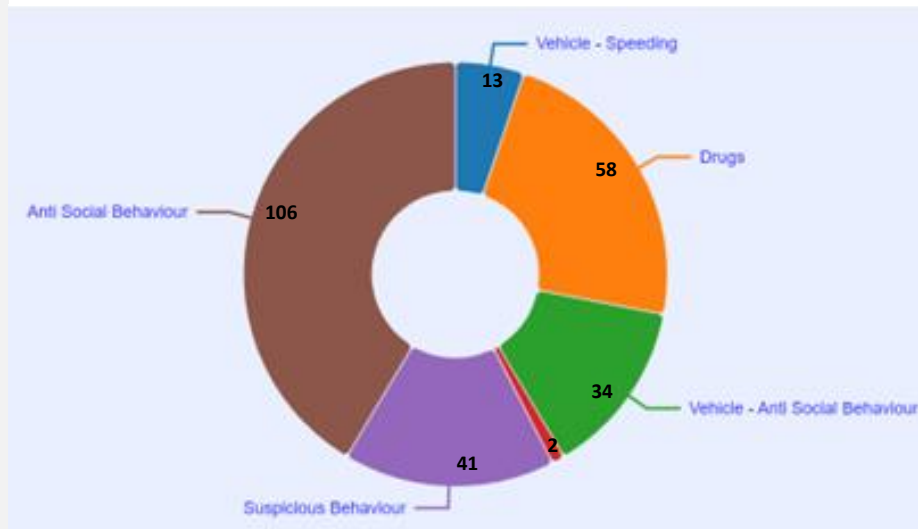
Total: 2060

# Information available from COPA – Report type

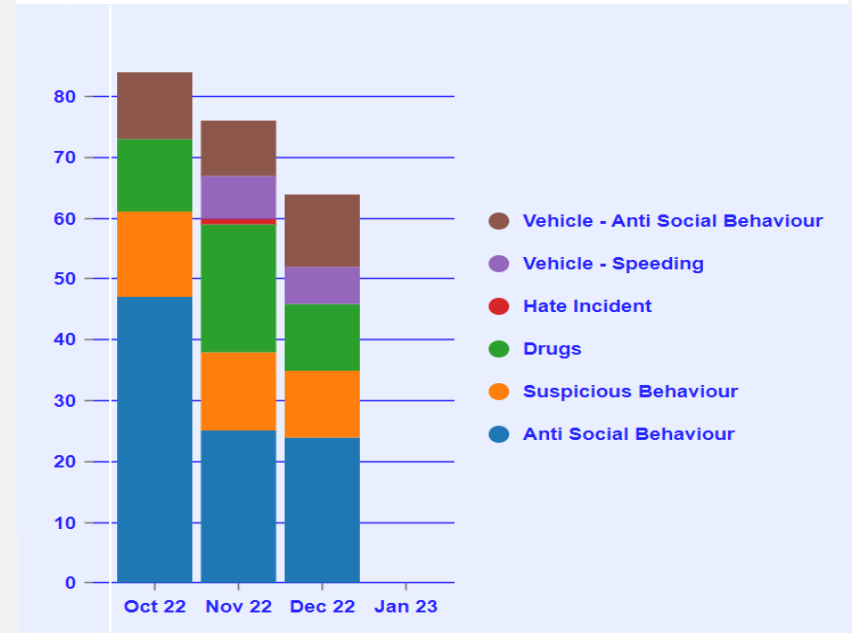
Statistical information available from COPA – by report type:

(Data up to 31/12/2022)

### Total reports by type



### Report breakdown Monthly Daily

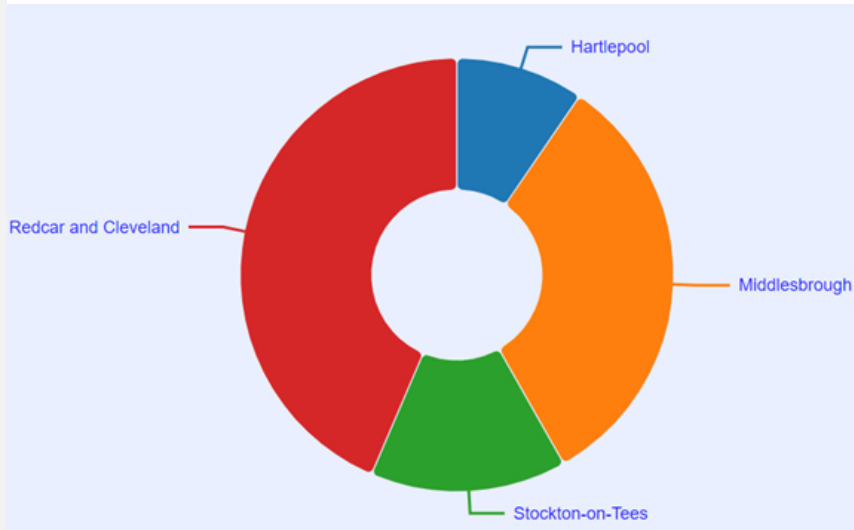


# Information available from COPA – by area

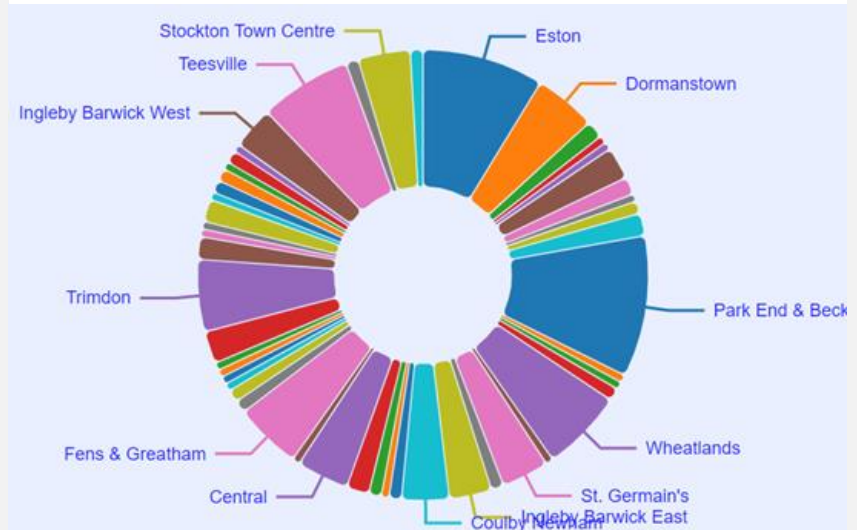
Statistical information available from COPA – by area:

(Data up to 31/12/2022)

### Total reports by district

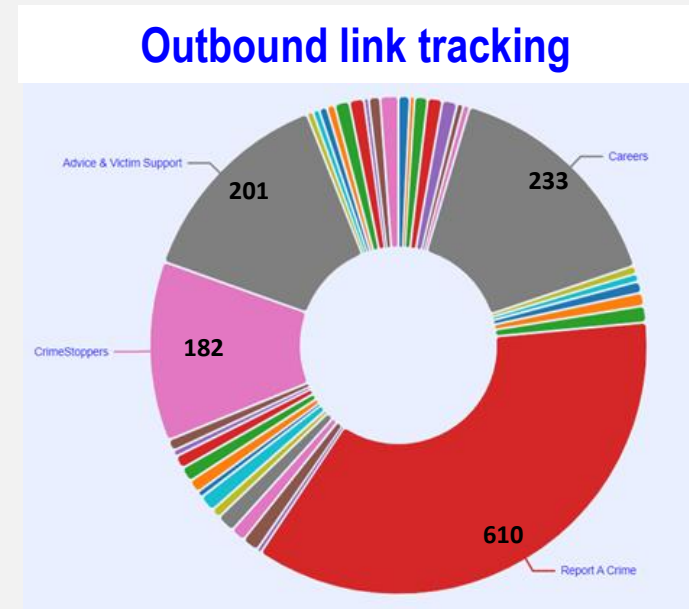
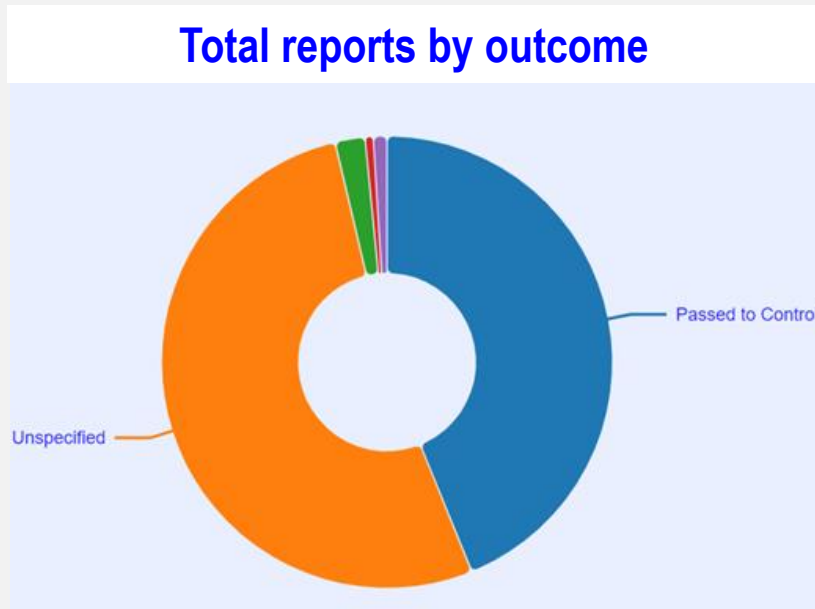


### Total reports by ward



# Information available from COPA - Outcomes

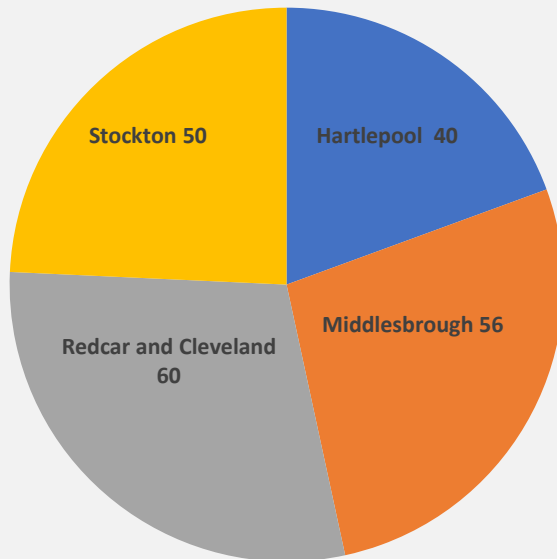
Statistical information available from COPA – by outcome:



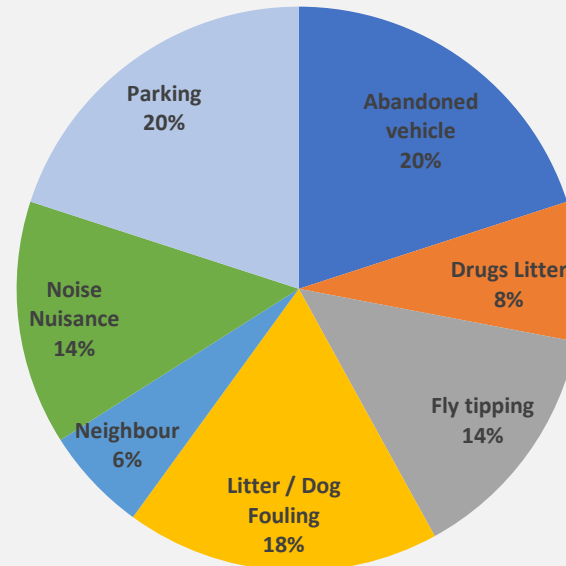
# Further analysis of outbound links for LAs

Finer breakdown of LA links

**Outbound links by local authority**



**Stockton service links**



# Future development

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Longer term, there are plans to look at:

- Integration with other Police systems, e.g. OS / IMAP
- Proactive engagement with the public – e.g. to alert people to local incidents or appeals
- Translating the app into different languages

# Closing

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- Thank you for your time.
- Are there any questions?