COPA

CLEVELAND ONLINE POLICING APP

FAQs

What is COPA?

COPA – or Cleveland Online Policing App - is a new way for the public in Cleveland to engage with Cleveland Police and the Police and Crime Commissioner and Cleveland Police.

An idea created by Police and Crime Commissioner Steve Turner, COPA will help direct residents to the correct location to feed in information about policing and community safety.

Does is replace existing methods of contact?

No. COPA simply adds another way for the public to access advice and services fast and in one place. In an emergency, the public should **ALWAYS** call 999.

Why was COPA developed?

PCC Steve Turner felt that engagement between the public and the police could be enhanced, and pledged to develop a smart phone app to make this possible.

Call-takers in Cleveland Police's control room can take over 1000 calls a day on both the 999 and 101 non-emergency numbers. Steve felt this demand could be reduced by:

• Directing the public to report crime online
• Asking for community concerns to be fed to his office
• Signposting people to the correct organisations for non-policing matters such as fly-tipping or dog fouling

All of these services will be available through the COPA app, in one place.

How does it work?

Members of the public can download the app to their mobile phones so they can feed in information about policing and community safety issues easily and quickly. It also lets them ask questions and give feedback on the service they've received from police.

When COPA has been installed on a mobile phone, the user first enters a few personal details. They can then tell us about something, that concerns them, or ask a question.

Staff in the Office of the Police and Crime Commissioner will assess the submitted information. The information submitted through the app will be monitored during normal working hours – Monday – Friday 9:00 – 16:30. If necessary, it will be passed to Cleveland Police for further action.

COPA also gives quick links to a number of useful sites and services so the public can access them quickly without the need to seek information from a member of staff.

What does it do?
It lets the public:

- Ask us a question about policing, crime and community safety.
- Share your concerns about nuisance behaviour in your community.
- Have your say about the experience you received from Cleveland Police.
- Access links to websites with helpful information about victim support.

Who developed COPA?
COPA was developed following an idea by Cleveland PCC Steve Turner to enhance contact between Cleveland communities, the police and the PCC's office.

Digital agency Alt Labs developed the app, alongside Steve's team and representatives from Cleveland Police.

How was COPA tested?
COPA is designed to be easy-to-use and accessible to all. With this in mind, the app was fully tested in its development phase.

The app was made available to a small group of around 150 people, a month before the final version was launched.

This allowed us to understand how COPA would be used by the general public and how we could best respond to the information coming in.

All information fed into the app is held securely and can only be accessed by those with a legitimate purpose to do so.

Where can I get it?
The Google Play and Apple app stores online – just search for 'COPA' or scan one of the QR codes below.

Apple users   Android users

Is it free?
Yes. The app can be downloaded free of charge.

When is it launched?
September 2022.

Where can I find out more?
https://www.cleveland.pcc.police.uk/