Case Studies of other reporting tools



Expectation setting - safety





CrimeStoppers.

Speak up. Stay safe.

Give information anonymously

Your anonymity is 100% guaranteed. We are not interested in who you are, only what you know so the more detail you give us the better. We really appreciate your time and help.

Crimestoppers is not the police

We are an independent charity working to help communities

Nobody will know you have helped us

Your computer and mobile phone IP addresses cannot be tracked or seed.

We pay cash rewards of up to £1,000

If the information you give us leads to an arrest or is of significant use you will

REPORTING ANONYMOUSLY

^

Read Kick It Out's guidelines on reporting discrimination anonymously.

All complainants have the choice as to whether they wish their report to be dealt with in confidence.

Contact details are taken so Kick It Out can report back on how the club, governing body or legal authority has responded to the complaint, or in case the organisation requires any further information.

If you have chosen to make a confidential report your contact details will not be passed on.

 The FSA should make clear to users that their data will not be shared with FBOs and that they will remain anonymous them

Clearly defined scope of responsibilities

and capabilities

Below you can find out how Kick It Out can support you, as well as the limits on its role and the step-by-step process when you report an incident of discrimination to the organisation.

Kick It Out is NOT a regulatory body and therefore not responsible for administering sanctions and punishments.

The organisation's role is to raise the complaint with the club, governing body or legal authority concerned and monitor the case to ensure appropriate action is taken.

Where the club or governing body requires additional advice in dealing with a problem, Kick It Out is able to assist by providing guidance.

Please note – Kick It Out acts upon complaints which fall under the jurisdiction of The Football Association, County FAs, an English legal authority or a social media platform.

BACK TO TOP

Information we cannot process

As we are not the police, sometimes you may want to pass us information that we cannot process. Please see our advice for passing on information about the following:

Report an emergency
Untaxed vehicles
Fly-tipping

You are a victim of crime
Minor driving offences
Missing people

Benefit fraud

Dumped vehicles

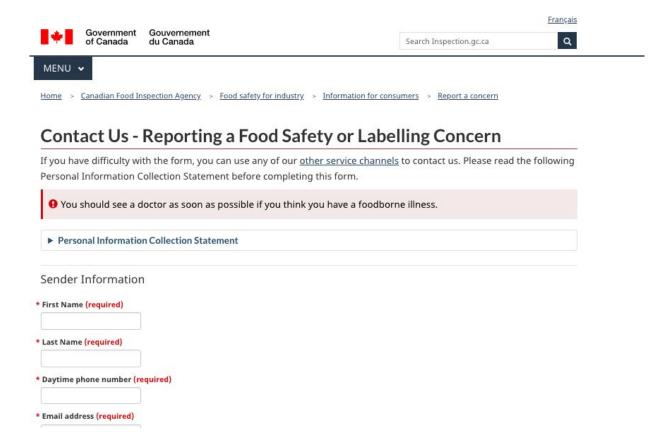
Scam emails or phone calls
Noise complaints

GIVE INFORMATION HERE

- The FSA should make clear to users what their role and responsibility is as well as that of LAs.
- It should also make clear any limitations or aspects that are out of scope.

Supporting multiple channels for

reporting



Most website reporting is via forms - some are better than others..

THE PERSON(S) RESPONSIBLE FOR THE CRIME

EXTRA INFO

The crime or incident

Where did the crime or incident take place?

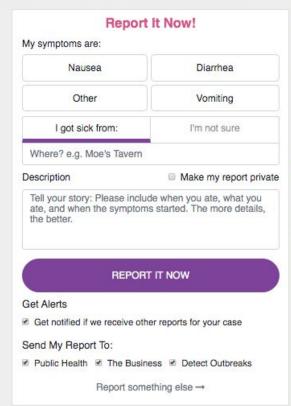
Town or city or Postcode (VITAL INFORMATION)

Do you have any other address details e.g property number or road name? Can you tell us anything that will help us identify the location?



Report Food Poisoning Protect Others

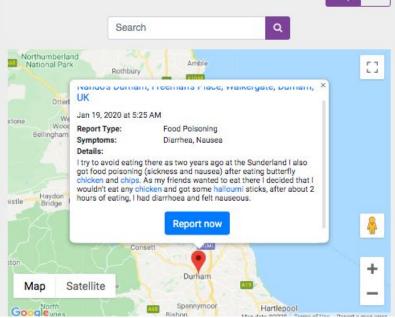
The Leading Consumer Platform



England, United Kingdom

Updated Mon February 03, 2020

85 Persons Reported Sick Last 7 Days



Мар

List

SOCIAL MEDIA

You can report an incident of discrimination by contacting Kick It Out directly on Twitter, @kickitout, or by contacting the organisation's Reporting Officers on @kickitoutreport.

Alternatively, you can privately message Kick It Out on its Facebook page here.

When reporting an incident of social media discrimination, screenshots or links to the offending posts are recommended in order to assist Kick It Out in taking up the issue with the relevant social media platform or authority.



The statistics also revealed that in comparison to 2014/15, Kick It Out saw an 11% increase in the usage of the app at the grassroots level, demonstrating the increasing importance of the product.



PRO GAME

Professional Game	17/18	18/19	% Change
Disability	7 (3.3%)	3 (0.9%)	-57.1%
Gender	4 (1.9%)	5 (1.6%)	25%
Race	110 (51.4%)	184 (58.8%)	67.3%
Religion	31 (14.5%)	61 (19.5%)	96.8%
Sexual Orientation	56 (26.1%)	60 (19.2%)	7.2%
Other	6 (2.8%)	0 (0%)	100%
Overall Total	214	313	46.3%

PRO GAME REPORTING METHOD

Professional Game	17/18	18/19	% Change
Reporting Method			1,444
Арр	57 (26.6%)	129 (41.2%)	126.3%
Email	34 (15.9%)	37 (11.8%)	8.8%
Phone	3 (1.4%)	7 (2.2%)	133.3%
Social Media	45 (21%)	14 (4.5%)	-65.9%
Website	75 (35.1%)	126 (40.3%)	68%
Overall Total	214	313	

GRASSROOTS GAME

17/18	18/19	% Change	
8 (7.6%)	6 (5.5%)	-25%	
4 (3.8%)	3 (2.8%)	-25%	
82 (78.1%)	90 (82.6%)	9.8%	
	8 (7.6%) 4 (3.8%)	8 (7.6%) 6 (5.5%) 4 (3.8%) 3 (2.8%)	8 (7.6%) 6 (5.5%) -25% 4 (3.8%) 3 (2.8%) -25%



OVERALL DISCRIMINATION TYPE (PROFESSIONAL & GRASSROOTS)

DISCRIMINATION TYPE	17/18	18/19	% Change
Disability	15 (4.7%)	9 (2.1%)	-40%
Gender	8 (2.5%)	8 (1.9%)	0%
Race	192 (60.2%)	274 (65%)	42.7%
Religion	36 (11.3%)	63 (14.9%)	75%
Sexual Orientation	62 (19.4%)	68 (16.1%)	9.7%
Other	6 (1.9%)	0 (0%)	-100%
Overall Total	319	422	32.3%

OVERALL REPORTING METHOD (PROFESSIONAL & GRASSROOTS)

OVERALL METHOD	17/18	18/19	% Change
Арр	68 (21.3%)	139 (33%)	104.4%
Email	72 (22.6%)	76 (18%)	5.6%
Phone	19 (6%)	20 (4.7%)	5.3%
Social Media	53 (16.6%)	18 (4.3%)	-66%
Website	107 (33.5%)	169 (40%)	57.9%
Total	319	422	12-

SOCIAL MEDIA

SOCIAL MEDIA	18/19	% Split	
Disability	1	0.6%	
Gender	9	5.1%	
Gender Reassignment	1	0.6%	
Race	99	62.3%	

SOCIAL MEDIA

SOCIAL MEDIA	18/19	% Split	
Disability	1	0.6%	
Gender	9	5.1%	
Gender Reassignment	1	0.6%	
Race	99	62.3%	
Religion	27	16.9%	
Sexual Orientation	23	14.5%	
Overall Total	159		

SOCIAL MEDIA REPORTING METHOD

SOCIAL MEDIA REPORTING METHOD	18/19	% Split
Арр	16	10.1%
Email	11	6.9%
Phone	3	1.9%
Social Media	115	72.3%
Website	14	8.8%
Total	159	

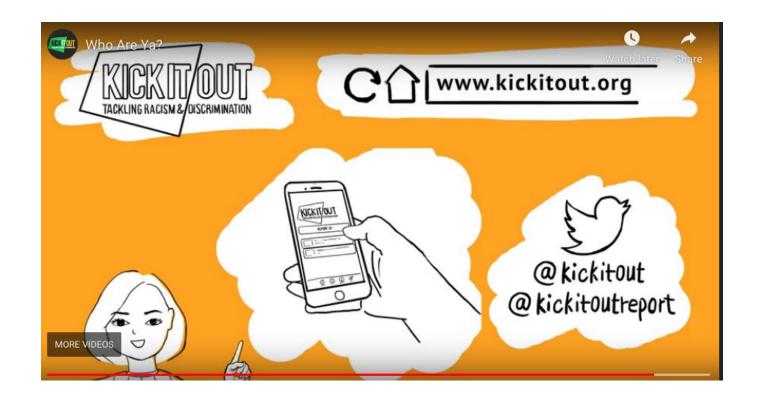
'Apps are also more likely to turn the reporting of crime into a commonplace habit, Wise thinks, due to the amount of time we spend on our smartphones. The effortlessness of punching a few commands into an electronic app, it is hoped, will counter a historic reluctance to inform police about certain crimes.

It was this desire to make crime-reporting easy that led a group of Oxford University students to create the 'First Response' app in 2015, which provides emergency information to victims of rape, encouraging them to preserve scientific evidence and telling them how best to contact police'.

Luke Mintz

INDUSTRY ANALYSIS / FRI 10 MAR 2017

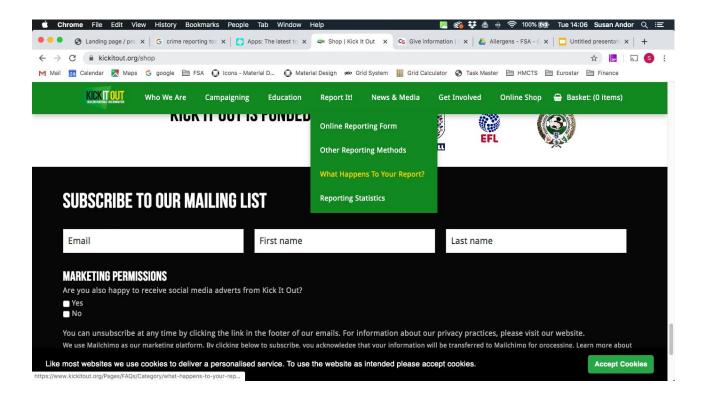
https://www.uktech.news/news/apps-the-latest-tool-in-fighting-crime-20170310



 Because reporting is context dependent and in order to be as inclusive as possible the FSA should consider a multi channel reporting service with many touchpoints

Expectation setting

- how to report and what happens



GRASSROOTS REPORTING



Find out the process Kick It Out follows after it receives a report of discriminatory behaviour in grassroots football.

When Kick It Out receives a report of discriminatory behaviour which has taken place at grassroots level, a clear process is undertaken to proceed forward with the complaint.

STAGE 1

Your complaint is received and details recorded on an incident form. Kick It Out talks you through the process, timelines and the outcomes that you can realistically expect.

STAGE 2

A copy of your report will be sent to The FA, who will refer your complaint to the relevant body for investigation. If your complaint to Kick It Out includes an appeal against a County FA decision, you should observe the deadlines for appeal set out by The FA/County FA. A copy of this report will also be sent to The FA for monitoring purposes.

STAGE 3

The complaint will be sent on by The FA to the relevant County FA for investigation/response. If the County FA does not respond, Kick It Out will send a reminder for you.

STAGE 4

The FA or County FA will keep you updated of any developments being made. Where appropriate, charges will be raised upon completion of a thorough investigation.



Greenwich Council website

Report unsafe or harmful food

If you think a restaurant, shop or other business is supplying food that is unsafe or harmful to human health, or isn't following food hygiene standards, report it so we can investigate.

The Council can only investigate food bought within Royal Greenwich that:

- o isn't safe to eat or makes you ill
- o is mouldy
- o contains a foreign object such as a fragment of glass or metal
- is contaminated with chemicals or improper additives
- has false descriptions, is wrongly labelled or has misleading claims
- has been tampered with, for example has added water or fat
- o is being sold after its 'use by' date.

The Council doesn't deal with any claims for compensation or refunds. This is a matter between the complainant and the retailer or manufacturer.

For all other food complaints, contact the shop or manufacturer. Examples include:

- o products you bought from a large retailer or restaurant chain
- o food beyond its 'best before' date
- o poor quality food, such as over-ripe or damaged fruit and vegetables

 something being on the food which comes naturally from the product itself or its surrounding environment - for example insects on or in fruit and vegetables.

How to report

Contact the Food Safety Team. When making a complaint, you should:

- keep any receipts
- o write down the exact name and address of where you bought the food
- keep the food in its wrapper and container
- o leave in place any foreign object found in the food, for example a fragment of glass
- o store the food in the fridge or freezer, making sure it's separate from other foods.

What happens next

If you complain about a food business, we may:

- o pay an unannounced visit to the food business
- write to the business and check it the next time we inspect the premises.

Contact Food Safety



Omnic

Need to resolve an issue? Let's get this sorted.

Who is your issue with?

Search for any company here



A completely free service recommended by Martin Lewis, founder of MoneySavingExpert.com. Why MSE rates us.









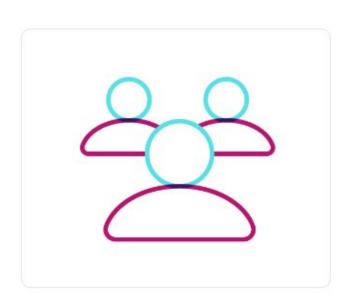




How to claim for other people

Want to claim flight delay compensation for someone else? We've put together this guide to claiming for other people.

Claim for someone else



Escalate to Ofcom

Have you completed all stages of the BBC's complaints process, including receiving a response from the BBC's Executive Complaints Unit ('ECU')?

- Yes (you will need your BBC complaint reference number and your final response from the BBC)
- No, because I have exceptional circumstances

Next

Value proposition

beyond reporting

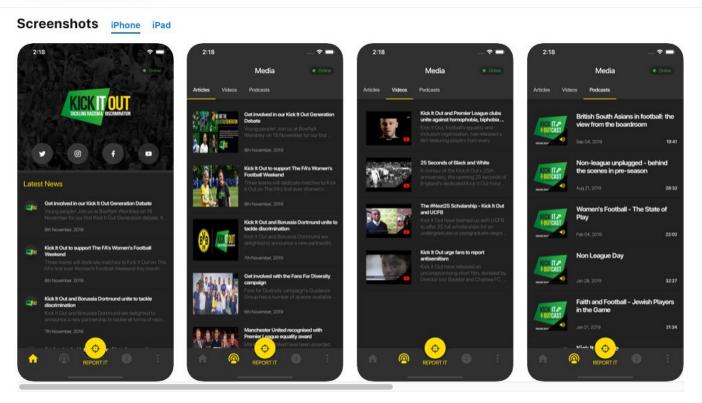
Intelligent algorithms ensure there aren't false positives – like someone deciding to shut down half the roads in Chicago just for kicks. Waze only "closes" a road when the evidence supports it. For instance, map editors who've been a part of the community for years will see their road closure updates affect maps in real time, while reports from n00bs are first confirmed against reports from other users before they affect maps



Bardim says Waze drivers have a strong emotional connection to the app – as opposed to other mapping apps that are purely utilities – and he loves seeing how, through our mutual hatred of traffic, users work together toward a common goal. It's a refreshing way to see how social media and crowdsourced data can be used for something more than sharing <u>filtered photos</u> or silly <u>six</u> second videos.

"People are committed. You're part of the community. That gives us a high level of confidence that this is something that can effect change," said Waze spokesman Michal Habdank-Kolaczkowski. With more than 40 million users and 500 million map edits during the past year, Waze is arguably the most up-to-the-minute traffic and map routing app out there. FFMA even reached out to Waze for the company to help Hurricane Sandy victims locate and navigate to open, supplied gas stations.

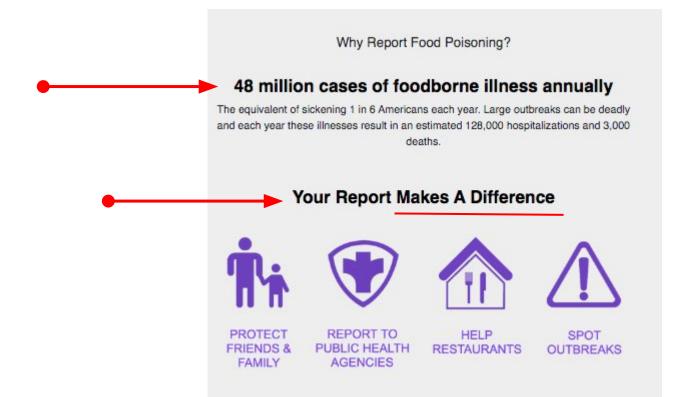
App Store Preview



 Is there additional value the FSA reporting service can provide to users that would increase engagement and useage of the service - such as sharing info about near misses, restaurant crowdsourced ratings / reviews etc..

Awareness

- the importance of reporting

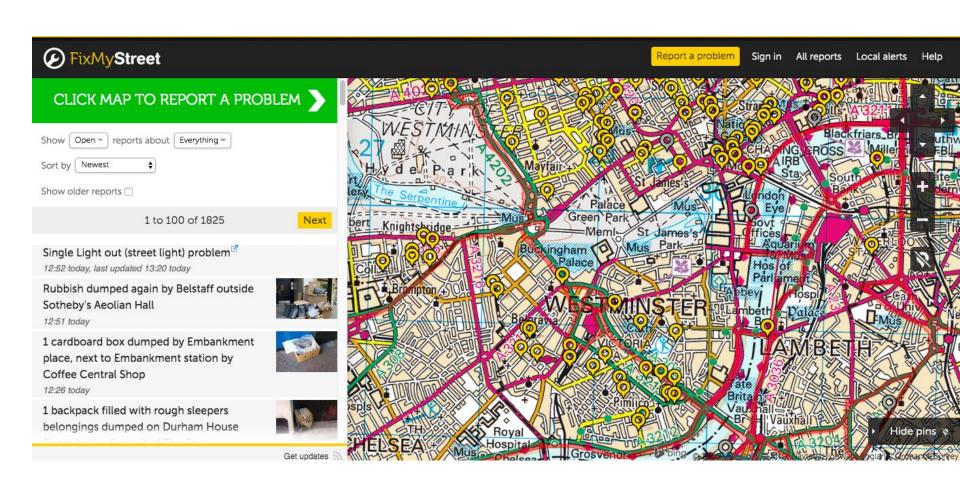




Premier League and English Football League clubs have played an important role in the app's success, encouraging supporters to download it through promotional posters, programme adverts and stadium announcements.

Case study

Fix my street



Lamp column A22 is not working

Reported in the Single Light out (street light) category anonymously at I2:52 today

Sent to TfL 3 minutes later. TfL ref: FMSI9675I3.

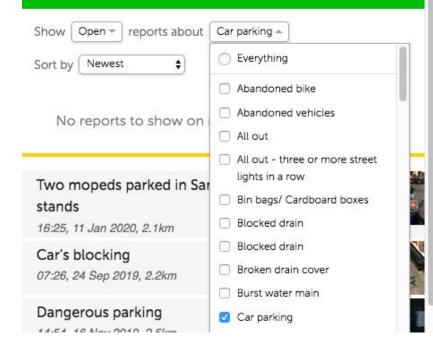
Lamp column A22 is not working

UPDATES

Thank you for your report. This will now be investigated by our team and we will update you on progress within 10 days. If the issue you have reported is an emergency we aim to update you on progress within 24 hours.

State changed to: Investigating

CLICK MAP TO REPORT A PROBLEM `



Explain what's wrong e.g. 'This pothole has been here for two months and...' ✓ Be polite × Don't identify or accuse ✓ Use exact locations other people Say how long the issue's ■ Don't include private contact details in the description been present Continue ☐ Show my name publicly Phone number (optional) Your email Password (optional) Providing a password is optional, but doing so will allow you to more easily report problems, leave updates and manage your reports. Your password should include 6 or more characters.

Borsetshire County Council		Sign in	All reports	Local alerts	Help
Report your problem	P P	The state of the s	Deco.		1
→ Click the map or drag the pin to adjust the location	SGS College Filton	DIRITION	hygre i		3
Q Or search for a different location	Airbus Airbus	nue	1 Sept 1	de Road	-
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These will be sent to Borsetshire County Council and also published online for others to see, in accordance with our privacy policy.	Homestead Road		Married Offi		Jimda
Summarise the problem	Co. Incorded to the control of the c	es Road		S. S	1
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Provide an update

Please note that updates are not sent to the council. Your information will only be used in accordance with our privacy policy

Local RSS feeds and email alerts for 'SW1H 9EX'

Photos of recent nearby reports



€ FixMyStreet









Which problems do you want alerts about?

- O Problems within 2.7km of SW1H 9EX (covers roughly 200,000 people) (we also have RSS feeds for problems within 2km / 5km / 10km / 20km)
- Problems within Westminster City Council
- O Problems within St James's ward

Subscribe by email



Go Pro

Integrate FixMyStreet Pro with your council system for smooth, end-to-end report fullfilment.

How much could you save?

Learn more

Free statistics for councils

Explore detailed stats on the FixMyStreet councils dashboard — for free.

What do people report most? How's your response rate? And how do you compare to other UK councils?

Log in now

Dashboard

