Development Board Minutes

13:00 – 16:00 on 6th November 2023

Held at Humberside Police, Melton 2, North Ferriby

1) Attendees

VISAV

Chris Davis, MD	Mike Douglas, Product Director	Jon Shaw, IT Director	Kate Algate, Director	Aiste Smakoviene, Apprentice UX Designer	Andrew Baines, Associate

Information Providers (IPs)

Supt. Doug Blackwood	Insp. Christine Busuttil	Sgt. Susan Carrington
Lesley Clark	C.Insp. Stewart Codling	Insp. Leanne Craig
Sgt. Ben Crook	Insp. Mike Darrah	Paul Dennison
PCSO Nathan Duffus	Alan Earle	C.Insp. Gary Foster
Paul Golley	Supt. Ed Hancox	Supt. Rachael Handford
David Hudson	Richard James	Sophie Johns
Martin Jones	Sgt. Slav Konopka	Lucy Kelly
Sgt. Heidi Lewis	Michele Lindsay	Insp. Mark Lovell
Philip Mackie	Insp. Katryna Malinowski	PC Nicholas Markwick
Varrie McDevitt	Jennifer Nisbet	Jordon Norris
C.Insp. Steve Palmer	Insp. Michael Phillips	Derek Pratt
Emma Ray	Insp. Geraint Richards	Marc Sharman
Rashed Siddiquee	Insp. James Smallman	Fabrizio Smargiassi
Joey Spears-Smith	Cheryl Bruce	Michelle Swift
Emma Tarry	C.Insp. Kara Tombling	Paul Wainwright
Robyn Walsh	Rachel Ward	Anthony Wilkes
Carole Woodall		

2) Apologies

Dawn Allingham	Simon Cotton	Susannah Saywood-Allenyne
Roz Walsh	Cai Sutton	Sgt. Steve Tillotson

3) Welcome, introductions and housekeeping – Chris Davis, Managing Director

The meeting started after a networking lunch, with Chris welcoming everyone to Humberside and thanked everyone for attending as it had been a considerable trip for some. He said that it was brilliant to see so many forces and OPCCs being represented alongside colleagues from Neighbourhood Watch from England, Wales and Scotland, and our partners Intensive Engagement.

Chris thanked Humberside Police, particularly Supt. Doug Blackwood and Insp. Mark Lovell for co-hosting today and tomorrow, and for us to use the facilities FOC.

4) Minutes from the previous meeting – 7th September 2023

A copy of the minutes can be found here.

Action	Update
For Mike and Kate to identify the best approach to the confidence question, based on feedback for the national survey.	**Completed** - Feedback was noted in the minutes and confidence question was changed specifically to Alert.
Jon to provide an A4 page for the details to be forwarded to IT departments with the requirements to switch on the Active Directory to make logging in simple and secure.	**Completed** – Copy on tables and will be circulated with the minutes and can be found here.
For forces to book in with Jon on Calendly once in-house IT leads have been approached to give permission to implement the Active Directory.	**To be actioned** – by forces who wish to implement the new process
For any forces wishing to roll out the Engagement Tracker to contact Chris.	**To be actioned** – by forces who wish to implement the new free module
If forces want local pages like West Mercia Police Neighbourhood Matters, please contact Mike or Chris. If you want public facing Alert information to link to Single Online Home websites in your force area, please be asking for it to be linked as VISAV is struggling to secure this from a supplier side.	**To be actioned** – by forces who wish to purchase the additional module
If anyone would like a further demo of the 'Humber Talking' module, please contact Mike.	**To be actioned** – by forces who wish to purchase the additional module
For any forces who effectively use the Census data, please contact Kate for further discussion.	**To be actioned –** by forces who wish to help identify how we can use the census data within Alert.
For all forces to go into Site configuration to update local support contacts	**Action completed by:** N.Wales, S.Wales, Gwent, Northants, Derbyshire, Thames Valley, Dorset, Devon & Cornwall, Kent, Durham, Gloucestershire, Humberside, W.Yorkshire and N.Yorkshire Police.

For all Alert leads to let Kate have the details for their 'System Security Contacts' please.	**Action completed by:** Neighbourhood Watch Network
For forces to contact Kate if they would like to share their progress and challenges at the conference as a speaker.	**Completed**
Chris to send proposal to Julie at Dorset for the survey tool and for Julie to identify key contact to coordinate a meeting.	**Completed**
For VISAV to develop an offline Rapport App ASAP.	**In progress and on the agenda**
For VISAV to investigate how to suspend accounts from sending messages when needing to freeze any being sent	**For further consideration**

5) How can we be more effective at collaborating? – Kate Algate

      Kate asked each table to discuss the following questions.

      The responses were collected from each table and collated below.

1. In your role, how can VISAV empower you to embed Alert more effectively in your team / department / force / organisation?

Training and Engagement

- More effective training for super users.
- More data for effective targeted engagement.
- VISAV representative attending force user groups.
- Contacting/linking with force command teams to understand how they think their force is using Alert.
- Best practice meetings and sharing information.
- Dedicated internal training for social media, citizens in policing, and staff training.
- Super users at specific levels.
- Ongoing training to deal with staff changes.
- Dealing with resistance to using the system.

Strategic Planning and Understanding

- Understanding new developments, upgrades, tools, and up-and-coming requests.
- Business advising and a top-down approach to development board requests.
- Best practice guide for succession planning.
- Clarifying the most effective structure.
- Understanding the purpose and how to utilise the system.
- Shared business plan.
- Identifying who does what at what level.
- Increasing understanding of priorities with ever-changing demands.

- Recognising it as an investigative strand.

Community Engagement and Trust

- Increasing trust and confidence.
- Reaching hard/seldom heard communities.
- Streamlining groups to make them relevant to specific areas.
- Engaging and managing expectations of people in different communities.
- Examples from other forces to increase trust and confidence.
- Exploring "business" watches for capacity in a changing climate.
- Community/victim satisfaction.

Communication and Reporting

- Improved communication from senior levels to staff on the ground.
- Peer-to-peer sharing of successes.
- Online forum to share good practice.
- Improved reporting, including different departments.
- Linking to partners and making the best use of technology.
- Mainstreaming into other force systems (Power BI, ESRI mapping).

System Improvement and Features

- Updating self-help videos.
- More helpful "help me" user guide (cops/PCSO friendly).
- Locking groups so residents can add to groups (licensing, business watch, hospital cells).
- National best practice templates.
- Offline version.
- Better word profiles (other data - ONS, NHS, fire, etc.).
- Recipient app with push notifications.
- Auto mail merge for all messages.
- Quarterly meetings facilitated by VISAV.
- App notifications rather than emails (color-coded).
- More regular "coming down the line" meetings.
- App rather than browser for user experience.
- Simplifying user experience with trend graphs.
- Building relationships with PCC.
- Force "spotlight" and "shaved leaning" informal meetings.
- Regional approach.
- Awards.

2. The Alert Dev Board has evolved over the years and has become somewhat fragmented. Would a Single Point of Contact (SPOC) role description help identify and empower a lead person to undertake this role, and if so, what would be the key responsibilities?

ONE SPOC with Responsibility and Know-how

- "Need an organizational lead to own/drive/champion the system & consider integration & best use of available tools."
- "Internal SPOC for areas is essential; they understand their own departments/areas & can determine issues / blockers that may influence the progression of developments."
- "One SPOC-sharing with leads from comms, community, media, etc." "SPOC (working well as it is) (too many would affect communications)."

More than 1 SPOC

- "Team rather than individual, but role-specific dependent on force/resources."
- "Most forces have more than one SPOC, I think."

JD (Job Description)

- "JD-not necessary."
- "JD would be welcome but role duties too specialist for one SPOC."

3. Would one SPOC be adequate, or would it be more effective to have one for different functions such as corporate comms, neighbourhood policing, missing people etc?

ACTION – For KA to take away and include key points within the VISAV Business Plan for delivery.

ACTION – For KA to pull together a Development Board Terms of Reference working group to refresh the format of the group.

6) **Current and future developments – Mike Douglas and Jon Shaw**

Mike and Jon gave a live demo of the use of AI for messages they have been working on which showed how the use of AI can assist with producing concise messages, which reads better and will be of more interest to registered members. The concept of using AI to send to members based on their selected interests rather than ridged message types was also discussed.
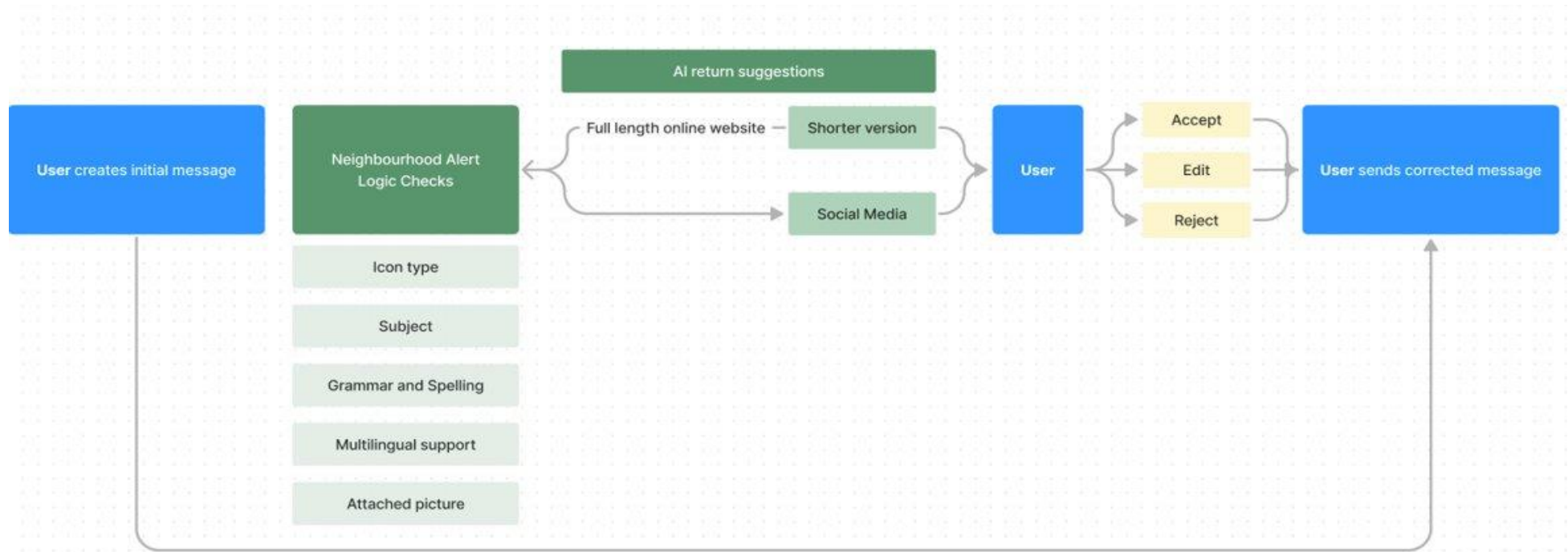
7) Date of next meeting

Thursday 8th February 2024 at 10:00 on Teams.

Meeting ended.