

Development Board Minutes

10:00 – 12:00 on 8th February 2024

Held virtually on Teams.

The recording from the meeting can be viewed [here](#).

1) Attendees

VISAV

- Chris Davis, Managing Director
- Mike Douglas, Product Director
- Jon Shaw, IT Director
- Kate Algate, Director
- Nick Houghton, Web Developer and System Support
- Joe Chadbourne, Infrastructure and System Support Supervisor
- Aiste Smakoviene, Apprentice UX Designer
- Connor Bryon, Software Support Analyst
- Andrew Baines, Associate

Information Providers (IPs) (captured from the names available on the call – please let Kate know if you have been missed off)

- Lindsey Hadley – Leicestershire Police
- Stefanie Sadler – West Midlands Police
- Paul Denison – West Yorkshire Police
- Julie Heath – Dorset Police
- Georgina Symes – Dorset OPCC
- Anthony Wilkes – West Midlands Police
- Ben Crook – Kent Police
- Katie Dearnley – South Yorkshire OPCC
- Sian Battle-Welch – Warwickshire Police
- Mark Lovell – Humberside Police
- Derek Pratt - SCST
- Paul Wainwright – Humberside OPCC
- Susan Carrington – North Wales Police
- Mike Darrah – Thames Valley Police
- Marc Sharman - Devon and Cornwall Police
- Linzi Berryman – Devon and Cornwall Police

- Julie Armstrong – Warwickshire Police
- Michelle Swift - West Yorkshire Police
- Jen Hurley – Bedfordshire Police
- Carole Woodall – Derbyshire Constabulary
- Mike Phillips – West Mercia Police

- Sophie Johns – West Mercia Police
- Fabrizio Smargiassi – Leicestershire Police
- John Hayward-Cripps – Neighbourhood Watch Network

2) Apologies

- Chief Inspector Andy Loftus, West Yorkshire Police
- Chief Inspector Jim Goldsmith, Beds Police
- Graeme Barbour, Hampshire Police
- PCC and Chief of Staff, Thames Valley, OPCC
- Inspector Geraint Richards, North Wales Police
- C/Inspector Steve Palmer, Leicestershire Police
- Emily Cheeseman, Dorset FRS
- Cheryl Spruce, Neighbourhood Watch Network

3) Welcome and introductions – Chris Davis, Managing Director

Chris welcomed everyone to the meeting.

4) Minutes from the previous meeting – 6th November 2023

A copy of the minutes can be found here:

[Development Board Update Archive – VISAV Help Centre \(zendesk.com\)](#)

Date	Action	Update
07/09/23	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 (simple and secure log in).	<p>Update – the following forces now have the AD in place:</p> <p>Humberside, Warks, West Mercia, Northants, Derbyshire, Cheshire, Staffs, South Wales.</p> <p>The AD had helped reduce the number of support tickets since adopting it.</p>
07/09/23	For any forces wishing to roll out the Engagement Tracker to contact Chris.	<p>Update – the following forces now have the Engagement Tracker in place:</p> <p>Kent, Staffs, South Wales, Dorset, Surrey, Herts, West Yorks, Humberside, West</p>

		Mercia, Warks, Gloucs, Northants, Derbyshire, Hampshire, Leics, Lancs.
07/09/23	<p>If forces want “Local Area Pages” (LAP) like West Mercia Police’s Neighbourhood Matters, or Hampshire Constabulary’s Hampshire Alert please contact Mike or Chris.</p> <p>Note: LAPs can optionally feature the “Incoming Contact Channel) if required, this is a separate module which manages incoming email directly to NPTs via an audited, time checked, word detecting process.</p> <p>Reminder: All the elements of information featured on local area pages are available as feeds which can enable them to feature on your own websites (Local issue word cloud, Local NPT details, Local priority write-up, Local Alerts, register, member-login and the survey links). Please continue to highlight this with your SoH contacts as it’s a straightforward piece of work to enable this content on your SoH local pages but we understand that the developers are suggesting that no force is requesting it?</p>	To be actioned – by forces who wish to purchase the additional module.
07/09/23	<p>If anyone would like a further demo of the ‘Humber Talking’ module, please contact Mike. www.calendly.com/visavmike</p>	To be actioned – by forces who wish to purchase the additional module.
07/09/23	<p>For any forces who effectively use the Census data, please contact Kate for further discussion.</p>	<p>To be actioned – by forces who wish to help identify how we can use the census data within Alert.</p> <p>Update 06/11/23 – Insp.Leanne Craig, Derbyshire Police has stepped forward.</p> <p>Update – Humberside and Northants interested too.</p>
07/09/23	<p>For all Alert leads to let Kate have the details for their ‘System Security Contacts’ please.</p>	Action completed by: Neighbourhood Watch Network.

07/09/23	For VISAV to develop an offline Rapport App ASAP.	Update – included within the new dev plan. This initial prototype on ANDROID is being tested in-house and will be tested by a range of officers in South Wales Police during May 2024.
07/09/23	For VISAV to investigate how to suspend accounts from sending messages when needing to freeze any being sent	Update – included within the new dev request process
06/11/23	For KA to take away and include key points (from the table discussions) within the VISAV Business Plan for delivery.	Ongoing
06/11/23	For KA to pull together a Development Board Terms of Reference working group to refresh the format of the group.	Update – working group set up for 9:30 on 23 rd April 2024 via Teams

5) 12-month overview from the support team – Joe Chadbourne

Summary

The full presentation can be found here:



VISAV Support
Activity Summary 1.p

Summary included:

- peak monthly ticket solved: 1144 in October 2023
- Total tickets for 2023 = 10,602 including one touch tickets 8,086 which were resolved in the first response.
- Average time for first reply (in business hours) – 4.5 hours
- Average time for full resolution (in business hours) – 12.7 hours
- Satisfaction for all tickets is above 95%, but this also includes feedback where we were not the right organisation to contact i.e. people were trying to contact their local police.
- Breakdown of tickets created by organisation – West Mercia, neighbourhood watch and Northants at the top, and Avon and Somerset, Lancs OPCC and SGN at the bottom. The number of tickets submitted can be influenced by several factors:
 - Piloting new features
 - Usage levels
 - Number of admins

- Newly launched options
- Internal training/support.

Common queries

- Admin logins/password issues (implementing the Active Directory can help reduce this)
- Admin permissions/area request
- System usage questions (how to etc)
- Error reporting
- Development requests

ACTION – For all Information Providers who have yet to set up internal support contacts, please consider implementing this, as it provides efficiencies and enhanced use and outcomes across the organisation (more information can be found [here](#)).

ACTION – We have a large array of virtual online training options, which can be found [here](#). Please link to the training centre on organisations intranets as its free and kept-up to date. Any bespoke online training is available for free on request via Support.

Any bespoke face to face training requests should be sent to Mike.

6) 12-month development plan – Chris Davis

Chris gave an overview of the 12 months Development Plan or 'roadmap'. Considering the migration from V3 to V4, there were an influx of dev requests from you all (but please don't stop sending them in) and we have built up a bit of a backlog. We are in the process of working through all of these and prioritising these requests alongside planning in larger projects and new modules. This is still embedding from our side, but we hope you will start to see the impact of this as we progress our efforts to streamline the process. We will continue to regularly update you via the electronic updates and these meetings, but we will also add updates to the platform too.

Chris flagged that this won't stop any urgent work taking place, including the work the team did recently which was flagged by West Mercia Police regarding needing a tracker on replies adding to the platform. This was marked as urgent, it was developed and launched within a few days.

Alan Earle asked if they could have an update on where we are with the requests which have also been submitted? Chris stated that there will be a new process for this too as we have not had the capacity to realise this effectively to date, but is a priority.

Mike described the different features between a 'offline' Rapport app to undertake priority surveys and signups and a public facing app. Kent, Northants and South Wales offered to test the apps once available.

Ben Crook from Kent shared that Kent had recently adopted the engagement tracker and how well it had been received. Both Paul Denison and Julie Heath asked for his details to find out more, and Ben supplied this via the chat function.

Jon updated the group that there was more work taking place on the app as well how we use AI across the platform. Jon suggested that we work on the Rapport offline app first, then how we use AI for message sending and the public facing app. We are working on an AI strategy to ensure that we are using it ethically and securely and will update the group as this progresses.

7) Escalation set up – Chris Davis

The escalation set up can be accessed in the site configuration and it is a list of key words which escalated replies to an appropriate person or team. It helps provides a process for incident/safeguarding matter. A number of forces do not currently have it set up including:

- Action Fraud
- Bedfordshire
- Derbyshire
- Durham
- Gloucestershire
- GMP
- Hampshire
- Northamptonshire
- North Yorkshire
- Notts
- NW England & Wales
- NW Scotland
- South Yorkshire
- Staffordshire
- Surrey
- Sussex
- Warwickshire

It was clarified that it only searched the reply and not the message content.

It was confirmed that once the message had been escalated and that it then it will be assigned to the allocated person/teams inbox, and they wouldn't receive any other messages. A request was made for a way which it could remain with the frontline teams and the escalated teams. JS explained that we need to create an escalated message inbox which the appropriate teams could view it. This was added to the development plan

ACTION – For the above forces to set up their escalation process and contacts (free to do).

ACTION – For Chris to include a view of the escalated messages to be added to the dev bucket, so that the sender still sees it and can be seen by the escalation team.

8) Management of open replies – Jon Shaw

It has come to our attention that there is a backlog of open replies from registered members in some force areas.

There is a new button on the messages console. For Superusers they now have an overview of any outstanding messages. The new function is that every admin who has any outstanding tickets/replies older than 24 hours, they will receive a prompt every day to deal with. Since the new function has been launched, we have seen a huge reduction in the number of outstanding tickets, which is great from a customer satisfaction perspective.

ACTION – For all forces to check their message console to check that the new process is working to ensure timely and relevant responses to message replies.

It was requested by Julie Heath if we could use a 'flash notification' of new updates as she was unaware that this had been launched. It was agreed that this was a great idea and that we strived to be better in keeping everyone up to date on the roll out of new features and small dev changes.

ACTION – For VISAV to implement a 'flash notification' dashboard to highlight new features or changes.

9) Changes to the survey tool format – Jon Shaw

Jon highlighted the changes to the survey tool which included:

- the new preview mode,
- the ability to easily reorder the questions,
- copy element button (which copies a question),
- more information on what the elements are,
- add preset question either to populate central groups or questions which can be seen nationally but brings consistency and managed locally (coming soon),
- new analysing feature for survey results by various filters, linking to 'send a message' to the specific filtered results.

Jon is working on sentiment analysis on the free text fields, which will be coming soon. The filters have been changed from the left-hand column to the top of the page, which means you can filter from any group you have access to, rather than having to go through the hierarchy of filters.

John Hayward-Cripps supported central groups from a national perspective.

Mark Lovell asked if this meant that he could continue to use the force priority survey, but still create a bespoke survey for a separate area but using the same preset

question. The responses will go into the central groups, but the results can be analysed separately needed.

ACTION – For VISAV to agree a set of pre-agreed central groups and survey questions.

10) Remove button and add notes on targeted engagement tool – Mike Douglas

From the feedback from officers when Mike has been on the ground with the forces who have the targeted engagement tool. There is a 'remove' button on the priority addresses which removes the addresses completely. It was there if there were any incorrect addresses, and not for removing of the targeted house list.

There is also nowhere to add any notes from the targeted engagement so this will be added.

ACTION – For VISAV to remove the 'remove' button and add a notes page on the targeted engagement tool.

Mike explained what worked with targeted engagement which included:

- Small-reach, localised messages
- Many active message senders (admins)
- The use of the integrated survey tool to ask pertinent questions and respond accordingly to address their local priorities and,
- Targeted officer engagement.

11) Feedback regarding national survey results – Kate Algate

Kate asked a couple of quick questions and asked for feedback so that how we present the national survey results are useful to all forces:

1. Has everyone received their force summary report who would like it? If not, please put your email address down and we can get that resolved.
2. Have you got the information you want/need? If not, please let us know what is missing.
3. Have you shared the results internally with others? If so, to whom and what was the outcome?
4. Is there any other feedback you would like to gift to us regarding the national survey and the summary reports?

ACTION – For people to give their feedback to Kate directly so they can shape how we present it going forward.

12. Problem Solving Policing and national/local awards – Kate Algate

Kate said that she attended last year's national awards and was disappointed that none of the finalists referenced Alert. However, she was subsequently invited to attend North Wales Police POP awards and it was great to hear two out of the four did. Kate made an offer of support if her and the team could help any forces with any applications for local and national submissions, then to get in touch.

Kate flagged that this year's POP national awards are due to take place between 2-4 October 2024. It would be great if forces could reference the use of Alert and the outcomes it helped provide in these awards, as the tools are there to be applied for the SARA model, but it's not obvious to somehow they can be collaborated.

Mike raised the same thing with Safer Streets funding, that Alert can be applied to the delivery of the outcomes too. Please get in touch if you would like to any support applying operational models with the tools within Alert.

We are working on some training models which will add clarity and step by step guides to help with the implementation and raise the awareness of Alerts capacity.

13. Any other business

None.

14. Date of next meeting – 2nd May 2024 between 10:00 -12:00 on Teams

Meeting ended at 12:00