



Neighbourhood Alert Development Board

Terms of Reference Workshop
Presentation and Key Actions

23/04/2024





Attendees:

Information Providers:

Michelle Swift – West Yorkshire Police
Marc Sharman – Devon and Cornwall Police
Alex Smedley – Hertfordshire Police
Lesley Clark – Scotland Neighbourhood Watch
Anthony Wilkes – West Midlands Police
Lauren Back – Hertfordshire Police
Stewart Codling – Thames Valley Police
Robert Birkett – Great Manchester Police
Julie Heath – Dorset Police
Helen Thompson – West Midlands Police

VISAV:

Kate Algate, Director
Chris Davis, Managing Director
Mike Douglas, Product Director
Jon Shaw, IT Director
Nick Houghton, Web Developer and System Support
Aiste Smakoviene, Apprentice UX Designer





Q&A opportunity regarding the anomaly incident with Neighbourhood Watch 'suggested members' scheme tool


The attendees were asked if they had any questions regarding the incident with the anomaly with the Neighbourhood Watch tools.

No questions were forthcoming, as the consensus was that the information which had been provided, had given enough information for what they needed to know and action within their respective organisations.

The VISAV team thanked all of those in attendance for their understanding and patience during the unprecedented times.

The workshop moved on to the main agenda item.





How can we ensure the Development Board is relevant and useful as possible for all Information Providers?


Led by Kate Algate, Director, VISAV





Terms of Reference - Revised Nov 2017

Membership - Single Point of Contact (SPOC)

- Membership of the board is open to those who have a lead role in determining the strategic commissioning of their respective organisation's use of Alert, the senior person responsible for the day-to-day management of their respective organisation's Alert system, and other persons by invite, as determined by the standing board members.
 - The chair, vice chair and secretary of the board shall be elected by the members, for a term agreed by them.
 - A list of members is to be kept by the secretariat and on request, made available to other board members.
- 



Feedback from Dev Board in November 2023

How can VISAV empower you to embed Alert more effectively into your team/depart/force/org?

- Training and Engagement
- Strategic Planning and Understanding
- Community Engagement and Trust
- Communication and Reporting
- System Improvements and Features





Feedback from Dev Board in November 2023

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.





Feedback from Dev Board in November 2023

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.





Feedback from Dev Board in November 2023

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.





Feedback from Dev Board in November 2023

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).






Feedback from Dev Board in November 2023

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.
- 



How do we progress these actions from a 'to do' list to a coordinated approach?

Clear objectives and outcome driven Strategic Board?


Practical end user operational update meetings?

- Enable senior leaders to have clear sight and able to make informed decisions.
- Independent chair/s.
- Appointed lead members for agreed themes.
- Coordinated approach with national NPCC leads e.g. Neighbourhood Policing, Race Action Plan, Clear Hold Build.
- Clear roadmap and direction of travel.
- Provide networking opportunities and a peer-to-peer sharing of good practice.
- Build strategic links with other platforms e.g. Single Online Home.





Questions which were discussed

- 1) What could make the meetings more useful and relevant to you?
 - 2) In your opinion, could a separate strategic and operational meeting be beneficial?
 - 3) What could attract senior leaders to participate in Alert Strategic Meetings?
 - 4) Are having appointed theme lead contacts a viable option?
 - 5) Would an online forum be useful, and if so on what platform?
 - 6) How frequent would operational meetings be useful?
- 

Feedback from the group

- Would like more sharing of good practice and templates from across other Information Providers.
- Knowing what's in the pipeline.
- Maybe splitting the agenda between strategic direction and operational updates?
- Having a library of templates, case studies and key contacts which is limited to current information providers/clients.
- For SPOCS to provide a force update to ensure its relevant and kept up to date for others to use, as well as for their own colleagues to draw information from.
- Being clear 'where to look' for information.
- An online forum.
- Not sure if senior leaders would engage or have the time. The SPOCs escalate relevant matters upwards in any case.
- Closer links between the support tickets from their organisation and keeping the SPOC up-to-date so they know what issues there may be in the org.
- Maybe having different leads for different modules?
- Need an up-to-date of SPOCs for account management purposes.
- Keep the dev board 'informal' rather than an accountable body i.e. for VISAV still to manage and chair, and not to have to vote for chairs etc.
- Once a year face to face dev board valued, as a way of networking (potentially incorporate in with the conference).
- To meet centrally to ensure everyone has a chance to attend.
- Have regular account management meetings, and for SPOCS to organise face to face meetings when needed with senior leaders.



Key Actions:

- Identify the best approach to an online forum and practice bank/knowledge hub.
 - For there to be a clearer approach to the Development Plan 'Road Map' and a way people can see that online and potentially 'vote' for what items are a priority.
 - To update the list of SPOCs for each Information Provider.
 - For VISAV to further enhance a more consistent account management approach including face to face meetings with senior leaders when required/requested by SPOCs to help embed the platform.
 - For face-to-face meetings/conferences to be centrally held, to be more accessible to all the IPs.
 - For VISAV to build in a process so that SPOCs have more oversight to issues which are coming in via the Support Team.
- 