

Development Board Minutes DRAFT V1

10:00 – 12:00 on 18th July 2024

Held virtually on Teams.

The recording from the meeting can be viewed [here](#) (click to view on help centre)

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
- Rob Nelson

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

- Alison Lester – Wiltshire Police
- Anthony Wilkes – West Mercia Police
- Sian Battle-Welsh – Warwickshire Police
- Linzi Berryman – Devon and Cornwall Police
- Ed Browne – Derbyshire Police
- Carole Woodall – Derbyshire Constabulary
- Cheryl Spruce - Neighbourhood Watch Network
- Dave Wise – West Mercia
- Paul Denison – West Yorkshire Police
- Derek Pratt - SCST
- Alan Earle – Northampton Police
- Emma Ray _Staffordshire Police
- Emma Rundle – Durham OPCC
- Angela Ferrucci – Thames Valley Police
- Alexander Gloster – Thames Valley Police
- Julie Heath – Dorset Police
- Helen Thompson – West Midlands
- James Tym - GMP
- Mia Jones – Humberside Police
- Nicholas Markwick – Lancashire Police
- Michele Lindsay – Neighbourhood Watch Scotland
- Molly Wright – South Yorkshire Police

- Seppo Murphy – Lancashire Police
- Nathan Pawley – West Mercia Police
- Philip Mackie – Wiltshire Police
- Danielle Shanker – Thames Valley Police
- Marc Sharman - Devon and Cornwall Police
- Alex Smedley – Hertfordshire Police
- Joey Spears-Smith – Lancashire Police
- Steve Palmer – Leicestershire Police
- Lesley Clarke – Scotland Neighbourhood Watch (joined at 11:02)
- Robyn Welsh – South Wales Police
- Dawn Wilkinson – West Yorkshire Police

2) Apologies

Rachel Handford – Northamptonshire Police

3) Welcome and introductions – Chris Davis, Managing Director

Chris welcomed everyone to the meeting.

4) Minutes from the previous meeting – 2nd May 2024

A copy of the minutes can be found [here](#)

The minutes were agreed to be a true and accurate record.

Date	Action	Update
08/02/24	<u>ACTION</u> – 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).	There are still a lot of IPs which have not set this up. Please contact us if you need help with this, as it does help with admins if they have a problem to know who they should contact within their org, as we sometimes can't help.

08/02/24	<u>ACTION</u> – 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.	For all to action
08/02/24	<u>ACTION</u> – For the forces who have not already done so to set up their escalation process and contacts (free to do).	<p>The below forces do not have the escalation tool in place:</p> <p>Bedfordshire GMP Hampshire Durham Police Scotland Norfolk Nottinghamshire Staffordshire Sussex South Yorkshire Gloucestershire Warwickshire</p>
08/02/24	<u>ACTION</u> – 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.	In progress
08/02/24	<u>ACTION</u> – For VISAV to agree a set of pre-agreed central groups and survey questions.	In progress
02/05/24	<u>ACTION</u> – Jon to provide a technical document to share with IPs to help with the implement the rollout of the app regarding getting the PlayStore ID from each IPs IT department. (this will ensure that the app is available to use on work devices as its not a public facing app).	See appendix A
02/05/24	<u>ACTION</u> – For Kate to investigate more options and to circulate ‘save the date’ ASAP.	Completed

5) Development Board Summit Update – Kate Algate

After a few challenges trying to find a suitable location to co-host this year's event as we did last year with Humberside, we reflected on what we wanted to achieve, and we have slightly consolidated the format. The Neighbourhood Alert Summit will take place on Monday 18th and Tuesday 19th November 2024 at the Nottingham Belfrey Hotel.

Feedback has been that you want to understand and embed what you have already got and learn from others how they are using the Platform for a variety of purposes and campaigns. We will focus more on the platform, with presentations aligned to practical application and usage rather than the wider strategic discussions we had last year.

You will hear throughout today's meeting that it's an exciting time for innovation and new modules. We will spend time sharing the outcomes from the development, how it has been applied, and the local outcomes from the lead forces.

We have confirmation that ACC Michelle Shooter, the NPCC lead for Neighbourhood Policing, will present again this year, and I am in the process of confirming the rest of the agenda, too.

Simply put, it's a days' worth of presentations, case studies and Q&A sessions split over two days, leaving plenty of time for networking and travelling to the venue. The Summit will start with a networking session for those who want to meet colleagues in similar roles on the Monday morning.

This will follow with a networking lunch and then a jam-packed afternoon of speakers and presentations from the team at VISAV and case studies from across the Alert network.

We will have an evening meal and night of entertainment, with plenty of time for networking, ready for the next morning of another full agenda of speakers and presentations. We will wrap up the Summit with a networking lunch in the restaurant, ready to make our way back to our respective location's early afternoon.

We are pleased that we can again offer this annual event as complimentary to all our existing clients, but places are limited so early registration is advised. However, if you have a number of colleagues from within your force/organisation who wish to come, please do all register and attend. I can extend our conference room space if needed, but would need to do that quite quickly, so we would rather have all delegates there who wish to attend, than to cap it and people miss out. The event is being filmed again, and we will actually share the speakers' presentations this time as we are building a new website. As this is an annual event and we get a huge amount of value of meeting in person, it won't be offered as a hybrid option.

We currently have the 11 forces signed up:
Derbyshire

Thames Valley
West Yorkshire
Bedfordshire
Lancashire
Nottinghamshire
Devon and Cornwall
Humberside
West Mercia
Sussex
South Yorkshire

Please do share with your colleagues within Neighbourhood Policing, Corporate Comms, DDaT, and leads for HMIC, Clear, Hold, Build and Race Action Plan.

Registration is done via the website [Alert Conference 2023 - Neighbourhood Alert](#)
All delegates will need to complete the registration survey as it provides me with the relevant details I need to secure your place. You all do need to book your own accommodation by emailing the hotel directly. You can either pay by a card or ask them for an invoice and pay by BACs. All accommodation is on a pay in full and no cancellation refund basis. One force tried to book it through their normal travel procedures, but it was showing up as no availability. We have block booked the rooms so there currently is availability, but you just need to go directly to the hotel.

Thank you to all who have registered and come forward as agreeing to do a presentation. I'll be in touch with you all directly to discuss in more detail.

We are all looking forward to seeing you all in person again in November.

6) Engagement Tracker update – Mike Douglas/Alan Earle

Existing 1559 from Data Collection. Event details, priorities, demography, event outcome, media and sign off form.

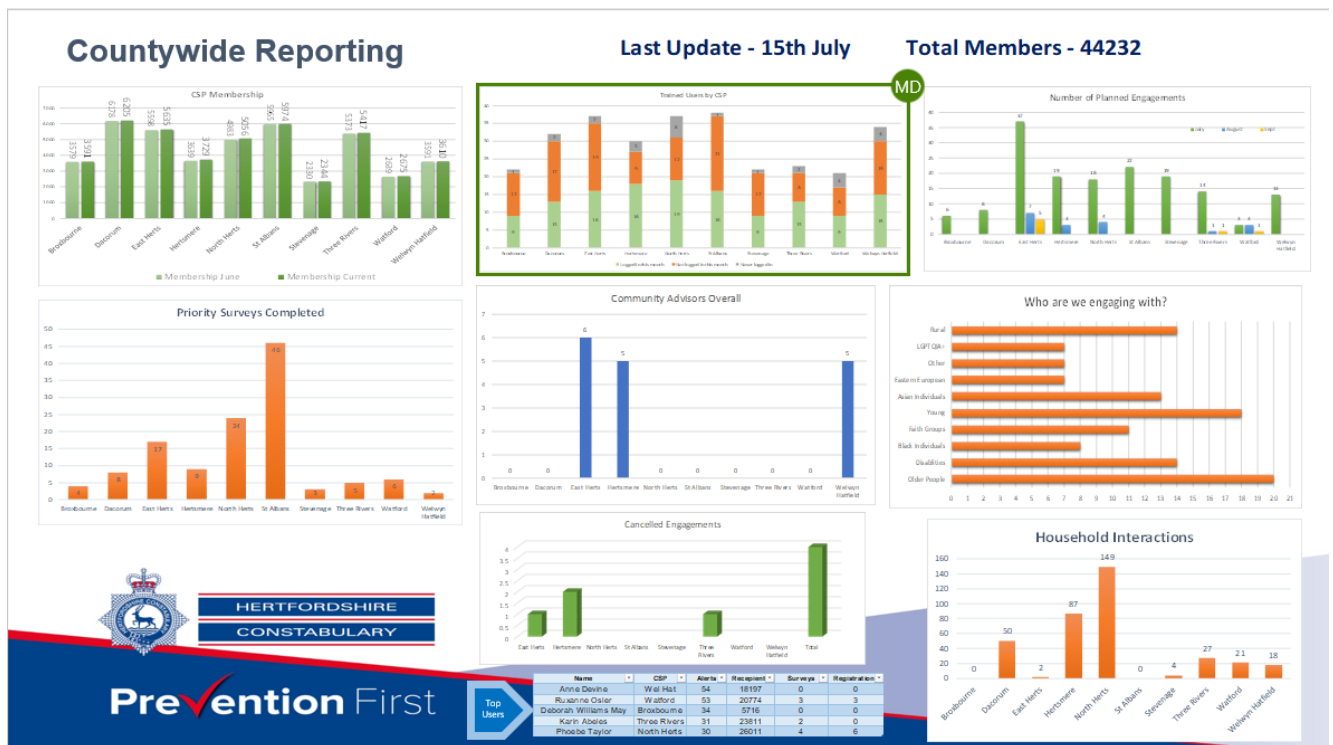
Used to use the Qlik app. Replaced it with Northampton Talking Engagement Tracker to replace 1559 as was already tracking abstraction rates already.

Steve Palmer – Leicestershire. Relaunched last week. Seen really good feedback and aligned against the Race Crime Action Plan and seldom heard. Identified gaps in engagement events and types of engagement. Been really good.

Alex Smedley – Herts. From 1st July, made ET as mandatory across the force. Gone down really well. Had no real issues and easy to use. Looking at exporting a CSV export to use some of the data, as there are some gaps currently to look at who we are engaging with.

ACTION – For VISAV to look at how the 'who we are engaging with' as a report and aligned with the 9 characteristics which are set by the Home Office.

ACTION - Jon, for Alex to share the data for PowerBI as VISAV



Chris – First West Mercia OPCC starting to use the ET.

Paul Denison, West Yorkshire—Introduced Dawn Wilkinson. ET is well received and used. It is likely to go out force-wide in a month or so.

Carole Woodall—Regarding Derbyshire's engagement tracker, we are going through the process of changing from our force tracker to a VISAV tracker. The current force tracker links to PowerBi models and data pulled through. We are hoping to purchase an API so the models can be updated via that feed. A business case has gone into the ACC, and we hope that when you guys come out to do the review, we can pull it all together.

Mike – National license for Origins to help with identifying different demographics. It really is a game changer to targeted engagement and will help with HMIC inspections regarding prioritising resources and identifying any gaps.

Mike gave a demo regarding origins in Northamptonshire.

Alex Smedley - Although origins is excellent for ensuring representation from seldom heard individuals, it doesn't cover all protected characteristics - so a little change to the "who are we engaging with" on the engagement completion screen to those nine strands (Age, Race, Disability, Sex, Sexual Orientation, Religion, Gender, Transgender, Third Parties Reporting).

Alex said that to safeguard targeted engagement and ensure officers do not say the wrong thing, we've set some guidelines - Officers don't know why an address might be a red dot/priority. There is also a mixture of reasons in the targeting setup. For example, each CSP has its own targeting set-up made up of survey results in AND origins. This ensures a mix of reasons for priority addresses, and officers have no idea why - reducing the risk of some PR Issues!!!

Steve Palmer, Leicestershire – Feedback, got fingers burnt using the word 'targeted' household, and now use 'priority' household.

ACTION – For VISAV to review the use of the term 'targeted household'.

Carole Woodall - Will engagements be part of star points? Carole said she gets this question from officers who are monitoring their points all the time, as they want more points! Jon – Yes it will and it will be a separate part of the star points.

Robyn Walsh - We currently KPI our PCSOs in terms of engagements completed, but this is going to be a challenge with the tracker as there are sometimes occasions where more than one PCSO will attend an engagement and you can't add multiple officers at present. Alex Smedley agreed.

Steve Palmer – Really keen for the use of AI for the message sending to help with public alerts. Happy to trail anything as they can do local training to get it rolled out.

Mike working with Innovate regarding technology and AI.

7) New message sending process feedback – Mike Douglas

We need to send messages the way we are sending images, as we need the images to be separate from the text.

We sent out a message to all admins with the prototype link to seek feedback. It did flag that some IPs didn't receive any alerts as they had been blocked. To remove this issue, the Alert domain name does need to be whitelisted by your IT teams.

ACTION – For all IPs to check that the Alert domain is whitelisted to ensure Alerts can get through.

Jon demoed the live version. First question is asking if it relates to an engagement tracker or not. If yes, it will take the admin to the engagement tracker to attach to the message with a calendar invite and map, and input into the engagement tracker. If no, then it will carry on with the message sending process.

Alan, we need to ensure the training is accessible and relevant so it can be played at a briefing session. Can VISAV be able to provide a training video?

Mike – There is some work to be done by IPs to create template message templates



ACTION – VISAV to provide with a basic video and Teams training which is free and available to all via Support.

Alex Smedley - Will the engagement "Subject" now show the start and finish times? Currently, it doesn't display the end time, and officers need to remember to include how long they are there for.

Cheryl - how will the changes affect the Neighbourhood Watch platform on Rapport?

Julie Heath – We need to keep it simple as people get confused, and it puts people off, and the branding and terms are confusing.

The brand Neighbourhood Alert and Neighbourhood Watch is confusing as well as Rapport, with different colours. The log in between the public front end and the admin sites is confusing and it can lead to officers not logging in as they don't know where to log in. Carole Woodall agreed that it's confusing about where to log in from a Registered User (public) point of view and where officers/admin log in.

ACTION – For VISAV to look at the UX experience with confusion on the branding and the login experience.

Julie Heath – Do other people have watches such as countryside watch, horse watch etc.

Nick—Groups, contact us if you need help merging. You can delete groups, but it won't delete members, as they will still be registered but not in that group. In Version 3, if a member moved, they would take that group with them, hence some of the groups. People don't get notified when the group is deleted.

Cheryl – The word Neighbourhood can cause confusion. I Reviewed it last year, and there were 262 types of watch groups – NHW streamlined the groups. Recommends that people look at what the expectation of what the groups are there for? Think about what messages will be sent and who will be sending the Alerts out?

She went onto say that they will be doing a survey at end of month to review the groups etc and populate hidden groups so that we know about members better and keep the groups up to date and relevant

ACTION – VISAV Need to look at how we use message types and the community groups and alternative watches.

Phil Mackie, last Dev Board. Would get rid of all alternative watches/groups which cause confusion. Alison Lester will be taking over – welcome onboard!

When is the launch date?

ACTION - Derek Pratt Mike and team, can we have a discussion outside this call on how the new message system can be used for SCST callouts? You may recall that previously Alert was found to have shortcomings for this purpose.

Robyn - Will there be a Welsh version of the public app? – Jon, yes it will have an extra input for the direct Welsh translation as it does now.

Mike - KINS – Not for this meeting but we will be revisiting the scoping document to ensure its relevant now. Will be pulling together a working group

Alex Smedley – they have moved our KINS (now called Community Advisors) over to closed groups.

ACTION – VISAV to host a KINS working group to get the development undertaking.

Steve Palmer and Molly Wright interested in participating in the working group.

Power BI – Send us your reports and we are working on PowerBI connector.

ACTION - To contact Jon re PowerBI reports – Joey SS, Carole wants to discuss with Jon

8) Rapport App update – Jon Shaw

It was rolled out in the private Play Store in South Wales. Thanks, Robyn, for operational testing.

There will be another release and then it will be ready to be rolled out.

ACTION – If you would like to use the Rapport App, please send Jon your playstore ID so you can access it.

ACTION – The DPIA needs to be updated due to the offline functionality. Leicestershire spent a lot of time on their DPIA which they may be able to share?

Link to Chris document.

9) WhatsApp working group – Chris Davis

Cheryl
Helen Thompson
Mark Sharman
Alan Earle
Carole Woodall
Dave Wise – West Merica

10) Future meeting invites – Chris Davis

Going to have an internal discussion about how we manage the sessions and get back to you.

Issue with sending out invites out due to no BCC facility in outlook. Does anyone have any issues with sharing their email address with other colleagues? No problem objected with positive confirmation from Cheryl, Dave Wise, Alex Smedley, Carole Woodall, Alan Earle, Paul Denison, Anthony Wilkes, Dawn Wilkinson, Marc Sharman.

11) AOB

Cheryl – Safeguarding for under 18s. Not going to be sending the newsletters out to under 18s. It was raised by the Neighbourhood Watch youth council which has 20 members, who said that there may be triggering for some.

Derek, most registered users don't include their DOB.

Alex Smedley – Don't have any concerns regarding this and more concerned about social media etc.

Derek, what can we do about the alerts that are not being received? It's not that they are bouncing. Nick, it could be to do with the firewalls, but it could also be when someone has opted out of message types or set up an automatic rule that moves it to a different folder.

Regarding the point Derek made ref emails not getting through, Nick has investigated this with Joe, Derek had raised a ticket (175756), it seems that we could not access the email postmaster logs for a few weeks, due to a system setting that Qamar changed. We have since fixed this issue (two weeks ago). If Derek sends any examples to use (from the last two weeks), we can check the bounce-back reasons. In summary, if a mail provider (BTInternet, Gmail etc), receives our email, we either get a postmaster response to tell us there is an issue (no mailbox found, mailbox full etc) or the mail provider accepts the email. We digitally read every postmaster response and update accounts/comms issues etc. so, 100% of all emails are accounted for up to the point where we deliver them to the correct email provider. Many things can impact the final recollection of seeing the email including spam filters, custom mail rules, accidental deletion, dementia etc.

Jon, Mail mergers help with this as they help mitigate the risk of the message being deemed spam by the mail servers.

Alex Smedley – presuming the public-facing app will design this out as it will remove these issues.

12) Date of next meeting

I will keep everyone updated on upcoming meetings, but the definite one is the face-to-face Summit in November.

Meeting ended

DRAFT