



Nottinghamshire Alert

A guide for police officers and staff



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Nottinghamshire Alert

- Over 32,000 users registered to receive Alerts with messages, attracting a satisfaction rating of over 92%.
- Messages can be targeted based on their location and interests.
- Internally, over 340 officers and staff are authorised to send messages.



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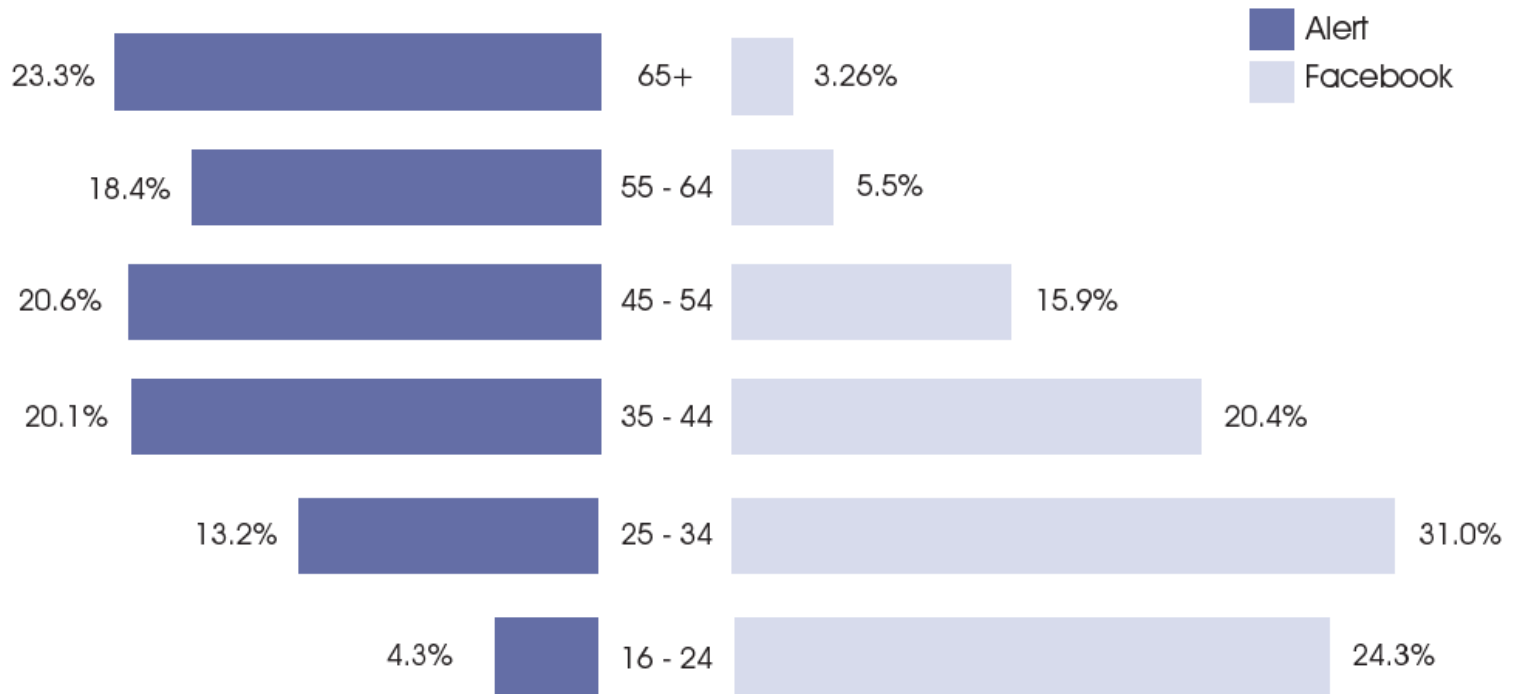
- You can target messages based on users' interests, with some groups – like dog owners – already subscribed to by over 1,000 users.
- Alert has proven more popular with people aged over 45 than other digital channels such as Facebook.



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Nottinghamshire Alert – Who are our audience?

About their background



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Nottinghamshire Alert – Who are our audience?

Where they live and work

Ashfield

13.6%

Broxtowe

11.0%

**Newark and
Sherwood**

6.5%

Mansfield

8.7%

Bassetlaw

5.6%

Gedling

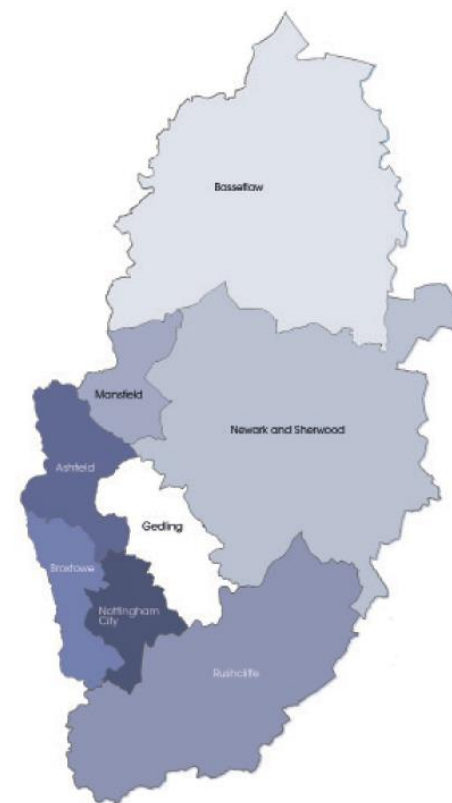
4.5%

Notts City

41%

Rushcliffe

9.1%



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Nottinghamshire Alert – Local partner usage

As well as Nottinghamshire Police officers, staff and volunteers using Alert, the following local partner organisations are also approved to share information with Alert users:



98.8% | 31,616 users

Nottinghamshire Police



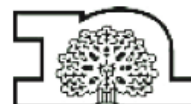
94.4% | 30,701 users

Neighbourhood Watch



81.6% | 25,809 users

Action Fraud



62.7% | 19,831 users

Trading Standards



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Login to Neighbourhood Alert

What is Rapport?

Rapport is not an “app” but a secure (https://) website optimised for view by authorised administrators on a mobile device.

Open your mobile device browser and enter the following URL in the address bar:

mobile.neighbourhoodalert.co.uk



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A list of available portals will appear; click the link to the Portal on which you are registered as an administrator.

Choose: **Nottinghamshire Alert**

You will then be asked to log into the system.

Use the same username and password as your local alert admin account.



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Access all Rapport's functions from the Main Menu

- **Add community members** and place in relevant groups and categories
- **Instantly communicate** with anyone signed up to the system on the street where you're located

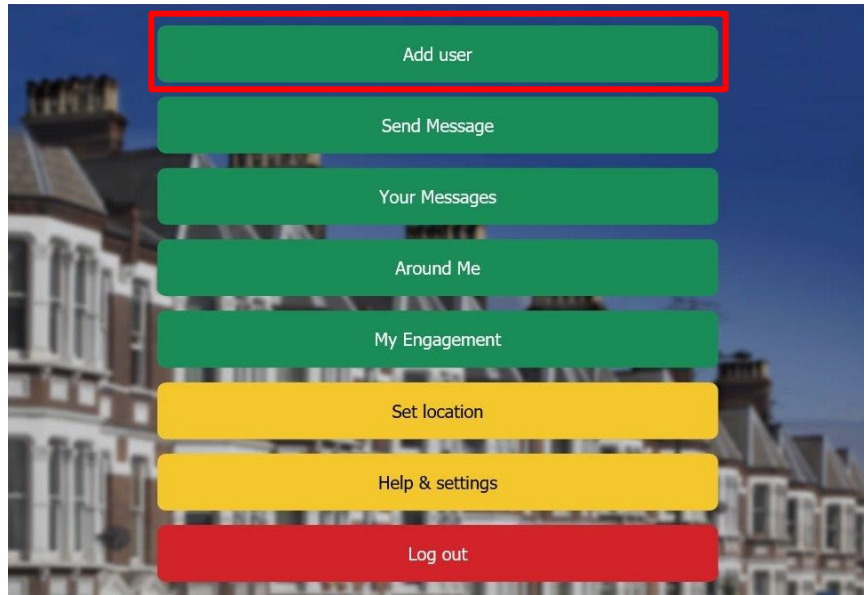


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Add user

- Allows you to add users direct from your phone
- Can include contact preferences and which information providers they would like their alerts from (e.g. Crimestoppers, Local authority etc).

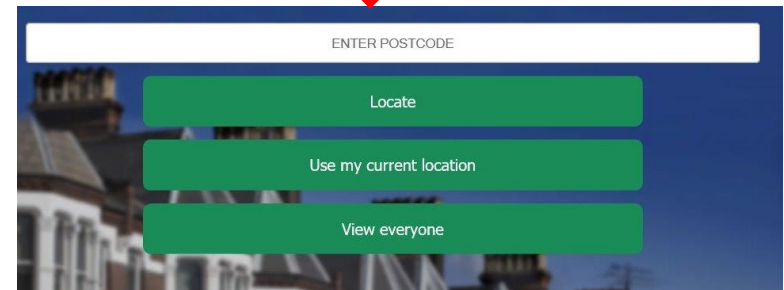
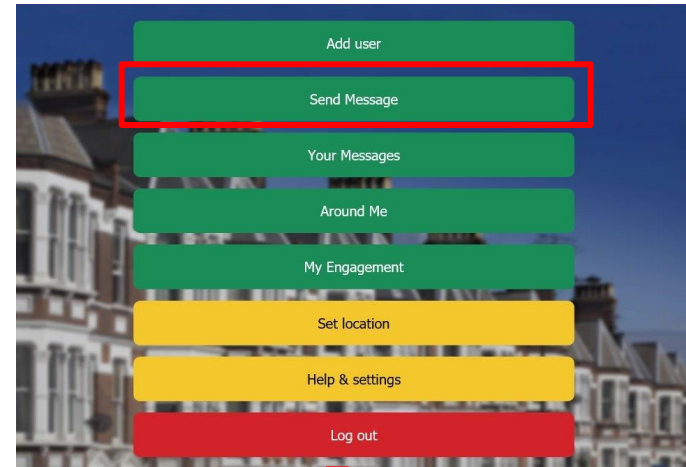


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Send message

- Send alerts to subscribers in a town, neighbourhood or specific street.
- **Locate:** enter your postcode, set location.
- **Use my current location:** Uses your phones GPS.
- **View everyone:** gives list of all available users to you.

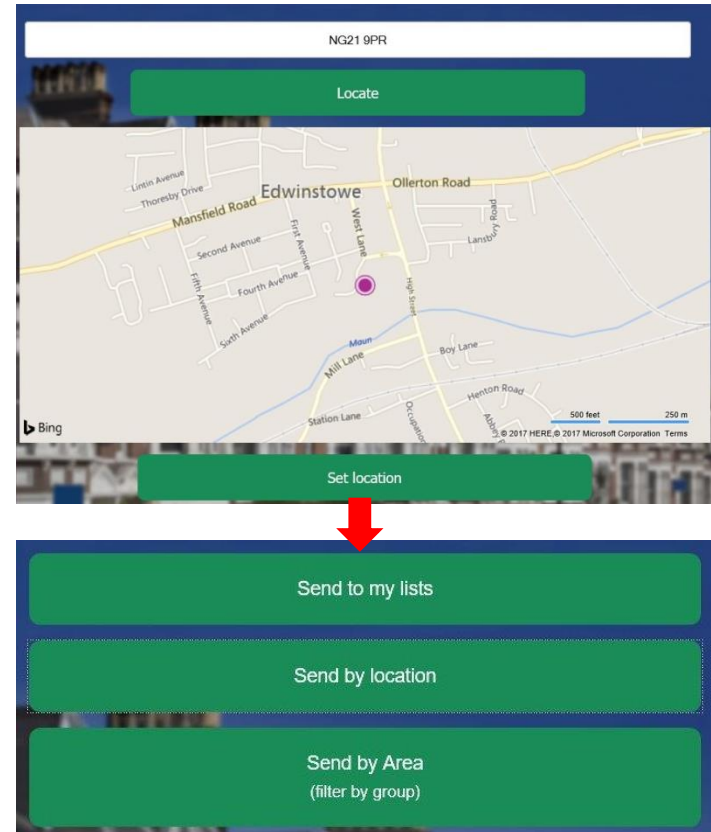


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Locate

- Enter the postcode you wish to send message to > click **Set location**
- **Send by location:** Send to the postcode with a set radius.
- **Send by area:** Send message to specific interest groups.



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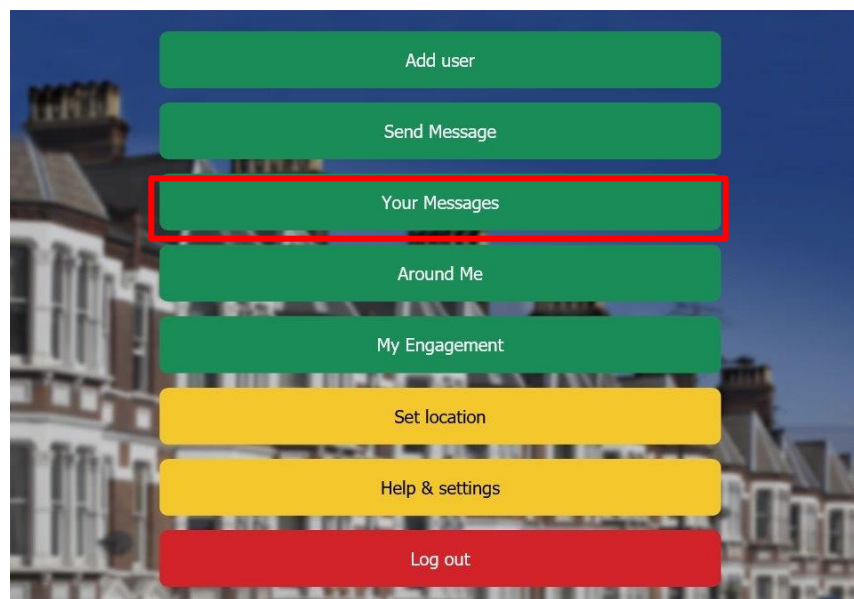
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Your messages

Allows you to view messages you've sent previously.

If you've had a reply to a message you will see a number appear in the corner of the button.

Clicking each message will show the message in full.



Date sent	Subject	Replies	Trygve Comments
17/10/2016	Police urge vigilance following Far	0 (0)	N/A
20/09/2016	Appeal following report of indecent	0 (0)	N/A



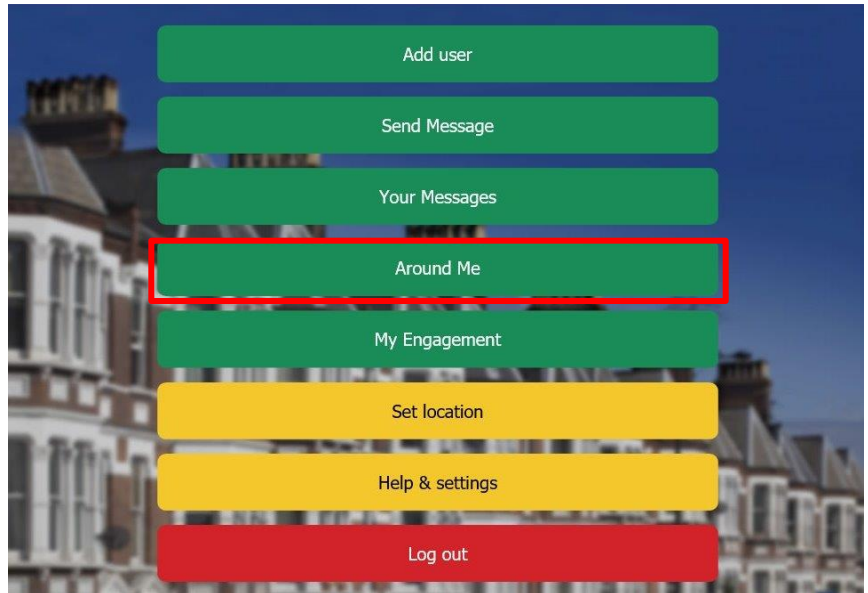
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Around me

Gives you different ways of finding people, there are:

- All users
- New users
- CCTV owners
- Coordinators
- Your target list

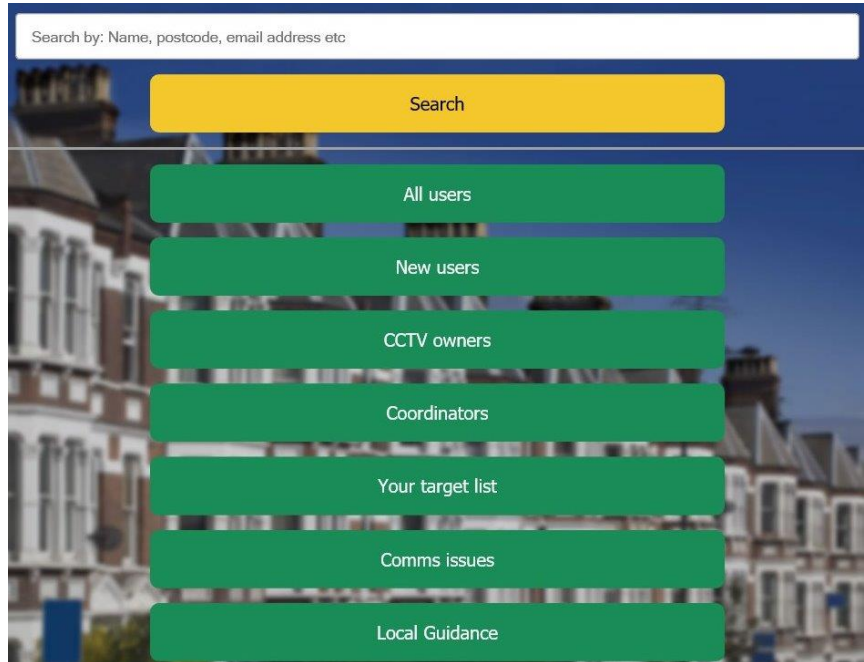


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Around me (cont.)

- **All users:** Displays list of all members in and around your selected postcode area.
- **New users:** Displays a list of new members. This can then be sorted by postcode, name or distance from selected postcode.

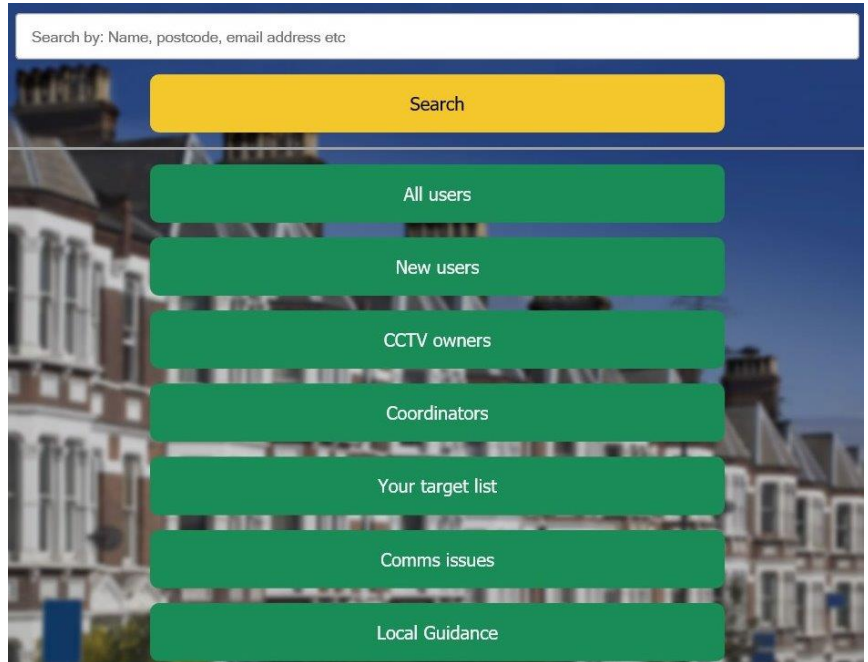


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Around me (cont.)

- **Coordinators:** Displays a list of Neighbourhood Alert coordinators.

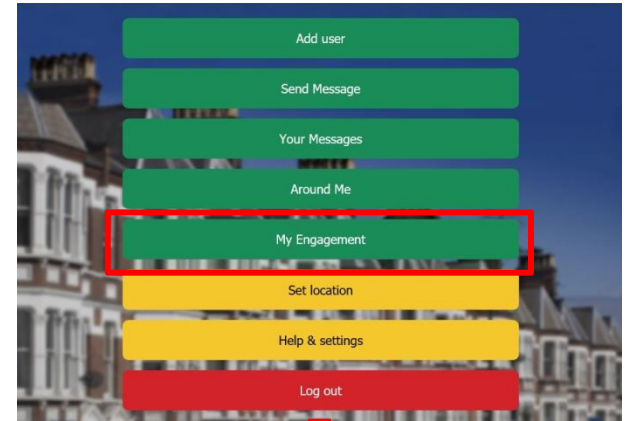


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My Engagement

Displays stats relating to how many users have been signed up by you, how many alerts you've sent, total recipients received and average message rating.



Users added to the system this month leaderboard

Users added	Admin name
-------------	------------

Users you added to the system

Jul 2017	Aug 2017	Sep 2017	Oct 2017
0	0	0	0

Messages sent by you

--

Total recipients reached

--

Average message rating

--



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Nottinghamshire Alert: Feedback

Please feedback any queries, issues or comments on the software.

Contact the Digital team

Email: website@nottinghamshire.pnn.police.uk

Look out for our monthly #Hashtag e-newsletter

Out of hours

For urgent enquiries only, contact the on-call media relations officer.



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