

NEIGHBOURHOOD ALERT DEVELOPMENT BOARD UPDATE: 18 RE: Alert updates and news

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You are receiving this email circular because you are listed as a key contact involved with your organisation's Neighbourhood Alert system, including senior administrators and members of the Practitioner's Group. If you feel you should not be on this list, please contact support@neighbourhoodalert.co.uk and I will remove you.

Dear Mike,

Sorry for the long email, please have a read through the items below at some time in the next week as they do have implications for your system. I hope you find the items interesting and of use, please contact me directly if you would like to discuss any of them:

SGN Alert Launch (and possible implications for you)



www.sgnalert.co.uk We are delighted to confirm that, as announced at the Development Board meeting, we have a new Information Provider on the Alert network. The new site has just gone live and we think it looks great!

SGN manage the network which distributes gas to over 5 million homes and businesses across Scotland and the south of England:

- Aldershot,
- Kent,
- London,
- Oxford,
- Pool,
- Solent,
- Surrey and
- Sussex

SGN is a gas distribution company. They don't maintain meters or send bills for the gas used in properties, that is the gas supplier's responsibility. When repairs are needed or pipes need to be upgraded SGN dig up the roads or footpaths. They provide the National Gas Emergency response service

("Smell gas?" response service) to their pipe network and **sometimes have to respond quickly when safety is at stake**, which may mean performing streetworks at very short notice. You can find out more about SGN on their main website: www.sgn.co.uk

SGN have joined the Alert system to provide real time information in emergencies; these messages could be about evacuations, roadworks, service interruptions and advice after floods etc.

The messages SGN will be sending out on Alert will be advisory and be extremely useful to Alert users; SGN will NOT be sending any advertising messages at all. Messages will be mainly by text message and very infrequent. All new users registering on SGNAAlert.co.uk will be opted in to share their details with the Police and NHW by default.

Due to the emergency and timely nature of the messages that SGN may need to send, we feel that it will be within the expectations of all existing Alert users to be automatically opted-IN to these messages.

We have sought advice from the Information Commissioners Office and they suggest that to test this assumption with the registered members we should run a test with a reasonable sample of users. We should opt them in, give them fourteen days to easily opt out, before SGN gain access and, importantly, ask them to feed back if they do not feel that this process was acceptable.

We intend to do this with 1000 users distributed equally across the areas listed above. If we receive any complaints, we will take these up with the ICO before proceeding. If we do not receive any valid objections, we will have tested the views of the registered members and will proceed to opt in all registered users in the areas listed by following the same process.

We genuinely feel that this will provide the most efficient way to ensure that vital SGN messages can reach those users at risk when required. This partnership will also enhance your Alert service and grow your database.

If you would like to agree your own protocols with SGN regarding messages they intend to send, please do not hesitate to contact them, I am advised that they are more than happy to work with the partners on Alert to ensure the system works for all concerned:

Debbie Mann
IT Infrastructure Project Manager
T: 02392 624156 (x34156)
debbie.mann@sgn.co.uk

Please do not hesitate to contact me if you have any questions or concerns regarding this process, we will undertake the test process early in November unless anyone raises an objection that cannot be satisfied.

Alert Maintenance Schedule:

As you will know by now we continuously update and improve the speed, security and infrastructure that supports the Alert network. Our server manager; Qamar has produced an up to date maintenance schedule so you know when any planned service interruption may take place.

Don't worry, this is always in the early hours of the morning during very quiet periods. The schedule can be downloaded from this page on the Help Centre: <https://visavlt.d.zendesk.com/hc/en-us/articles/211730809-Alert-Maintenance-Schedule>

Origins Ethnicity Report

If you have not already registered your interest in the free Origins ethnicity report, please reply to support@neighbourhoodalert.co.uk so we can ensure this amazing data is sent to you each month.

Trygve & Third Party Apps

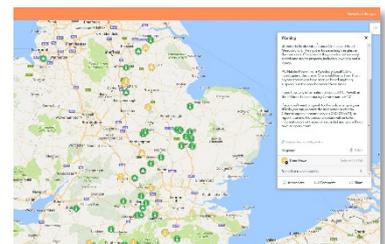
Those of you that came to the Development Board meeting will have seen the initial introduction to the exciting future of the Alert network where we start seamlessly connecting you to third party Apps.

This means that instead of facing the issues of choosing which social media platforms or local apps and community systems you need to engage with, you simply need to direct them to us. Alert can enable your authorised officers to connect and monitor multiple solutions in a controlled and audited way via one simple interface: Rapport.

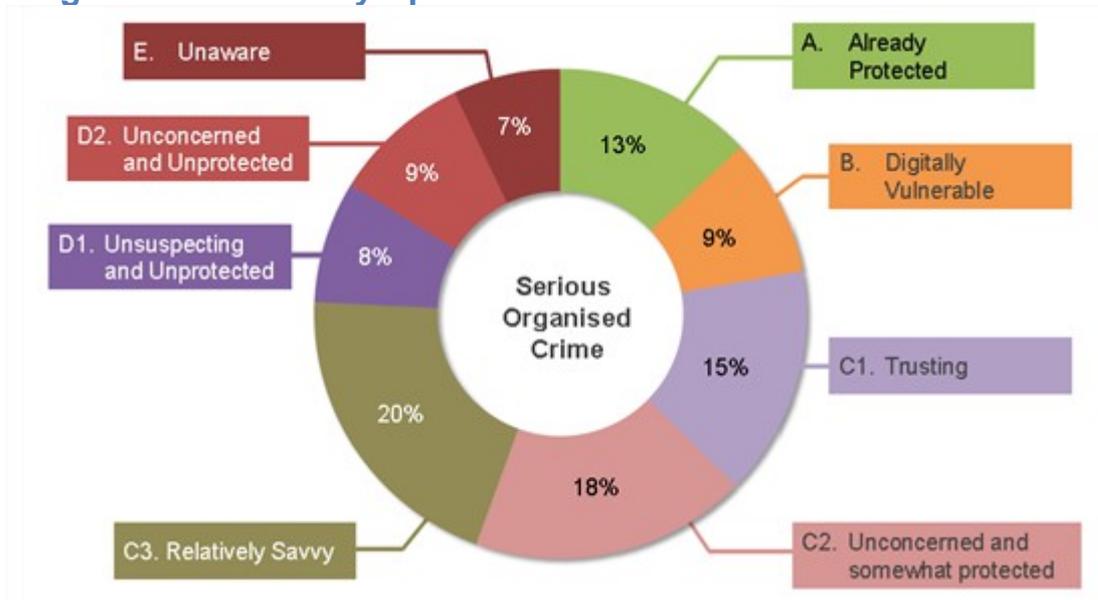
Trygve (pronounced "Trig-Va") is the first example of this partnership, platform approach and they have been fabulous in understanding what is required in order to meet the requirements of UK Police forces.

Pilots are underway to test the App, the connection to Rapport and the suitability for Police but it is looking very promising and exciting!

Just as a taster, have a look at your "shared" Alerts being propagated onto this test map: <http://testweb.trygve.co.uk/event>



Cyber Segmentation Survey Update



You will hopefully be aware that we are working with the Home Office and NHW in building you a dataset of self-assessed registered members based on their attitudes and vulnerability to typical frauds and scams. This places your users into one of eight “segments” (shown above) based on the answers they give in the self-assessment survey.

Over 50k people took the self-assessment survey when we sent it out in April 2016 and you now have access to all the user data via your Alert login. (Worth thousands, but totally free within Alert). You can read more about the project [here](#) and run through a Prezi about it [here](#)

The next part of the process is to test the effectiveness of delivering focused “e-learning” via tailored information “Cards” to users based on the “Segment” they are in. A complex back-office system will select which cards to deliver to each user and collate any feedback they give.

The great news is that this will happen seamlessly behind the scenes, you do not need to do anything other than grow your database, sort your comms issues and keep sending quality messages. Once a successful pilot has been completed, the Home Office cards will be delivered at the bottom of your standard messages.

Important date

On the 31st October, Action Fraud will re-run the request for all Alert users across the country to undertake the self-assessment survey, this is to establish the current status of attitude and cyber awareness across the country.

What you could do to assist

If you are planning any non-Alert or general Social Media cyber awareness activity, please direct people to <http://www.actionfraudalert.co.uk/cybersurvey> so they can take the survey. (This will not re-register people if they are already on Alert and anyone that does take the survey will be registered and join your database.) You may also consider advising people on Alert that they will receive this request from action Fraud on 31/10/16 and let them know it is safe and helpful if they undertake the survey.

e-learning pilot starts after the national survey

We will then commence a trial of the “E-Learning” card delivery process in two pilot areas (Lancashire and Thames Valley) from mid-November. This is to assess the effectiveness of the cards and the process and we will report back to you regarding this.

Practitioner Group Meeting

Please note, the next Practitioner meeting will take place on Wednesday **23rd November at 13:00**. This is because we are close to completing a few items and still reeling from the uptake of items from the Development Board meeting, plus I am on holiday now for two weeks

I will send the Practitioner group meeting out on my return but please add a diary note now to reserve the space. This is a net-meeting so follow [this link](#) and the number to dial will be shown on screen

We are following the new, successful format of keeping these meetings to one hour and concentrating on one item. Could you please let me know **which of these items would be your preference** for the November meeting?

- Origins Ethnicity data reports
- Local engagement data on Rapport
- Social Sense developments
- Monthly KPI report updates and requirements
- Survey facilities and 101 survey API
- Trygve App integration
- Translation of messages
- Other: _____

Dev Board meeting

This email is already too long without relaying all the thanks we owe to everyone that attended the Dev Board meeting last month. I will do this and share the presentation

videos when I return from holiday. This is a taster video of the first presentation by Richard James and Tim Curtis: <http://www.screencast.com/t/LzyzzaNvwa>

If you have any questions regarding anything covered at the Dev Board, please direct your enquiries to Andy Ward on andyw@visav.co.uk and he will be happy to help.

Thank you once again for all your fantastic support and patience, please do not hesitate to contact me if you need to talk about any issues raised here or in dealing with us.

Best regards

Mike Douglas

Director: Neighbourhood Alert Project

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