



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 24

Date: 5th February 2018

RE: Rapport App Test Group

FAO: Joe Murray

Email: joemurray99@hotmail.co.uk

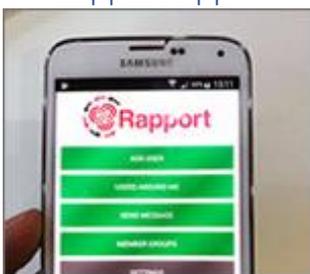
Note: You are receiving this email circular because you are listed as a key contact involved with your organisation's Neighbourhood Alert system, including senior administrators and members of the practitioner's Group. If you feel you should not be on this list, please reply to this email and I will remove you.

Dear Joe,

What is this one about?

- 1) Rapport Smartphone App! Invitation to have a preview and be part of a testing group
- 2) National feedback Survey, underway

Rapport App



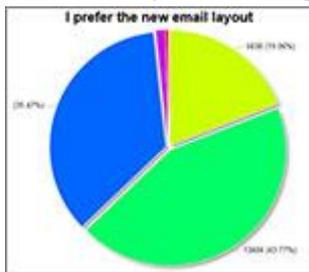
We are developing Rapport as a smartphone App so in **Version one** it will enable your users to add and find members even when out of standard mobile or wifi coverage.

I aim to schedule in a 30-minute online meeting for next **Wednesday 14th February at 13:00** for those who would like to have a sneak peak at the app and see what we have in mind. This will be an opportunity to raise any questions regarding the processes, security and to suggest functionality.

We are looking for some volunteers to test the V1 Beta version of the Rapport app. The beta version will only have the ability to add users and review local members (no message sending at this stage). This is simple a test of the basic interface and stability rather than the advanced functions. We need people who have an Alert Admin account and ideally Android equipment.

Those interested in attending the online (Practitioner Group) meeting should email me (mike@visav.co.uk) anytime up to the day before and I will include you in the meeting invitation.

Email Template Change



The new email templates have been live for over a month and, as promised we have undertaken a survey to gather member views on the updated layout and various aspects of the system and messages. We took the opportunity to gather member's views on data management and consent issues ahead of the GDPR review and recommendations that we will be making to the strategic development board over the next few weeks (more on this in a later update).

The survey was launched on Friday night and **in just three days 37,500 people have completed it!** The Alert database of active citizens has got to be the most interactive, vibrant database of active citizens in the UK!

I will of course share the full results once the campaign is completed at the end of Feb but initial results are incredibly encouraging with 63% agreeing that the new templates are better (35% not bothered and 1.7% against). In addition 14,207 (so far) stated that they have received messages in the last twelve months that have prevented crime and 3,200 new people registered their CCTV cameras.

Latest Help Centre Updates

These often require you to log into the Help Centre before you can view them. If in doubt, log into your Alert site admin first and click the Help Centre link, then follow these links:

Managing Replies as Teams: [https://visavltd.zendesk.com/hc/en-us/articles/360000676074-
Manage-replies-as-teams](https://visavltd.zendesk.com/hc/en-us/articles/360000676074-Manage-replies-as-teams)

The New email template layouts explained: [https://visavltd.zendesk.com/hc/en-
us/articles/115005828425-Neighbourhood-Alert-email-layout-and-features](https://visavltd.zendesk.com/hc/en-us/articles/115005828425-Neighbourhood-Alert-email-layout-and-features)

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