

**DEVELOPMENT BOARD  
UPDATE: 9  
RE: February Update**



FAO: Kathrin Slater  
Organisation: Lancashire  
OPCC

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You are receiving this email circular because you are listed as a key contact involved with your organisations Neighbourhood Alert system including senior administrators and members of the Practitioners Group. If you feel you should not be on this list, please contact [mike@visav.net](mailto:mike@visav.net) and I will remove you.

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Dear Kathrin,

I hope you are well and not under too much pressure with the Christmas build up, recent severe weather and the current “severe” status? This is a hopefully concise update to keep you in the loop with a few things going on with us and your system.

### Security Update

I am delighted to say that we were successfully audited in January “Cyber Essentials PLUS” and IASME

### Recent sites

- Bedfordshire has gone live:
- Sussex and Surrey are currently being implemented.
- The [www.ourwatch.org.uk](http://www.ourwatch.org.uk) site has been redesigned along with the registration pages and the member admin. This login area is fully mobile optimised and has had a professional redesign by Mellor & Smith who I think have done a great job. So you can see this in action, ALL Alert members can now log in to their accounts at [www.OurWatchMember.org.uk](http://www.OurWatchMember.org.uk) and see their personal and scheme details in the new layout. Our plan is to utilise this design on all member admin areas if you think, like us that it is a vast improvement.

### Upcoming/Recent Developments

#### Improved support

Adopted Zendesk to facilitate support, considerable investment demonstrates our commitment to providing first class support. Chat during office hours, support form

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afterwards, everything is ticketed, includes a superb new Help Centre currently being populated and will be launched soon.

#### Text to Voice facility

This superb addition to the Rapport admin will enable your administrators to simply type, dictate or copy text over from an email into a new step within the Rapport message sending process. It converts the text into a superb quality automated voice, plays a preview and distributes this by telephone message. The optimise options are available with this option so you can use voice messages only where end users do not have a working email. As part of this upgrade we have replaced the voice message player on the standard admin with a non-flash HTML5 version which will be more compatible with force systems.

#### Case Manager

Notes regarding this

#### New Monthly reports

We are working with Notts Police on creating some concise monthly KPI reports that will provide you with automatic, key information.

#### Segmentation Project

After a successful trial, the segmentation project

#### Area Analysis “Local Engagement” tool

This new facility will enable you to add any data set to an interactive map which can be viewed instantly from your mobile devices. This currently works with MOSAIC data, your interest, KIN and Demographic groups and will soon work with survey results. If your technology allows (try from your mobile), you can watch a presentation we did at the recent Local policing conference from the following links:

View on ScreenCast: [video/mp4](#)

Play the Presentation: [Prezi link](#)

#### Email Templates

You can now create email templates and assign them to a message type. Please email [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) and let us know who should have this permission.

#### Public Facing App

Update, beta launch

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### Simple Sign Up

Link to schematic, progress update

### Auto translate messages

Auto translate to preferred language

### Promoting your Twitter and Facebook accounts

You may realise that at a few stages of interaction for an end user such as when they rate a message, we take this opportunity to ask the user to follow our twitter account and like our facebook page. TVP recently pointed out, quite rightly that we should also promote the accounts of the forces / Website owners. To do this we need to load in your Facebook/Twitter screen names and they will appear as per this example:

These are the forces that are currently set up

#### Facebook

- Neighbourhood Link
- TVP
- Notts Watch
- NHW Scotland
- Cheshire Police
- Beds Fire
- ITK
- Keep in the Know Durham

#### Twitter

- Notts Alert
- CCM
- Lincs alert
- Derbys Alert
- TVP
- Cleveland Connected
- Perth & Kinross

If you would like yours adding, please email [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) and include your facebook address and/or your @twitter screen name with a request to include these on your account. We do not need the accounts to be authorised in order for this to work and this will not affect any message tweeting or propagation etc

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### Social Sense

Now live with XXX  
New features XXX

### System Administrator Message

As national Joint-Data Controller, we have a DPA responsibility to periodically remind all 350,000+ members of the system about who can see their data and how to update their settings. I intend to send this message out in March. If you are about to import any data or engage with any new Information Providers, now would be a great time to do it.

### Next Dev Board Meeting

Following on from our highly successful Development Board meeting in XXX, the next one will be XXX

### Next PG meeting

The next Practitioners' Group meeting is next **Wednesday 16<sup>th</sup> December 2015 at 13:00.**

You are all welcome to attend – please click the link below at 13.00 and you will see the number to dial into the meeting.

[https://meet57018359.adobeconnect.com/\\_a980151297/alert/?refresh-parent=true](https://meet57018359.adobeconnect.com/_a980151297/alert/?refresh-parent=true)

Best Wishes

### Mike Douglas

*Director: Neighbourhood Alert Project*

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