

**NEIGHBOURHOOD ALERT  
DEVELOPMENT BOARD  
UPDATE: 16  
RE: Alert updates and news**



FAO: Lisa Raby

Organisation: Police

Email: [lisa.raby@cambs.pnn.police.uk](mailto:lisa.raby@cambs.pnn.police.uk)

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](mailto:support@neighbourhoodalert.co.uk) and I will remove you.

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Dear Lisa,

I hope you find the following items interesting and of use, please contact me directly if you would like to discuss any of them:

### **Service Interruption, maintenance work:**

As part of our continual improvement program we have invested in upgraded "Checkpoint" switches which will be installed this weekend. This will involve your website and admin area going offline for a few hours during the early hours of Saturday morning. We are taking this opportunity to replace and upgrade some hard-drives with larger, faster and more robust drives at the same time.

#### **Interruption Window:**

Start: Saturday 10th September 2016 01:00:00 BST

End: Saturday 10th August 2016 07:00:00 BST

Duration: 6 hours (Max)

I am sorry about the short notice on this planned service interruption, the board decided to bring forward this essential maintenance to this weekend as our advanced flagging system is suggesting that we act quickly to prevent any unplanned service interruption. (In other words, we are detecting things that are not causing problems yet but might soon, so we are acting quickly to prevent them). We also have some projects that are about to impact growth so we wanted to pull this upgrade in quickly to gear-up for the boost. To reduce impact on your service as much as possible the work will be carried out during our quietest period and we are confident will be completed ahead of the timeframe suggested. All sites will be directed to a "[Site under maintenance](#)" page during the downtime.

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## Angling Alert Launch (and implications for you)



<https://www.anglingtrustalert.co.uk> - a cutting-edge initiative to help tackle fisheries related crime - has been launched by the [Angling Trust](#) in partnership with the Environment Agency. It will provide anglers and the wider public with information on fisheries crime quickly.

Details of Angling Alert will be going out to 15,000 individual Angling Trust members, all their member clubs, so collectively will reach thousands of anglers, and the EA are emailing details to 500,000 rod licence holders. NWCUC, SmartWater, Cefas, numerous individual police Corp Coms teams will be also apparently be promoting, in addition to Canal and River Trust, so the promotional reach of this is substantial. High profile anglers will also be promoting on social media, and the Angling Times will be giving Angling Alert a big splash in their weekly paper and promoting on Facebook.

We are gearing up for increased registrations across the country, you may find that users enquire with you regarding joining Angling Alert.

**Implications for you:** If people are already registered on any Alert site, they will be told that they are already registered and they just need to opt-in to Angling Trust messages. In order to do this, **you need to have Angling Trust activated on your systems** so users can select it as an option. Due to the national nature of the promotion and offering we feel that all systems will benefit from additional registrations (everyone joining Angling Alert will have the Police as an Opt-out), we also want to avoid duplicate registrations etc.

We propose to add this to **all systems** as an “Opt-In” option but cannot do this without giving you time to consider the proposal. Could you please let me know if this is not acceptable before or at the latest at the Dev Board meeting on the 22<sup>nd</sup> September.

You can contact the National Enforcement Manager if you would like to find out any further information, his details are as follows:

Dilip Sarkar MBE FRHistS BA(Hons)  
National Enforcement Manager  
Dilip.Sarkar@Anglingtrust.net  
Mob: 07971 677638

## Other items

Development requests

Help centre

Log out

### New Help Centre Access

The really active ones amongst you may have noticed that the link to the “Help Centre” in your admin area has been updated? The Help Centre links to the new Alert Help Centre which I hope you will find far easier to navigate. It is much easier for us to populate and we are all working hard adding new manuals and content to it. It should be a useful resource for you not only for

answering your questions and providing a training resource but for providing support and links to end users as it includes specific sections on the member admin area and scheme tools. Classic end-user topics are [How to share a message](#) and [How to mark a message as not spam](#).

If you have any current manuals or guidance that you have put together, please send it to me and I will add it to the relevant page.

We have also added a direct link to the Bespoke Work Requests section on the old help centre to hopefully highlight and re-invigorate this facility.

### Pin number access

Another reminder that we have replaced the end-user **password reminder process** with a much simpler method. This enables a user to gain access with a simple pin that is sent out by email or text message to the registered account details. We are providing the text messages at no cost and have already had feedback that this process is very welcome.

### National Survey Completed

The national Action fraud “How do you think we are doing” survey completed in August with over 33,000 people completing it. It was designed to evaluate Action Fraud messages and service but we included some more generic questions regarding the service and messages in general.

As you would probably expect, the results are fantastic and really emphasise what a great job you are all doing. I will present the findings at the Development Board and provide copies for everyone. Action Fraud have promised a summary report for all users who completed the survey as well so

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I am looking to have that signed off at the Dev Board before it goes out to them.

#### Cyber Crime Pilots

The SOC Cyber Crime Segmentation project has been a huge success so far, you all have masses of valuable data available to you now showing segments of users based on their vulnerability and attitudes towards typical frauds and scams utilised by serious and organised gangs (let me know if you cannot see this data). The project is headed up by the Home Office with assistance from us and NHWN. The next stage of the project is to run an extended pilot in three or four force areas to measure the impact and effectiveness of the current cyber prevention activities when combined with the e-learning and prevention being built into Alert. If

you would like to take part in this pilot, please contact

### Dev Board Meeting **IMPORTANT DIARY DATE:**

**Development Board and Intelligent Policing seminar - 22<sup>nd</sup> September 2016, Ramada hotel, Nottingham**

#### **UK Public Sector team, VISAV**

This year's annual seminar is nearly here! This is going to be the best one yet, we have finalised the agenda and in addition to a really useful Dev Board debate and update the conference is packed with talks, feedback and best practice sharing from around the UK. We need all existing clients to attend and feed in to the process, we hope to agree some fundamental things moving forward with Alert and we want to highlight just how ace you are to all the attendees!

You can view the agenda and details on [this page](#) but featured highlights include:

- Intensive engagement plans and practice in Thames Valley
- Partnership working and effective growth in Lancashire
- Resilience Planning (Featuring Scottish Borders Council).
- Tools to support and demonstrate Legitimacy in Policing
- Understanding Ethnicity, language and religion in your area and tools to assist you
- An explanation of the free Segmentation data you now have within your system by the Home Office
- Connecting with third party Apps, downloading Alert data to force systems, automated 101 surveys and the Alert App!!

**Both yourself and any colleagues you invite are very welcome to attend this free event, if you are not already booked to attend, please contact [andyw@visav.co.uk](mailto:andyw@visav.co.uk) to confirm ASAP.**

We are not providing hotel rooms this year, the take up was low on these last year so we thought we would spend the money on a great, free food and entertainment event after the event for everyone instead so don't miss out!

### **Practitioner Group Meeting**

Please note, the September online Practitioner Meeting will not take place online as we will be holding the face-to-face Development Board meeting in Nottingham on the 22<sup>nd</sup>

I have received very little feedback from August meeting so please take a moment to review the proposal regarding adding a neighbourhood Profile report to the monthly reports. Now is a great time to suggest any additional fields require you may require in a local neighbourhood report. The agenda, product info and actions/feedback from the meeting can be viewed on [this PDF](#).

Best regards

**Mike Douglas**

*Director: Neighbourhood Alert Project*

#### **VISAV Ltd.**

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