DEVELOPMENT BOARD UPDATE 33

Date: 5th June 2018

RE: RECENT UPDATES TO ALERT AND RAPPORT

Dear Dev Board Member,

Sent to: email

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.

View an archive of previous updates here (Note, to gain access please follow the Help Centre link from your Alert admin)

What is this one about?

We have been busy streamlining and adding small time saving features to the back-end Alert processes and to the Rapport interface. Nothing major but as there are a few to let you know about I thought I would put them all on one quick update. For speed I have highlighted an Actions required and the actual changes in these colours.

1)   Auto Notification Process
2)   Dead email auto update
3)   Plain Text email update
4)   Rapport update: "Set your location" process update
5)   Data Retention: Message Archive
6)   Spellcheck update
7)   Conference and Dev Board Requirements

Auto Notification Process

As part of our GDPR process updates we are planning to automatically include a "Who are you sharing data with" notification in the "Information & Advice" section that appears at the bottom of Alert emails. This section usually contains things like the trickle fed survey questions and Home Office cyber advice,

The benefit here is that it will show all the Information Providers, not just the ones that the member is currently subscribed to and it will give them a quick way to add or remove them. This is a mock up of the section, the actual one may look slightly different:

Information and advice

Information displayed in this section may not be directly related to the above message.

Who can see your data:

The organisations listed below are current and potential "Information Providers". The ones that you currently share your data with and are willing to receive messages from are marked with a tick. If you are happy with this setting you do not need to do anything. To find out more about any of them and to change this list, please click the settings button below.

- ☑ Action Fraud (NFIB) *
- ☑ British Oil Security Syndicate (BOSS)
- ☐ Crimestoppers
- ☐ Local Authority
- ☑ Membership Messages *
- ☑ Neighbourhood Watch *
- ☐ Office of the Police & Crime Commissioner *
- ☑ The Police *

Review more info and update these settings

* Recommended in your area

We will set this to be auto included every three months initially but will take the direction of the Dev Board on frequency at the annual meeting on 10th October.

One consideration we need to be aware of collectively and discuss at the Dev Board is that the auto data notification will only be sent by email. All areas have reasonably large numbers of members that do not have email so this update does not provide a solution for those members.

Dead email auto update

You are hopefully aware that the awesome Alert system automatically detects postmaster replies from email accounts that appear to be dead. If a member with an apparent dead email has a mobile number, the system automatically sends them a text message from number: explaining that there is a problem with their email and asking them to reply with their current email.

If a member replies and provides their new email address, this comes back to the original message sender as a standard reply. The admin then needs to replace the old email address with the new one and reactivate it. This service has been running like this for years, is free (we don't bill for these admin text messages) and provided to assist you with database maintenance.

The issue is that not all force staff are diligent with message replies, so some replies that just show an email address are not being dealt with in a timely manner (sometimes not at all).

The system will now auto-detect an email in a text reply and subject to a few processes will update the member's account and let them know that this has been done. More detail regarding this

process is explained in this [Help Centre article](#) (you will need access the Help Centre from your Alert admin link to view this).

This update is a huge improvement that reduces the dependence on administrators to do any work and provides an instant confirmation for the member

Plain Text email update

When a member is giving a message rating, we provide options to enable them to let us know about any issues as follows:

From now on, if a member ticks "I would rather have plain text email" the system will automatically update their account to send them the "Compact email" format.

The Compact email we send is not exactly the same as "plain text" but it strips out most images, replaces the buttons with text links and reduces the download size and format of the email. This can be changed back from the "Full user admin" or by the member from their Settings button on the email or by logging in.

This is another update designed to reduce admin time and improve the service to each member.

Rapport update: "Set your location" process update

We have slightly updated the layout of some Rapport screens to make them look better and suit phone display updates on Samsung and Windows phones. Most tweaks are undetectable other than the main buttons looking slightly wider (and nicer).

However, we have updated the "Set location" screens as we have had ongoing feedback that some admins found this process confusing. The update to this section is only button-text changes and a new icon that emphasises that you can choose to set a location by either searching or using GPS or you can skip the set location process (this button is now yellow).
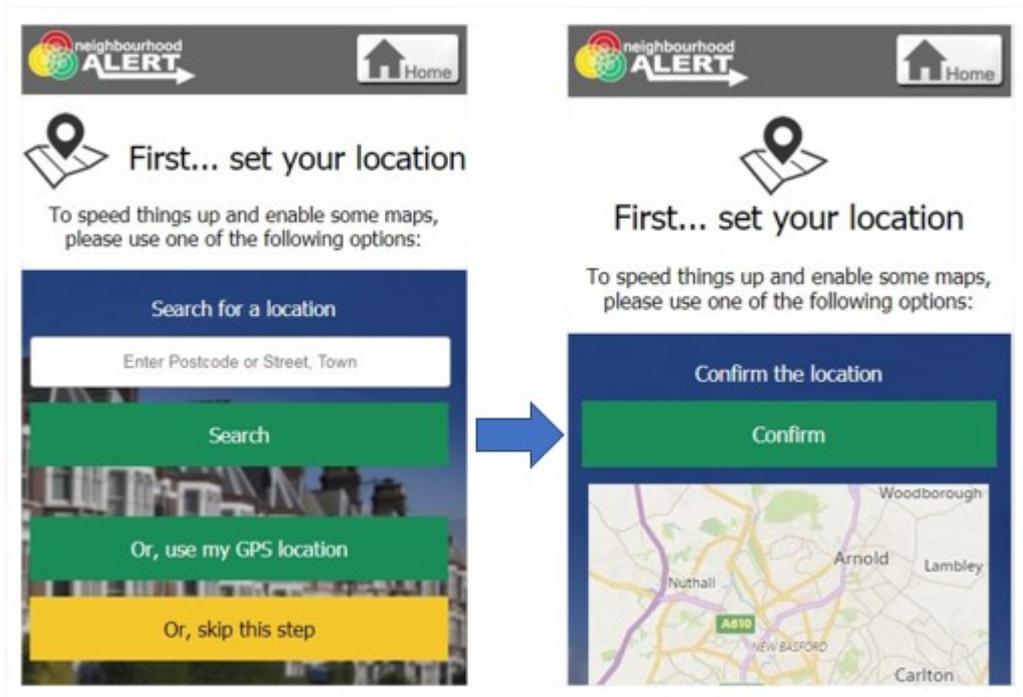
We have also made it simpler to "Set the location" by moving the confirmation button to the top of the map and changing the name to "Confirm".

Finally, we have improved the map, so it will not scroll if you are trying to move down the screen. This was causing some frustration when trying to navigate.

I hope you agree that this update makes the set location process much simpler to follow.

Data Retention: Message Archive

We have historically kept a copy of all Alerts sent for up to six years. This is now not practical as it is a massive archive of redundant data that no one accesses and should not be stored under new data regulations.

From today we will start to remove the oldest months data from the message archive. We have a schedule to remove the oldest months data each day so by the end of June we will only be storing six months' worth of previous Alerts.

Action: I doubt you need to but please take any copies of older Alerts that you require ASAP. We need to discuss the "instant deletion" process at this year's Dev Board. You will find that the process of looking up recent Alerts will be much quicker by the end of the month.

Spellcheck update

We have renewed the version of the spellcheck service that we have been using. We noticed that the old service was intermittent, and the data source of words was quite old. The new service is more expensive (for us, not you) but is much quicker and more reliable.

Action: Please note, for spellcheck and some other services to work you need to ensure that various domain names are "Whitelisted" by your ICT department. Please see this article for a list of domains that you need.

Conference and Dev Board Requirements

I have mentioned the Dev Board a couple of times and my previous update (32) provided all the details and dates (10th & 11th October).

Action: Please take two minutes to provide your requirements for this year's conference by completing this quick survey: www.neighbourhoodalert.co.uk/Alert2018conferencesurvey

Best regards

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