



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 30

Date: 17th April 2018

RE: Rapport tweaks and Trygve name change



FAO:

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](#)

What is this one about?

It is nice to be able to write to you without mentioning GDPR other than to say it is progressing at speed and I will cover the registration updates next week. This email is to let you know about a few small but really useful updates to Rapport and to let you know about Trygve's name change and ask you to consider making it live in your area.

- 1) Rapport updates: Show recent messages and a test user group
- 2) Trygve renamed SafeLand

1) Rapport updates

Please let me apologise for the post notification for these two "tweaks". I have been working closely with front line officers and the two modifications are based on requirements that will help with confidence when sending messages without changing any existing processes, so we decided to add them in ASAP.

Developments launched 13th April 2018

Recent Message View. This new feature can be seen in two locations within Rapport and enables you to see the last 25 messages that have been sent out anywhere in your region (force area). This is to help officers quickly see if a message about a very recent issue has been sent out yet

by a colleague or other organisation. It will also be handy to see at a glance from within Rapport, who is sending what and to how many people.

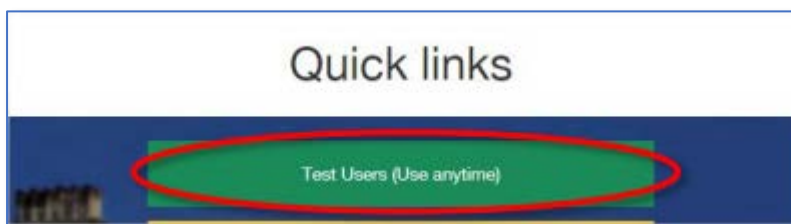


Your Last Sent Message(s). Limited to last 25

Your messages
Team messages
All recent messages

12/04/2018	test message	1 (0)	N/A
21/03/2018	Another test	0 (0)	N/A
21/03/2018	Mikes test message	1 (1)	N/A
15/03/2018	Humberside Police Join Neighbourhood	13 (0)	N/A
14/03/2018	Metal theft Peason park	1 (0)	N/A
14/03/2018	Metal theft Area	1 (0)	N/A

Test User Recipient List. This is a button that enables any of your admins to send a message that will only go to a small list of VISAV test accounts. It will enable new admins to send a test message confidently without worrying about the content or having something relevant to say. Where possible we will also reply to the message, so message replies can be experienced. This feature can be turned on or off per force area as required, it is currently live in Humberside and Derbyshire, if you would like this activating, please email support@neighbourhoodalert.co.uk.



These updates are described in detail [on this PDF](#) which is available in the Help Centre

Please note, we have added a [Rapport Update schedule](#) to the Help centre which will list all updates to Rapport along with supporting training material.



2) Trygve re-brand

As of today, the local community safety discussion app that we integrate with: Trygve, is changing its name to... Safe Land. Trygve openly accept that many people have struggled with their Swedish original name as this video highlights: https://youtu.be/aDMuH_nniik

In Cambridge, Bedford, Surrey, Sussex and for Neighbourhood watch MSAs, Trygve is integrated with Rapport so messages, when shared are also posted to the [Trygve Map](#). This means that Trygve app users can see shared messages in their local vicinity and make comments on them which come back to Rapport as replies. You don't need to know how Trygve (or Safeland) works other than to know that just like other social media channels, Alert will propagate your messages to it and alert you to responses.

If you would like to turn on propagation to Trygve / Safeland, please let me know. It can be done instantly and there is no cost.

All references to Trygve within Rapport are not updated to Safeland so please remember to advise your admins about the name change.

And Finally

I must just plug the new "[Intensive Care Training package](#)" that we have put together to assist forces that want to re-invigorate their use of messaging across neighbourhood teams. This has worked so well in Humberside (as last month's figures demonstrated) and Derbyshire have now booked the service for May. Please get in touch if you would like to know more.




This video was shot immediately after a training session when this PC sent his first message on the system and, as you will see from the short video, was pretty shocked by the results.


Please do not hesitate to contact me if you would like to chat through anything.

Best regards

Mike Douglas

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