NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 55

Date: 3rd June 2020

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 Practitioners' Group. If you feel you should not be on this list, please reply to feedback@neighbourhoodalert.co.uk and I will remove you.

View an archive of previous updates here

It's been a few weeks since the last Dev Board update bulletin, but please don't think that's because we have all been taking advantage of the glorious weather, although I must admit to spending a few hours with my laptop in the garden! We have been exceptionally busy managing the Alert V4 consultation process, responding to bespoke development and new tender requests from our partners, and scoping the development of a Neighbourhood Alert app to complement and enhance the new V4 system. We also have lots of newsworthy items to tell you which will make this a bumper bulletin so please read on…

Many thanks
Mike

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Why do people unsubscribe or change settings?

For at least 5 years we have asked people who have unsubscribed or changed their message type settings why they are leaving/changing message settings. I'm actually really embarrassed to say that we have recently realised that we haven't been making this crucial information available to you.

I'm normally really keen to let you know where things are going wrong as well as right; we highlight things like Comms issues, poor engagement and incommunicados so you can spot areas for improvement. Full credit to Ben and Carole from Derbyshire Constabulary for spotting the glaring omission in our reports. I'm really sorry that this key information has not been available to you and I'm letting you know here what we have done to resolve that.

For those already using the Dashboard tool, you will already have access to the wealth of information that we can customise to suit your specific requirements. We have added the "change settings/unsubscribe" comments to most of the existing dashboards as well as the general Origins code which further enables you to spot potential religious or ethnical frustrations amongst members and leavers.

We have also created a single dashboard for each force area which contains all of the comments made, your report showing the **comments people from Bedfordshire have made when unsubscribing** or changing settings over the last 90 days can be accessed by copying this link to a web browser:

https://dashboard.neighbourhoodalert.co.uk/public/dashboards/kaAso7JRTwgj8qAva5UIWVM9SFqPaf8G6B GRHiQH?org_slug=default

These comments are difficult to read but remember, they are from the tiny percentage of users that choose to leave or have simply changed their settings to impact the service. I hope they will inform your message sending plans and assist you in providing internal feedback. Please let me know if you need any help with addressing any issues raised.
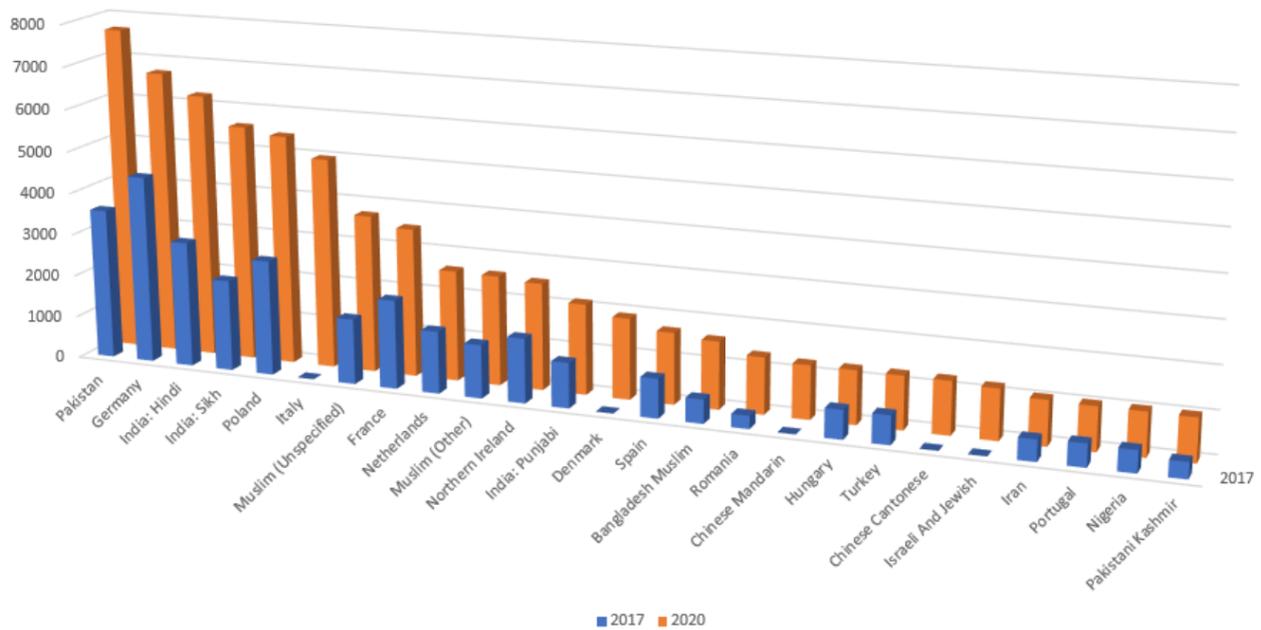
User Ethnicity Comparison:

The chart below shows a comparison of Alert user ethnicity (excluding English, Scottish, Welsh & Republic of Ireland) between 2017 & 2020 and shows the current predominant ethnicities of registered users according to Origins.

What is clear from this and other reports is that the demography of the UK Alert database is changing and starting to reflect much more accurately the local community. Communities and ethnicities that had no representation in 2017 (Italy, Danish, Chinese, Jewish etc) have been highlighted and positively engaged with. This is a great step forward and is accelerating as different forces use Origins and our target list technology to improve their local representation.

**Increase in predominant ethnicities represented within Alert UK**

Chart showing 2017 (blue) and 2020 (orange) values for ethnicities: Pakistan, Germany, India: Hindi, India: Sikh, Poland, Italy, Muslim (Unspecified), France, Netherlands, Muslim (Other), Northern Ireland, India: Punjabi, Denmark, Spain, Bangladesh Muslim, Romania, Chinese Mandarin, Hungary, Turkey, Chinese Cantonese, Israeli And Jewish, Iran, Portugal, Nigeria, Pakistani Kashmir.

Legend: ■ 2017 ■ 2020

National Survey Results:

I am currently pulling together all the National Survey results and will communicate these to you in full as soon as they are ready. I will also be producing a local version of the survey results for you.

In the mean-time you can view some of the initial interactive heat maps here including those relating to confidence in the police and the effectiveness of Alert messages. Please do let me know if you have any initial comments.

As a little taster of the sort of data we have so far, this is map highlights the high proportion of respondents that now state they find it easier to spot a scam since receiving your Alert messages.

**Percentage That Now Find It Easier To Spot A Scam**
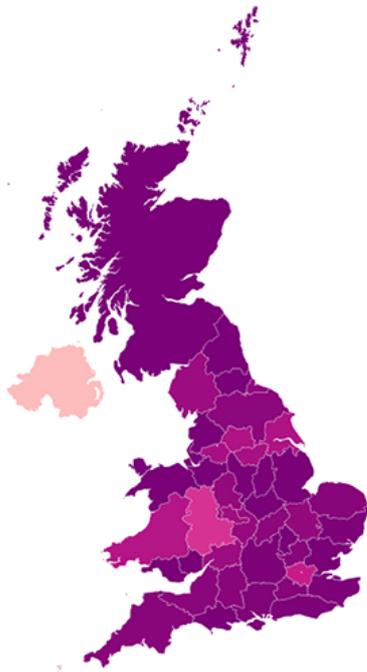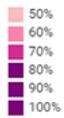
Top For Engagement

Finally, as the KPI reports for May have just been sent out, it would be remiss of me to not mention and congratulate **Leicestershire Constabulary** for their outstanding engagement figure in May. Staffordshire topped the chart in April but with a COVID and a Police Confidence survey in May, plus an upturn in general messages, Leicestershire are in a great place. They are the latest force to implement the enhanced survey system (pioneered by Humberside) so I have a feeling that they will be topping several charts for the next few months.

USER ENGAGEMENT BY LICENSED FORCE AREA

For all users across the Neighbourhood Alert network (1-31 May 2020)
Users that have engaged with the system by any of the methods in the User Engagement section (Logged in, rated a message, answered a survey etc...)
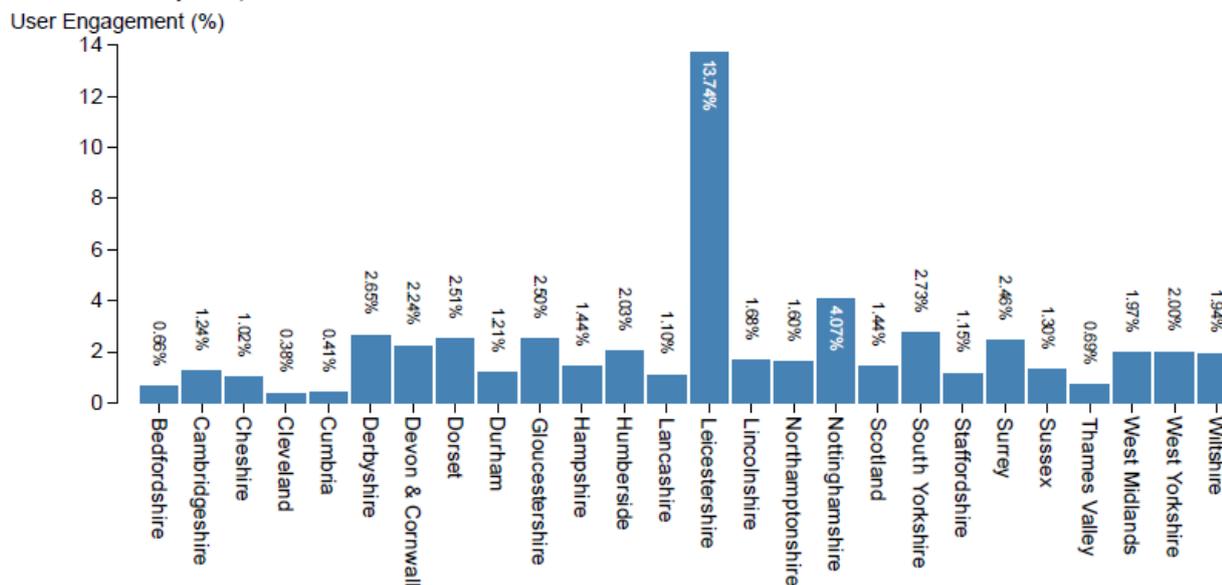
User Engagement (%)

The User engagement rate (%) for all Licensed Force areas.

V4 Consultation Process:

End-user testers:

The 37,000 end-users on the V4 test system database have been receiving test messages over the past few weeks, including messages that we have sent ourselves on a national level to assist with the consultation process. There are some stats in the feedback section below relating to the volume of responses received.

Practitioner group:

The practitioner group has now grown to 52 members (excluding VISAV staff) who have been helping us with the testing and consultation process. If you nominated colleagues from your organisation to be a part of this process and they have not yet found the time to login to V4, please do encourage them to do so. The more testing that can be undertaken the better the system will be when we launch V4.0. As ever feedback should be sent to feedback@neighbourhoodalert.co.uk. **At the time of writing only one force area has sent a test message in V4, well done Carole from Derbyshire Constabulary.**

Test process extension:

Given the current situation we have found ourselves in over the past few weeks it comes as no surprise that the Covid-19 pandemic has stretched the resources of all our partner organisations to the absolute limit. We fully appreciate that this has had an impact on the resource time given to V4 testing. We have therefore **extend the testing and consultation process until the end of June** to enable the PG to have the time they need to conduct

effective testing and feedback. This will clearly impact on the timeframe for delivering the first release of the new system.

Feedback:

The good news is that the additional time enabled by this extension of the consultation period will allow a more comprehensive and yet simpler management of the next phase of development. We have received 654 feedback emails via our Zendesk support system and a further 2,508 replies to the test messages that we have sent out nationally. Our Project Manager, Chris Davis has been compiling the numerous bug reports, short comings and omissions into a **consultation document** which will clearly outline the finalised version of V4.0 and what it contains. To date we have approximately 200 individual feedback items detailed in this document that we will work through over the next couple of weeks.

Net meetings:
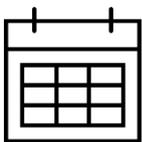
Once the initial phase of updates have been made, we will communicate some net-meeting dates to take place towards the end of June for the practitioner group to dial into so we can demo the changes that have been made. This will also provide the opportunity to discuss any specific functionality and answer any burning questions. I'm sure you are all now used to using Zoom & Teams to conduct online meetings so the process for getting everyone together on a virtual platform should be relatively straightforward (yeah right).

NWN Scheme Mapping in V4:

There is still some work to be done relating to the NWN scheme tools within V4, but I wanted to draw your attention specifically to the work that we have done in the past few days on the scheme mapping functionality. For me this really highlights the power and speed that V4 will deliver. I can now instantly load every scheme map in the UK, this can take up to 5 minutes in V3 but takes less than a second on the new platform! It's going to be painful getting there but I am increasingly confident that V4 will be worth it!

Map showing `Neighbourhood Watch scheme coverage` in `UK (Force Structure)`
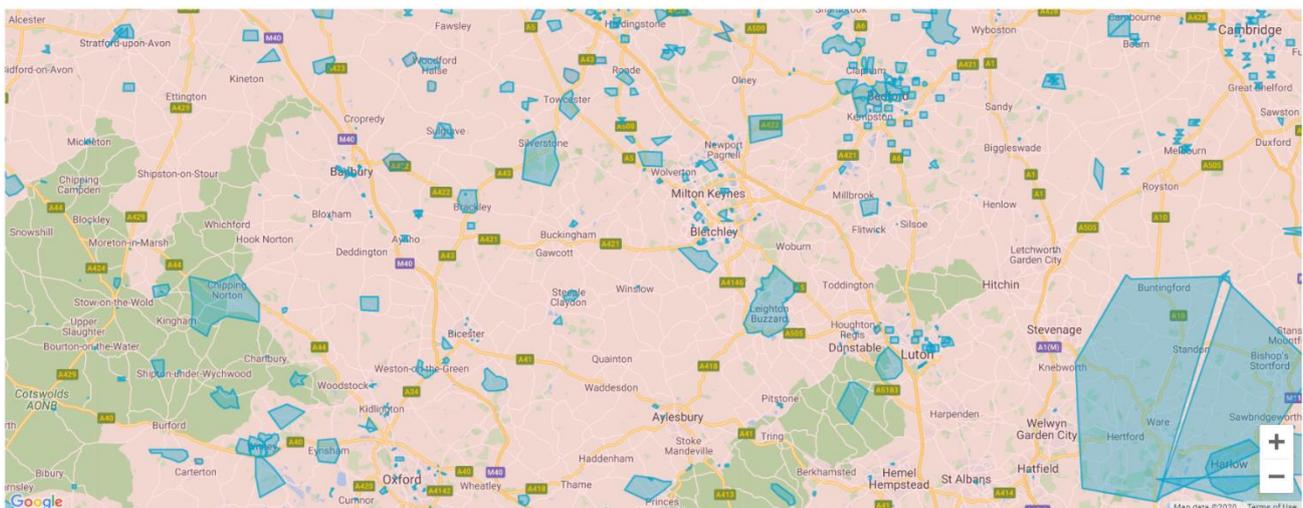
That's it for this week. I will update you with more developments in due course!

Best regards
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