



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 46

Date: 10th December 2019



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 this email and I will remove you.

View an archive of previous updates [here](#)

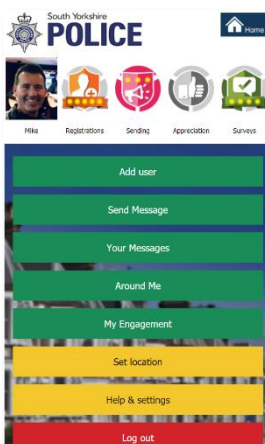
Star Points Updates



You will recall that we have been trialing a new process to identify and encourage activity by your practitioners (admins) that leads to better results.

The Star Points system is a form of a well proven Gamification approach to incentivising better behaviour. We have been tweaking the way the points work and the information everyone sees and have more work to do before the points all

re-set on 1st January.



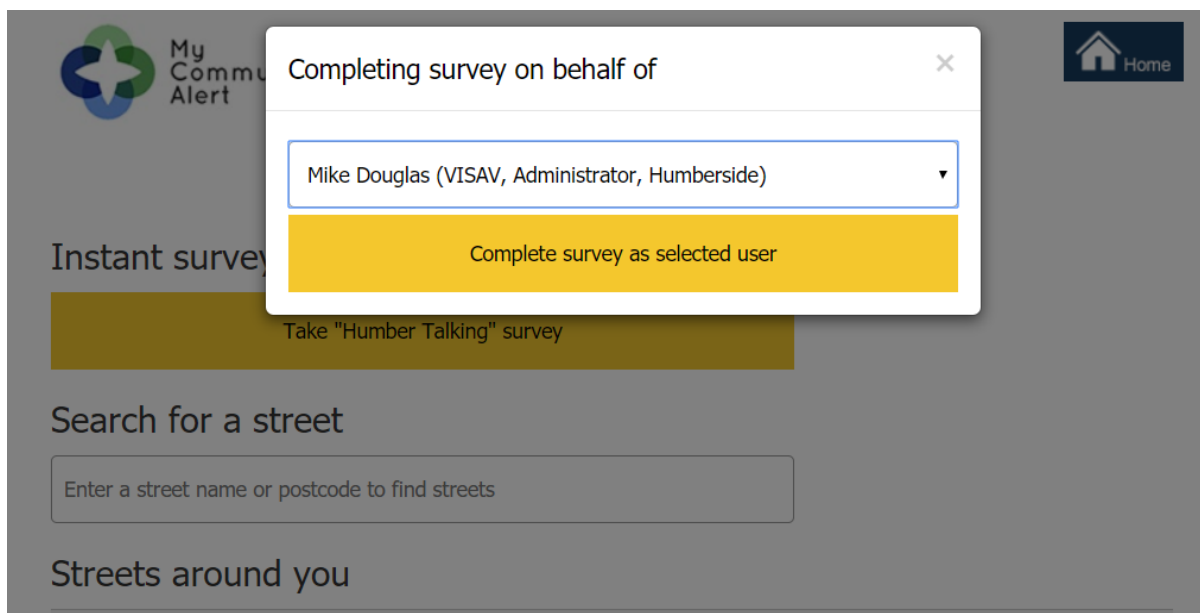
In order to give everyone a sneak peak at their scores and badges for this year and as per the unanimous agreement of the Dev Board in October we are making the **Star Points system live on all accounts this week.**

The only difference most practitioners will see is when they log into Rapport the current badge and score for each of the four main areas will appear at the top of the home screen (as shown).

If they tap or click on any badge, they will then see a breakdown of their score and the top scorers for the force area in each category (Registrations, Message sending, Appreciation and Surveys).

You can see a report on your own practitioners in the Reports section of the main admin.

You can read more about [Star Points and Gamification here](#) including imminent developments and how to feed into the development suggestions.



Un-verified users

A screenshot of the "JOIN US" registration form. The form has a yellow background and contains the following elements: a "First name*" input field, a "Last name*" input field, a "Postcode*" input field, and an "Email address*" input field. Below these fields is a checkbox labeled "I've read, and agree to the terms, conditions and values of Neighbourhood Watch". There is also a "I'm not a robot" checkbox with a CAPTCHA logo. At the bottom of the form is a "CREATE ACCOUNT" button.

We have been working to reduce the work caused by un-verified and suspended users that do not click the verify link. Although only 8% of suspended users come from web registrations (the rest are mainly from manual registrations transferred from paper forms), they are still an issue.

A new registration process is being piloted and tested by the national Neighbourhood Watch IT Group. Their new process requires the registering user to receive an email with a six-digit PIN. The user has to enter the PIN during the registration process to complete it and join the database. If they do not enter the number during registration a reminder is automatically sent after 36 hours and the account is automatically deleted if they do not enter it or click a link within five days.

You can see the pilot test registration on the development link here:

<https://www.neighbourhoodalert.co.uk/test.html> If you do a test, use your own email but put the word "test" in your surname or we will identify a duplicate.

Once fully tested and launched for NHW, this optional, free process will be available for you to adopt if you would prefer it.

That's it for today other than to say thanks again for all your support.

Best regards

Mike Douglas

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