



ALERT DEV BOARD UPDATE: 51

Date: 16th March 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](#)

Welcome to your latest Dev Board update bulletin. Since I last wrote I have issued the national survey and, am delighted to let you know that we have received over 100,000 responses! This amazing response highlights just how great a job you all do and how powerful this system is at delivering an un-tampered message to the public and getting them to respond.

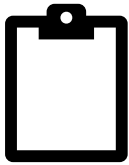
I have been so impressed with the quality of the responses that it has become clear that they deserve more attention and analysis than I originally anticipated. If you have experience of using an analytical company or consultant who could assist us to drill into the data and produce some insightful reports for each area than please email sue@visav.co.uk.

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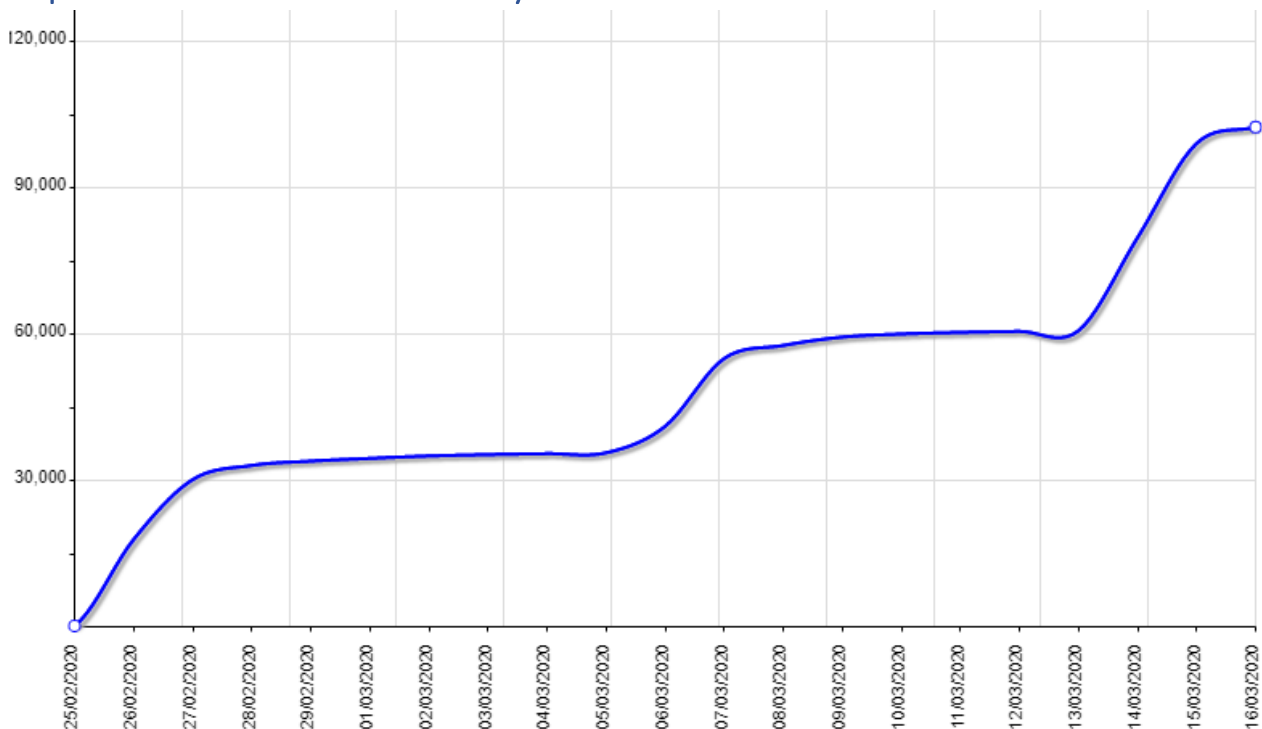
February National Survey



I am very pleased to tell you that the Neighbourhood Alert National Survey was sent to 638,000 Alert subscribers (all those with email) and we have received **101,938** completions! (16%).

The first request was sent out on 25th Feb and the reminder just over a week later. However, with the football off and people being stuck at home I took the opportunity to send a final reminder on Friday 13th. I am glad I did because 39k people were obviously bored and decided to complete it last weekend. The response timeline below certainly highlights the impact of those personalised survey follow-up messages.

Response Timeline National Survey



I apologise again for those of you who have dealt with the enquiries regarding the authenticity of my message, thanks for dealing with those. I do feel that it is important to do this survey and to remind registered members about who we are and what the GDPR position is.

As you may recall, especially if you did the survey (you are welcome to review it [here](#)), we included a mix of questions to help us understand user-perception relating to the Alert system, update user groups such as CCTV and age group, check GDPR elements and assess social media perceptions.

We will compile the results pretty urgently and will share all the data with partners, I am looking to give a local (force area) view and a comparison with the national averages. For now, here are some lovely initial stats...

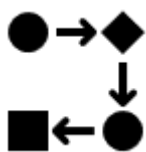
- Over 95% of users agree that they find the Alerts “easy to understand” and “informative”.
- Over 90% of users agree that they find the Alerts “relevant to my local area” and “important”.

- 60% of users agree that since being on the system, their confidence in the police has increased, while 80% of users find it easier to spot a scam/fraud since being on the system.
- 16,626 confirmed ownership of CCTV taking our national register to 56,570 CCTV owners and our new register of Dashcam owners to 19,397.

Get Safe Online

In the survey, 51,789 people opted-in to receive information from Get Safe Online (GSO) and we are working with them this week with a bit of training so they can send their own welcome message to those users. I don't anticipate any questions coming your way about this but please put people's minds at rest if they ask if the GSO message is authentic.

Version 4 (V4) Progress Update



I explained last month that V4 development was now more than 50% of the way through the work needed to get V4.0 to the point of being able to start Practitioner Group and User Acceptance Group (UAT) testing. We continue to progress with this rebuild as well as continuing to support V3 whilst facing various challenges.

Chris Davis, our project lead, has been on holiday for a fortnight but is back this week so he will be able to provide a more accurate update in next week's bulletin.

Practitioner Group Meetings

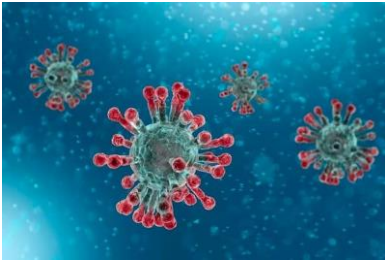


We cancelled the face to face practitioner group meeting that was to be held this week **on 20th March**, but we are holding two net-meetings this week on Tuesday 7th April at 10am and Thursday 19th April at 1pm.

The Practitioner Group have been notified separately about these meetings, the intentions and the web link to attend: https://meet57018359.adobeconnect.com/_a980151297/alert/?refresh-parent=true

Important: If you haven't received an invitation to join our net meetings, where we will give our emergency service partners access to familiarise themselves with some of the new functionality of V4 and provide some initial valuable feedback, and you wish to be involved, please email feedback@neighbourhoodalert.co.uk. We will add you to our contact list.

Contingency Planning – COVID 19



With the ongoing Coronavirus situation, I would just like to assure you that, as a business, we are handling the developments around COVID-19 in line with all Public Health England, FCO and NHS guidance and best practice.

I will not be attending face-to-face meetings unless in very specific circumstances and (unless I forget) please don't be offended by our no physical contact (hugs/handshake) policy.

We have reviewed and improved our office cleaning procedures and promoted detailed personal hygiene to all who work at Sherwood Business Centre. We have also ensured that staff equipment required to implement working from home is in place. Nick Houghton will be working from home for the next week following a weekend trip to Amsterdam and the rest of the support team can also work from home without impacting the system or support service.

Whilst we appreciate that our role, as your community messaging provider, is to provide a lower level of communications, we understand the importance of safe, reliable community messages and in the current situation this could escalate at a very fast rate. Consequently, we are taking steps to ensure that we are in a position to deliver more critical, high capacity messages, should we be required to do so.

VISAV already have a robust Business Continuity Plan (BCP) in place regarding IT hardware and software and will now be incorporating viral infections into our plan.

If you have any questions or concerns, please contact me.

New Projects



I have been working on **Lancashire Talking** with Lancashire Police and their "Pathfinder" project to test the Humber Talking style project in one Neighbourhood. This has led to some new developments and a brilliant tool kit of resources that other forces could benefit from when adopting the new system. More on this project when it goes fully live.



Nottinghamshire went live today with #WhatMatters which is a slimmed down version of Humber Talking and more about social media promotion of a simple survey. It looks great and has already had some great promotion and hundreds of completions on day one!

<https://www.nottinghamshire.police.uk/neighbourhoods/what-matters>

Twitter Account Suspension Update



Our twitter accounts have been ususpended but then got suspended by a different bot the next day, lets just say the service remains “un-predictable”. However, our knowledge and approach regarding posting to social media has improved considerably and ned developments within Version 4 will be far more robust.

We have also had very constructive meetings with Social Media management company, <https://www.crowdcontrolhq.com/>, I hope things will progress with a potential partnership and will let you know if we develop an offering.

Ordnance Survey Addressbase (Premium)



Last week VISAV have been granted a licence to access the Ordnance Survey Addressbase for the whole of Great Britain/UK/England & wales. This includes a licence cost (which we are not passing on) but once installed will improve the accuracy and speed of our systems bringing a much improved service for all.

Our Commitment to existing accounts



You may recall that at our last Development Board meeting, I promised that we are focused on improving the service that you all receive above looking for new business. Our business model is very focused on delivering the Alert solution for the clients that have invested in us and stick with us, especially through the next period of

development.


This is only a small confirmation of that promise, but I thought it worth mentioning that last week the board agreed that we would not enter into the public tender of a comms and Neighbourhood Watch system for a large UK force. We have things to get right in house and survey facilities to deliver before we expand further.


That’s it for this week other than to say thanks again for your continued support.

Best regards

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