



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 68

Date: 28th February 2023

Note: You are receiving this email because you are listed as a key contact involved with your organisation's Neighbourhood Alert system, including senior administrators and members of the Development Board. 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](#)

Dear
Email:

We have recently made some key development updates to the system that we wanted to make you aware of.

Chris

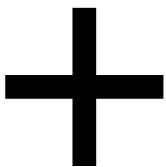
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Main Admin Updates:



We have made various updates within the main admin that went live at the end of last week. Here is a summary of those updates:

SPEED: Reviews and modifications to some queries to improve response times.

NEW ICONS: The main menu bar has been updated with new icons. If these are not displaying for you, you may need to Ctrl+Shift+R to clear your cache.

INBOX: Tweaks to the Inbox based on feedback, regarding the number of open tickets for you and your team members.

SURVEY TRANSLATIONS IN RAPPORT: So the user can answer the survey in their own language, and officers when delivering a survey face-to-face can click a button and instantly translate any free text into English before saving the survey.

TWITTER: You can now authorise any Team to use any specific Twitter account. This will enable team members to tweet directly from Rapport or the Main Admin, either as a

straight forward tweet or as a tweet that links to the web version of the Alert. This will not confuse your Orlo or other social media management tool as tweets will appear as expected in those. This is not a replacement for any dedicated social media tool you use, we only monitor the replies for tweets sent on Alert, not those sent on your social media management tools. Any tweets and retweets/replies etc will also be shown within your social media management tools. This new feature is to enable a simpler method of including social media to promote Alerts and remove duplication for officers.

QR CODES FOR SURVEYS: If you use Alert for surveys, you will notice that every survey is now automatically allocated a dedicated QR code. This code can be used directly from the Rapport screen to show a member of the public who may want to do the survey later. It can also be downloaded for use on printed material and social media etc from the “Edit Survey” menu.

Northamptonshire Update:



Northamptonshire have launched the incoming contact channel on their Alert site. This automatically displays lots of community engaging information <https://www.northamptonshireneighbourhoodalert.co.uk/Content/AllLocalAreas>.

They are following the West Mercia Police lead by also opening up the “Contact an Officer” incoming contact channel for registered members to re-invigorate the connection of neighbourhood teams to their communities without adding any IT load on the force systems. More information on this can be reviewed here: <https://www.visav.co.uk/contactanofficer>.

In addition, Northants OPCC and Police have upgraded their overall Alert package based on conversations with other forces, and have adopted pretty much all of the modules that complete the Neighbourhood Alert suite: surveys, enhanced surveys, local area pages, incoming contact channel and enhanced reporting.

This has all been added, configured and launched within just four weeks! Now starts the “integration program” which is about ensuring that the whole organisation and all departments are aware of the data being collected, the survey capability, the groups available (KINs, IAGs, CCTV and social media influencers etc). If you would like more information please contact Alan Earle (alan.earle@northants.police.uk) for direct feedback regarding how they have integrated and launched their new modules. Alan will be happy to share his experience.

All the latest modules are explained in this section in the Help Centre: <https://www.visav.co.uk/neighbourhoodpolicingtools>.

Ratings:



You will recall that we have revamped the way members can rate messages. As a result we have noticed a huge increase in the number of ratings now and will be updating some of the KPI reports to highlight best practice. We also have plans to highlight the latest “best” messages for each area and to emphasise for neighbourhoods just how interactive and thriving the local communities are.

That concludes this update. As ever, please don't hesitate to get in touch if you have any queries.

Kind regards

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