



# Delivering the Neighbourhood Matters Priority Survey

Key requirements to find and deliver the Neighbourhood Alert, Enhanced Module, Priority Survey

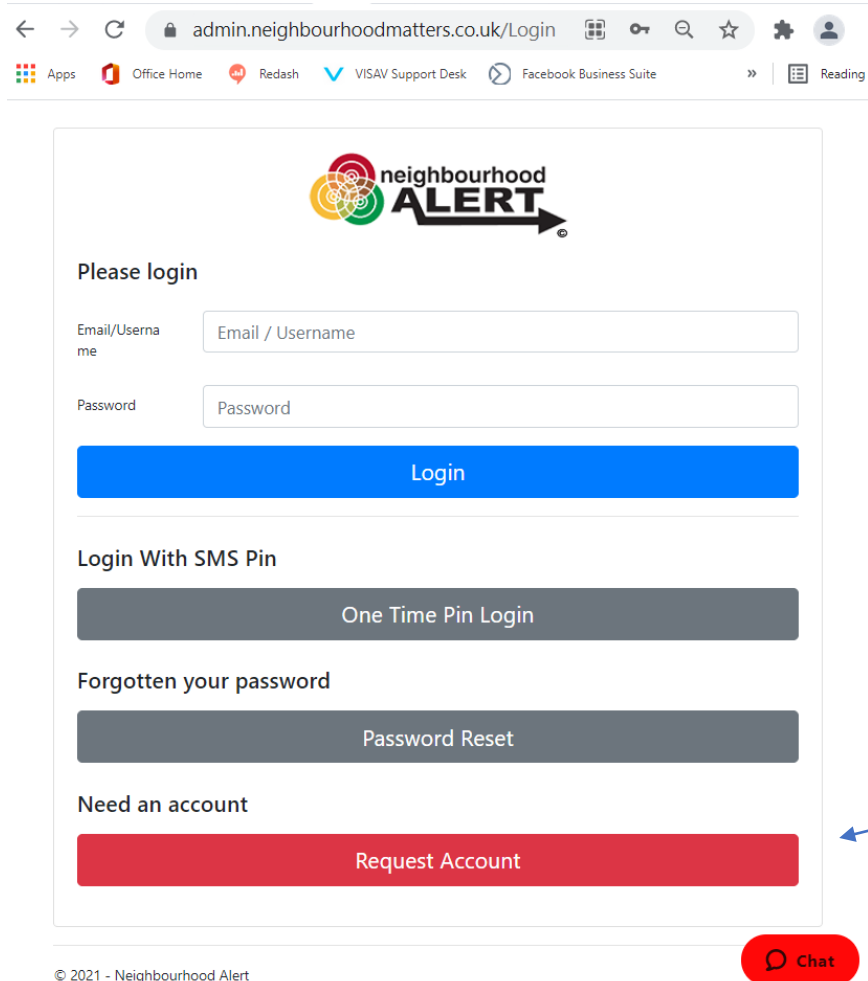
Mar 2023



# Why Bother?

- Public confidence, so what? (what are the benefits for you?)
- More intel to catch criminals
- Drive engagement: Action when you need it
- Connect with local contacts
- Drive Neighbourhood Watch Activity: Active Citizens

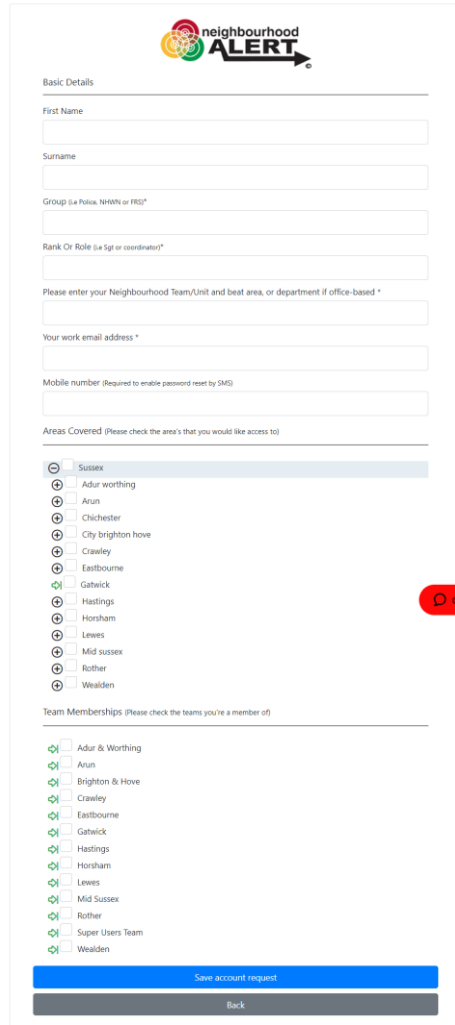
# 1) Ensure you have access to “Rapport”



The screenshot shows the admin login page for Neighbourhood Alert. The browser address bar displays 'admin.neighbourhoodmatters.co.uk/Login'. The page features the 'neighbourhood ALERT' logo at the top. Below the logo, there is a 'Please login' section with input fields for 'Email/Username' and 'Password', followed by a blue 'Login' button. Underneath, there is a 'Login With SMS Pin' section with a grey 'One Time Pin Login' button. A 'Forgotten your password' section contains a grey 'Password Reset' button. At the bottom, a 'Need an account' section features a prominent red 'Request Account' button, which is highlighted by a blue arrow from the text to its right. A red 'Chat' button is located in the bottom right corner. The footer text reads '© 2021 - Neighbourhood Alert'.

- Rapport is the secure admin area used to access the Neighbourhood Alert database from a mobile device
- You will need to request an admin account (if you don't already have one), by going to:  
<https://admin.NeighbourhoodMatters.co.uk/> and clicking the red "Request Account" button

# Request an account



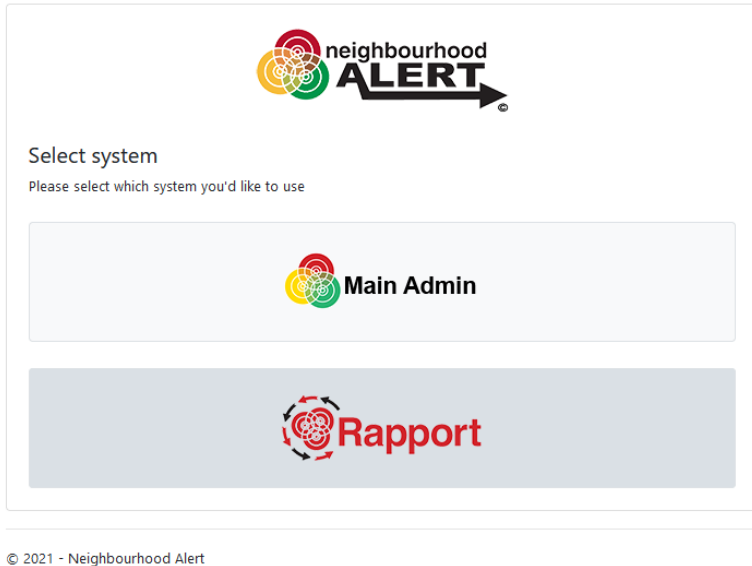
The screenshot shows the 'neighbourhood ALERT' logo at the top. Below it is a 'Basic Details' section with input fields for 'First Name', 'Surname', 'Group (Is a Police, NPMW or PPS)\*', 'Rank Or Role (Is a Sgt or coordinator)\*', and 'Please enter your Neighbourhood Team/Unit and beat area, or department if office-based \*'. There are also fields for 'Your work email address \*' and 'Mobile number (Required to enable password reset by SMS)'. The 'Areas Covered' section features a tree view where 'Sussex' is expanded, showing sub-areas like 'Adur worthing', 'Arun', 'Chichester', 'City brighton hove', 'Crawley', 'Eastbourne', 'Gatwick', 'Hastings', 'Hove', 'Lewes', 'Mid Sussex', 'Rother', and 'Wealden'. The 'Team Memberships' section has a similar tree view with 'Adur & Worthing', 'Arun', 'Brighton & Hove', 'Crawley', 'Eastbourne', 'Gatwick', 'Hastings', 'Hove', 'Lewes', 'Mid Sussex', 'Rother', 'Super Users Team', and 'Wealden'. At the bottom are 'Save account request' and 'Back' buttons. A red 'Chat' button is overlaid on the right side of the form.

- Complete the form with your details (no shared email addresses etc)
- In “Areas Covered” drill the options down using the + symbols and tick the areas you cover.
- Under “Team memberships” tick the Team/Department you work in or drill down the SNTs and select each bottom level area you usually cover.

Team Memberships (Please check the teams you're a member of)

- ☐ Adur & Worthing
- ☐ Arun
- ☐ Brighton & Hove
- ☒ Crawley
- ☐ Eastbourne
- ☐ Gatwick
- ☐ Hastings

# Select Rapport



- Once your application is approved, follow the link in the email confirmation and set up your own memorable words and password.
- Find the Admin site by going to: <https://admin.NeighbourhoodMatters.co.uk>
- Click on the “Rapport” button



# Aims

- Give you data in the field
- Make your time count
- Make every contact with the public count
- Start a long-term relationship with the public
- Inspire confidence
- Drive active citizenship

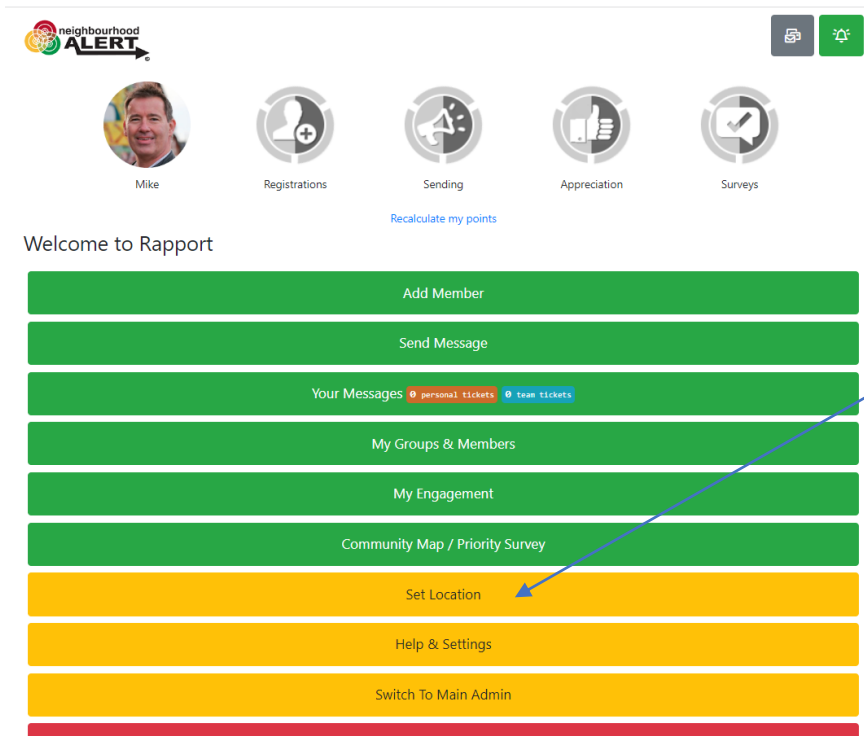


# Tasks #1

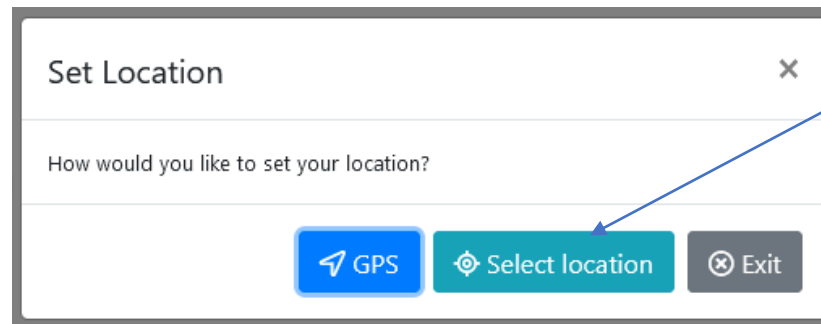
- Log in to Rapport
- Find the Help Centre
- Update your profile picture
- Set an easy alternative login name

# Set Location

- On the mobile device you are going to use, click the “Set Location” button

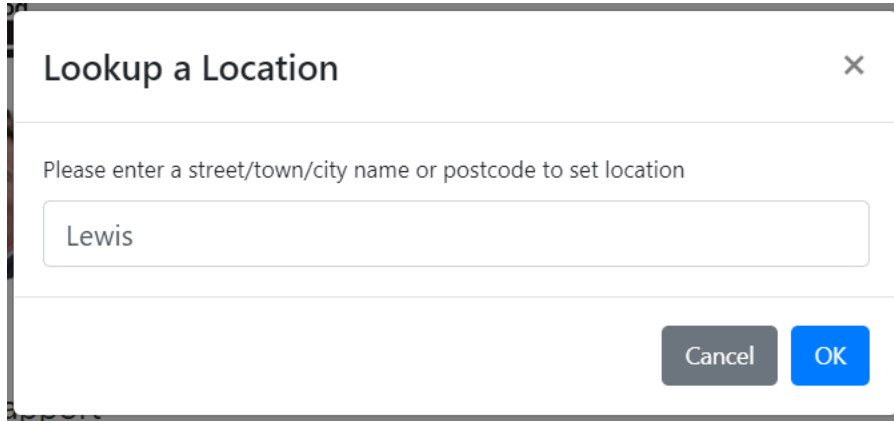


If you are on site, use GPS, otherwise, click the “Select location” option

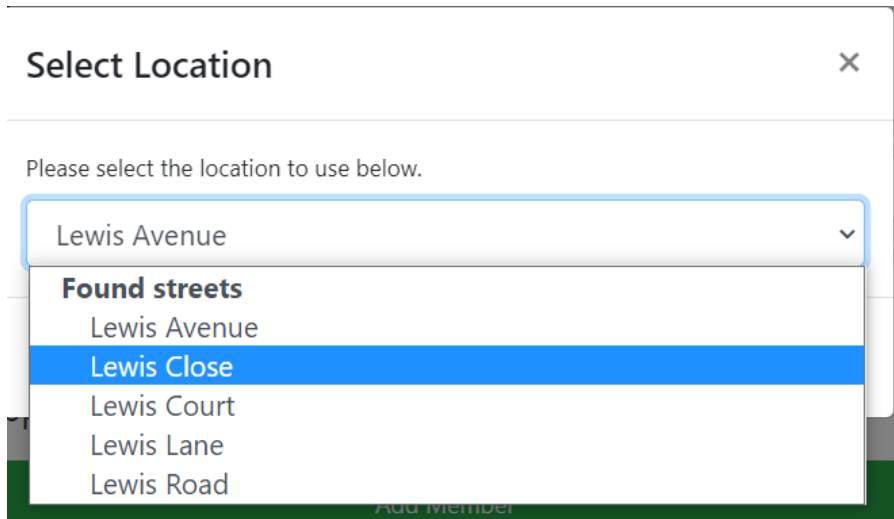




# Set location



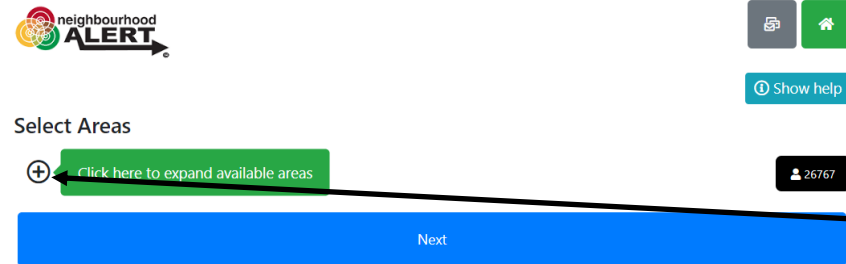
A screenshot of a web application dialog box titled "Lookup a Location" with a close button (X) in the top right corner. Below the title is a text input field containing the word "Lewis". Above the input field is the instruction "Please enter a street/town/city name or postcode to set location". At the bottom right of the dialog are two buttons: "Cancel" and "OK".



A screenshot of a web application dialog box titled "Select Location" with a close button (X) in the top right corner. Below the title is a text input field containing "Lewis Avenue". Below the input field is a dropdown menu with a list of suggestions. The first suggestion is "Lewis Avenue". Below that is a section header "Found streets" followed by a list of suggestions: "Lewis Avenue", "Lewis Close" (which is highlighted in blue), "Lewis Court", "Lewis Lane", and "Lewis Road".

- Type the location to search and click OK
- The local Ward area or street should appear, click OK
- Confirm with OK on the map view

# Find and map the Current Member coverage

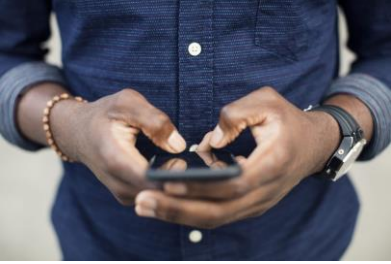


- Click on “My Groups and members”
- Click “View Any Groups Memberships”
- Drill down to a specific area using the small black +
- Observe the total number of people in each area and select them by clicking on the black button(s)
- Turn the selected area green and click the “Next” button
- Scroll all the way down the filter options and click the blue “View list of people” button at the bottom
- The next screen shows a small map and lists the nearest 500 people to your set location. Click the “Map view” button
- Use the Full screen icon to see a larger map and drag this around to see the current coverage of registered users.











## Tasks #2

- Find the guidance on sending a message
- Add yourself as an end user
- Send a message



# Send A Message



Mike

Registrations

[Recalculate my points](#)

Sending

Appreciation

Surveys

Welcome to Rapport

Add Member

Send Message

Your Messages

personal tickets

team tickets

My Groups & Members

My Engagement


Community Map / Priority Survey

Set Location


Help & Settings




Switch To Main Admin

Log Out



# Info At Your Fingertips






Survey Now

Take "Priority Survey" Survey

Survey Around Location

Remaining Streets



Leaflet | Map data © OpenStreetMap contributors, Imagery © Mapbox

Change location

Default Priority Address Setup

Streets

Results

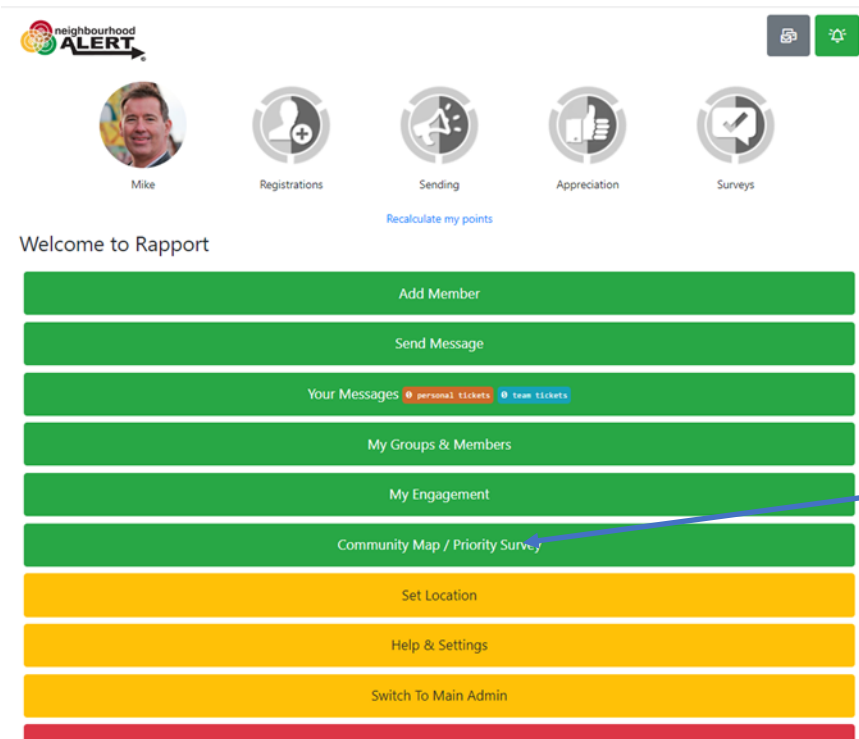
Information

Key Contacts

Lower Lodge Farm A458 Junction To Barnsley WV15 (5 Households, 0.11 miles) 1 Priority address (20.00%)	Select
Barnsley WV15 (7 Households, 0.28 miles) 1 Priority address (14.29%)	Select
Stourbridge Road WV15 (20 Households, 0.36 miles) 1 Priority address (5.00%)	Select
Stanmore Business Park WV15 (46 Households, 0.6 miles) 0 Priority addresses (0.00%)	Select
Russell Close WV15 (33 Households, 0.66 miles) 0 Priority addresses (0.00%)	Select
North End Of Morfe Covert To Cross Junction High Grosvenor WV15 (2 Households, 0.77 miles) 1 Priority address (50.00%)	Select
Upper Farmcote WV15 (3 Households, 0.78 miles) 0 Priority addresses (0.00%)	Select
The Hobbins Junction With A454 To Brook Lane Start Of WV15 (9 Households, 0.81 miles) 3 Priority addresses (33.33%)	Select
Upper Farmcote WV15 (6 Households, 0.82 miles) 0 Priority addresses (0.00%)	Select

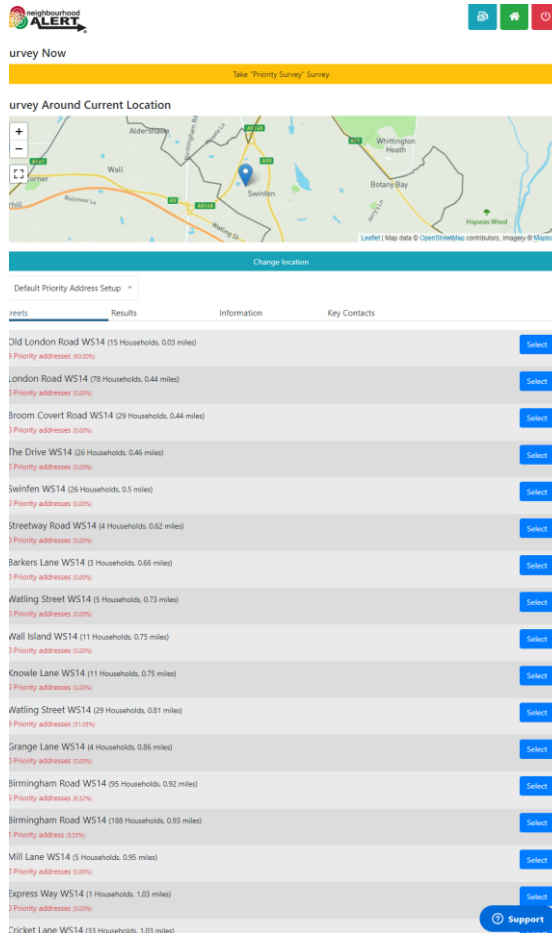
Street Lists (Default and Priority ones)  
Survey Results  
Demographic information  
Key Contact lists

# Find Addresses and deliver the survey



On the Home screen (accessed with the icon in the top right of the screen), click on the button that shows your priority survey

# Select a Street



- This view lists the nearest streets to your set location (which will update when you interact at an address).
- Click on a street that you intend to visit.

# (Remaining Streets)

Survey Around Location

Remaining Streets

Bridgnorth Town and Rural: (Type 10)

Bridgnorth

Recommended Street List For **Bridgnorth**

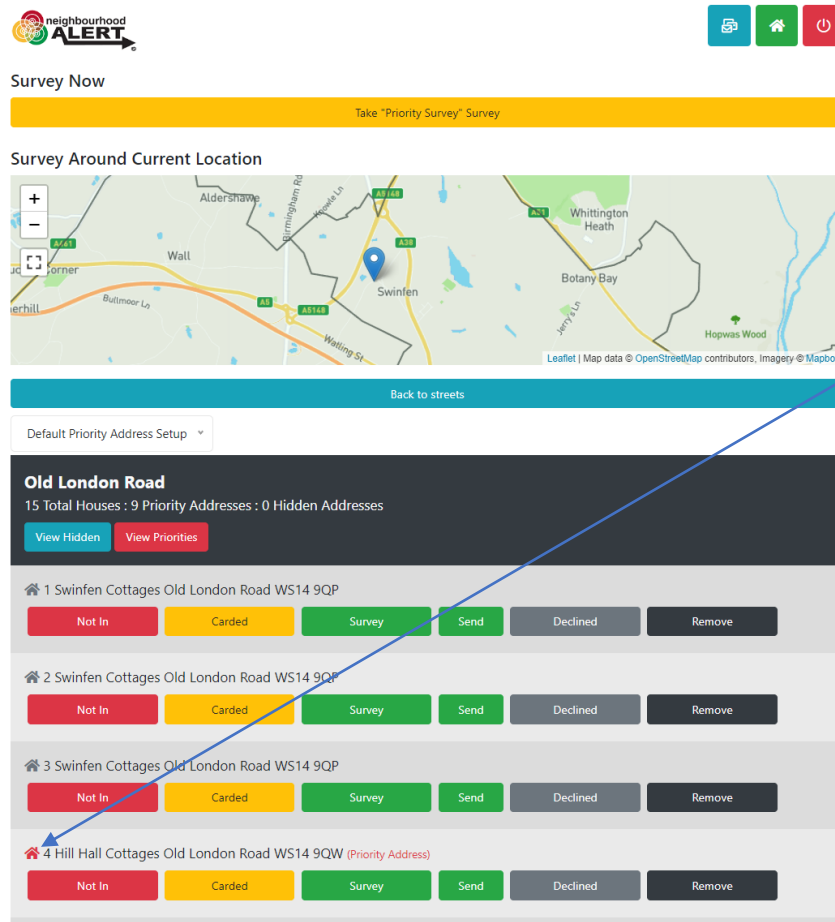
Street Name		
Fells Orchard WV16 5DZ <small>(91.67% Priority Addresses)</small> <a href="#">(View on map)</a>	11	Select Street
The Ridge WV15 6QP <small>(88.00% Priority Addresses)</small> <a href="#">(View on map)</a>	22	Select Street
Hillcrest Junction To Digbeth Lane WV5 7BW <small>(86.67% Priority Addresses)</small> <a href="#">(View on map)</a>	13	Select Street
Junction With A454 Through Roughton To J... WV15 5HE <small>(84.62% Priority Addresses)</small> <a href="#">(View on map)</a>	11	Select Street

- This view lists the priority addresses remaining that have not been actioned (Surveyed, Sent a survey, etc) in this area.

This is based on the local Priority Setup that you have selected here in rapport.

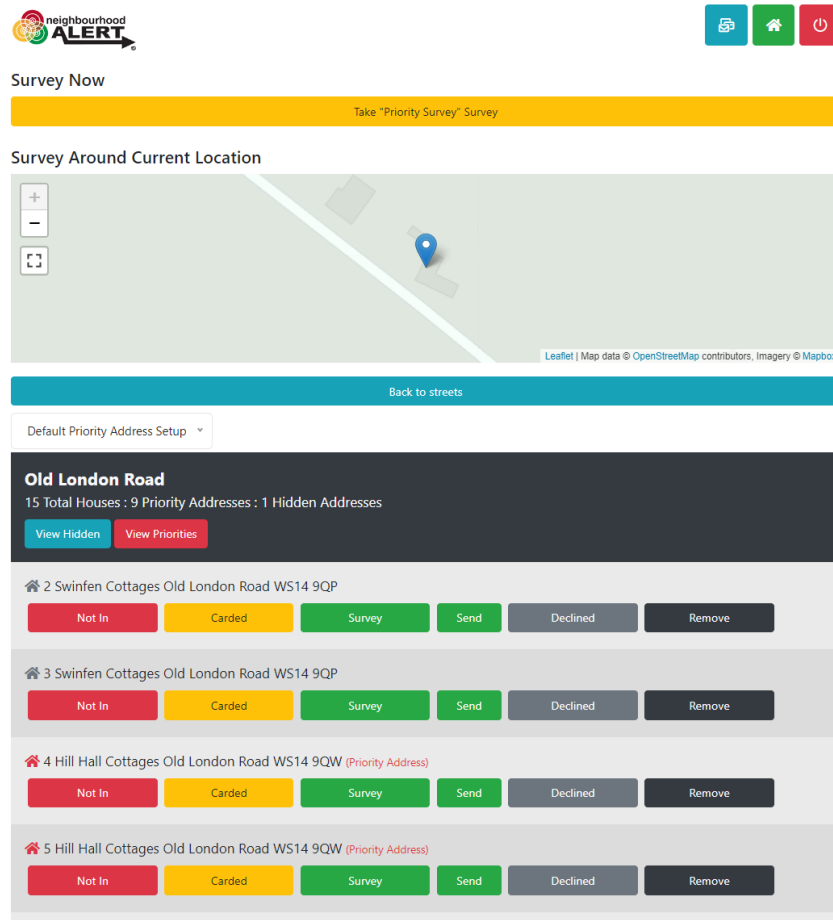


# Street View



- This view lists the recommended addresses for you to call on.
- Existing registered addresses, recently visited and declined addresses **are not listed**.
- A few “priority” addresses may be shown with a red house icon, for various reasons, these are priorities (do not advise the citizen that their address is a priority). You can click the “View Priorities” button to filter the list to just show the priority addresses (if there are any).
- Knock on the door and record the interaction using the button options.

# Street View: Interactions



- If you click “Not in” the address is removed from everyone's list **until 6pm that evening**
- If you post a card/flyer/collateral through the door, click “Carded” and this address will be **removed for a week**
- Surveyed, Send Survey and Declined households are removed for **six months**
- Remove, takes the address **off the database permanently**, use this for incorrect, non-household addresses (eg Electrical sub stations, phone boxes etc)

# Perform the Survey (Tips)



Close and go back to Rapport

Please select one of the below options to start the survey.



#### Go ahead

Before you complete the survey, either login or quick-register for a free, secure and private Alert messaging account. Stay in touch and informed with local police & public sector messages.



#### Continue without registering


This option will let you complete the survey but we will not know who you are or be able to let you know what we have done about any issues you raise.

#### Security and Privacy

We hope you choose to register, it is totally free, your data is stored in a secure, [Cyber Essentials Plus](#) (audited) system, can never be sold or shared without your knowledge and you can update your data sharing permissions or unsubscribe at anytime.

- **Do not call it a "Survey"**, you are there for a "quick chat/conversation and are trying to find out about the area"
- **Set the timeframe**: eg: "It will only take five minutes, I only have five minutes actually as I have been tasked with doing the whole street!"
- **Initial try for registration**: "Would it be OK if we keep in touch with you afterwards, so we can update you regarding anything you mention today?"
- **3 key points**: It's free, It's confidential and you can un-subscribe at any time.
- Click either Green or Grey (non-register) Don't press the point, they have a chance at the end to change their mind.

# Go Ahead... (registration method)



NEIGHBOURHOOD MATTERS

Close and go back to Rapport

## Enter your details

First Name

Please enter a first name \*

Surname

Please enter a surname \*

Email

Please enter a email address \*

Postcode

Enter postcode \*

Look up postcode

Next

Back to options

- Fill in the basic details and click “Next”
- This will check if they are already registered or not.
- If they are registered, it will tell you and send them an email to do the survey in their own time. Ask them to look out for the email and reassure them that the information they provide is important etc.

# Go Ahead... New Registration

They must have “**Police**” ticked to receive any service  
“**Action Fraud**” will warn them about scams and fraud attempts  
“**Neighbourhood Watch**” will connect them with the local coordinator and enable trusted volunteers to help keep the database updated.



Close and go back to Rapport

## Your Details

Mobile Number

Landline Number

## Who Can See Your Information

Only licenced *Information Providers* are able to send messages and you control if they are able to see your details or not. This is a list of all the available *Information Providers* in your area. You will only receive messages from and be visible to the ones you select here.:

- ☐ Action Fraud (NFIB) (Recommended) [More info](#)
- ☐ Get Safe Online [More info](#)
- ☐ Neighbourhood Watch (Recommended) [More info](#)
- ☐ Office of the Police & Crime Commissioner (Recommended) [More info](#)
- ☐ The Police (Recommended) [More info](#)

☐ I consent to share my data as defined above for the purposes of receiving information in accordance with the website [terms and conditions](#) and [privacy policy](#). I also understand that VISAV Ltd will have access to my information in order to manage the system and send important system updates to me.

Create an account and proceed

- If the person is not already registered, you will see this screen next.
- Ask for a mobile number, explain that this is only used if we need to let them know that their email has stopped working or if something is really urgent.
- Ask if they will agree to receive information from “Crime and Safety partners”.
- Point out:
  - This is NOT marketing information
  - No data will ever be sold or shared
  - They can turn any partner off at any time from any email

Ask a final time if they agree, tick the box and click create account. (Explain that they will receive an email to confirm)



Close and go back to Rapport

## Neighbourhood Matters

West Mercia Police wants to know what matters to you.

2. What are the issues affecting you in your community which would benefit from joint working between police, partners and community members to resolve? (Tick all that apply)

- ☐ Alcohol
- ☐ Animal thefts
- ☐ Anti-social behaviour - General
- ☐ Burglary (House)
- ☐ Criminal damage (e.g. graffiti, arson)
- ☐ Cycle theft
- ☐ Cycles or eScooters on the pavement
- ☐ Dog fouling
- ☐ Drink driving
- ☐ Drug dealing
- ☐ Drug taking
- ☐ Farming equipment thefts
- ☐ Feeling unsafe
- ☐ Fly-tipping
- ☐ Fraud (e.g. bogus callers, courier fraud, cyber crime)
- ☐ Hate crime (a crime or incident motivated by racial or other prejudices)
- ☐ Highways obstructions
- ☐ I have no issues
- ☐ Knife crime
- ☐ Noise disturbance
- ☐ Nuisance motorbikes
- ☐ Parking issues
- ☐ Personal theft (e.g. pick-pocketing)
- ☐ Sexual offences (e.g. exposures, assaults, on-line)
- ☐ Speeding vehicles
- ☐ Vehicle crime (theft from or theft of)
- ☐ Violence against women and girls perpetrated by men
- ☐ Violent crime
- ☐ Wildlife crime issues

From the issues ticked which is your one top issue which is affecting you most.

3. Are there any OTHER issues affecting you in your community which would benefit from joint working not listed above?

Continue

# The “Conversation”

- Start with “What’s good”, you are not there to solve every problem they can think of, this is a conversation about what they think about the area.

Q1: Just list a **few key words**, (Eg, shops, Transport, park), not sentences.

Q2: If/when safe to do so, **pass the device to them**, give them time to consider the choices.

- **Do NOT influence** (“Next door said...”)
- Ideally **3-5 options** is fine, if they try to tick all/lots, ask which are their priority ones. “Which ones should be addressed first by Police, locals and partners?”
- There is an “I have no issues” option
- Type one or two words what the top issue is
- Record any other issues that may be added to the list in the future.

# Translation

The screenshot shows the 'Neighbourhood Matters' survey interface. At the top left, a language dropdown menu is open, listing 100 languages including English, Basque, Belarusian, Bengali, Bhojpuri, Bosnian, Bulgarian, Burmese, Catalan, Cebuano, Chichewa, Chinese (Simplified), Chinese (Traditional), Corsican, Croatian, Czech, Danish, Dhivehi, Dogri, Dutch, and English. A red button labeled 'Close and go back to Rapport' is next to it. Below the language menu is a text input field with the placeholder 'Good morning'. A blue arrow points from the first bullet point to this field. Below the text field is a blue button labeled 'Translate Inputted Free Text'. Below this is a 'Postcode' section with a text input field labeled 'Enter a UK postcode'. Below the postcode field is a question: '1. What is good about the local area where you live?'. Below the question is a text input field with the placeholder 'Please enter your answer here'. A blue arrow points from the second bullet point to this field. Below the text field is a blue button labeled 'Translate Inputted Free Text'. Below this is another question: '2. What are the issues affecting you in your community which would benefit from joint working between police, partners and community members to resolve? (Tick all that apply)'. Below the question are several checkboxes: Alcohol, Animal Thefts, Anti-social behaviour – general, Begging, Criminal damage (e.g. graffiti, arson), Cycle theft, and Dog Fouling. Below the checkboxes is a text input field with the placeholder 'Veuillez entrer votre réponse ici'. Below the text field is a blue button labeled 'Translate Inputted Free Text'. Below this is a grey button labeled 'Back To English'. A blue arrow points from the fourth bullet point to this button. Below the 'Back To English' button is a blue button labeled 'Continue'.

- If someone is struggling with English, use the translate drop down to translate all the questions into any of 100 languages.
- If they enter “free text” in non-English, use the “Translate Inputted Free Text” button to translate it back to English before moving on (check that they have understood the question).
- Its not perfect! Sometimes the translation is a little off and other times the page needs refreshing.. sorry.
- Use the “Back To English” button to transfer back to English at the end of the survey (or anytime)

# How Safe?



Close and go back to Rapport

## Feelings of Safety

### 4. How safe do you feel?

	Very Safe	Fairly Safe	A bit unsafe	Very Unsafe	Don't Know
In your own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your local area on the street in the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your local area on the street at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continue

Back

- Q4: Questions about feelings can vary a lot, don't lead
- There is a "Don't know" question response if they are struggling to answer.



# How Good Are We?



Close and go back to Rapport

## Confidence in West Mercia Police

### 5. How confident are you in West Mercia Police generally?

- ☐ Very confident
- ☐ Fairly confident
- ☐ Not very confident
- ☐ Not at all confident
- ☐ Don't know

### 6. To what extent do you agree or disagree with the following statements?

The local police.....

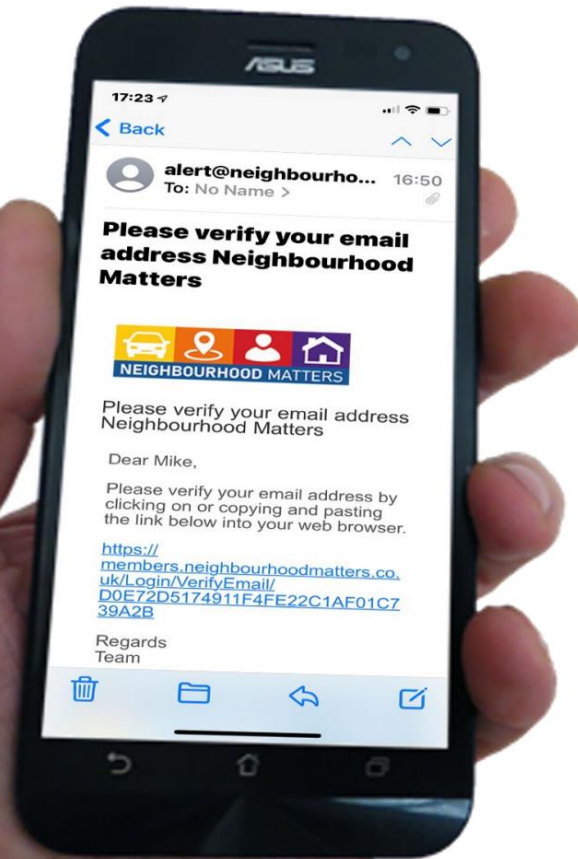
	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree
Listen and understand the issues that affect my local community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are dealing with the things that matter to people in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keep me informed about the things that matter to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are visible in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Complete Survey

Back

- Q5: It is important that the person being surveyed does not feel pressured.
- Say “just be honest” and give them time to consider their answer. We want the public to feel that you are genuinely interested in their honest opinion.
- Half a turn away
- What will they think when they reflect on your visit afterwards?

# Important: Email Verification



- It is vital that they **click the link in the email** that has been sent to them. Otherwise the registration will be deleted.
- Ask: *“Do you receive your emails on your mobile? Would you mind checking that you have received one from the Alert system?”*
- Ask them to **click the link**. This will take them to a page to set up passwords etc, they can do that later, the important job is done.

40% of those that said no the first time will register when asked again at the end!

# Final Tip: The second Chance

Thank you for taking the time to complete this survey.

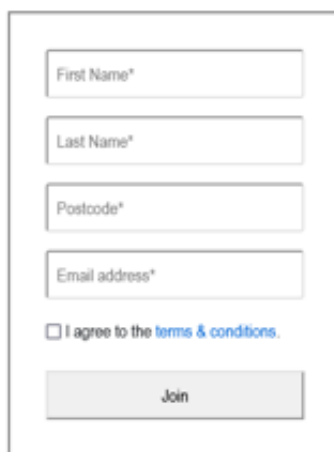
Your input is very much appreciated.

## Stay In Touch

Your answers have been saved, we value your opinions but at the moment we will not be able to keep you in touch with any updates regarding these and other issues. Please consider registering for a free, secure account which will let us keep you in touch. You can unsubscribe at any time. To proceed, please complete the form below.

Officer based registration process (Coming SOON)

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A registration form with the following fields: First Name\*, Last Name\*, Postcode\*, and Email address\*. Below the fields is a checkbox labeled "I agree to the [terms & conditions](#)." and a "Join" button.

- If people have done the survey “Without registering”, at the end of the survey they have **another chance** to register.
- This will save their answers and mean they can receive updates about the issues raised.
- Don't be afraid to ask again “*You have raised some good points, It would be really helpful if we could keep in touch, could I add you to our Sussex Alerts communication system?*”
- It's free, its safe and you can come off anytime if its not for you.

# Where To Find Help

- [email: Support@neighbourhoodalert.co.uk](mailto:Support@neighbourhoodalert.co.uk)
- Teams support: [www.calendly.com/visavsupport](https://www.calendly.com/visavsupport)
- Tel: 0115 9245517 (option 1) Mon-Fri 9am-5pm
- Training Link:  
<https://www.neighbourhoodalert.co.uk/v4training>
- Live Chat: Use the live chat button in Rapport
- Help Centre: <https://visavtld.zendesk.com/hc/en-gb>  
(or google "VISAV Help Centre")
- Rapport: Visit the help & Settings" section for videos, internal contacts and more



Help & Settings

 Chat