



Delivering the Community Link Priority Survey

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

Mar 2023



Why Bother?

- Seen all this before? What's the legacy?
- 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”

admin.gwentcommunitylink.co.uk/Login?ReturnUrl=%2F

neighbourhood
ALERT

Please login

Email/Username

Password

Login

Login with SMS PIN

One Time PIN Login

Forgotten your password

Password Reset

Need an account

Request Account

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- 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.gwentcommunitylink.co.uk>
- Click the red “Request Account” button

Request an account

neighbourhood
ALERT

Request An Account

Basic Details

First Name

Surname

Group (i.e. Police, NWH or FRD)*

Rank Or Role (i.e. Sgt or coordinator*)

Please enter your Neighbourhood Team/Unit and beat area, or department if office-based *

Your work email address *

Mobile number (Required to enable password reset by SMS)

Areas Covered (Please check the area's that you would like access to)

Area access controls geographical access to user data.

Gwent
 Blaenau Gwent
 Caerphilly
 Monmouthshire
 Newport
 Torfaen

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

Teams are used to control Twitter access, Team Chat, assigning tickets and some permissions. Teams do not control geographical access to user data, this is done for each Admin individually.

Blaenau Gwent NPT

- Abertillery
- Brynmawr
- Ebbw Vale
- Tredegar
- Corporate Communications
- Diversity and Inclusion
- Escalation Team
- Prevention
- Professional Standards

Save account request

Back

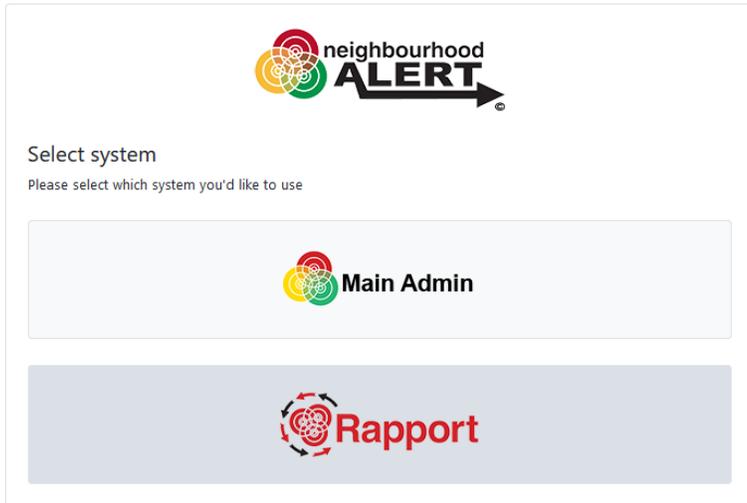
- Complete the form with your details (no shared email addresses etc)
- In “Areas Covered” drill the options down using the + symbols and tick the areas you cover.
- Under “Team memberships” tick the Team/Department you work in or drill down the SNTs and select each bottom level area you usually cover.

Teams are used to control Twitter access, Team Chat, assigning tickets and some permissions. Teams do not control geographical access to user data, this is done for each Admin individually.

Blaenau Gwent NPT

- Abertillery
- Brynmawr
- Ebbw Vale
- Tredegar
- Corporate Communications
- Diversity and Inclusion
- Escalation Team
- Prevention
- Professional Standards

Select Rapport



The screenshot shows the 'neighbourhood ALERT' logo at the top. Below it, the text 'Select system' is followed by the instruction 'Please select which system you'd like to use'. There are two selection buttons: 'Main Admin' with a logo of three overlapping circles (red, yellow, green) and 'Rapport' with a logo of a red circle containing a white gear-like pattern. The 'Rapport' button is highlighted with a grey background.

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- 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.gwentcommunitylink.co.uk>
- Click on the “Rapport” button



9 Peelian Principles:

1. To prevent crime & disorder

2. Police powers are dependent on public approval

3. Securing the willing cooperation of the public

4. Public cooperation reduces need for force

5. Impartial service to law, protect & preserve life

6. Only use force where necessary & to a minimum

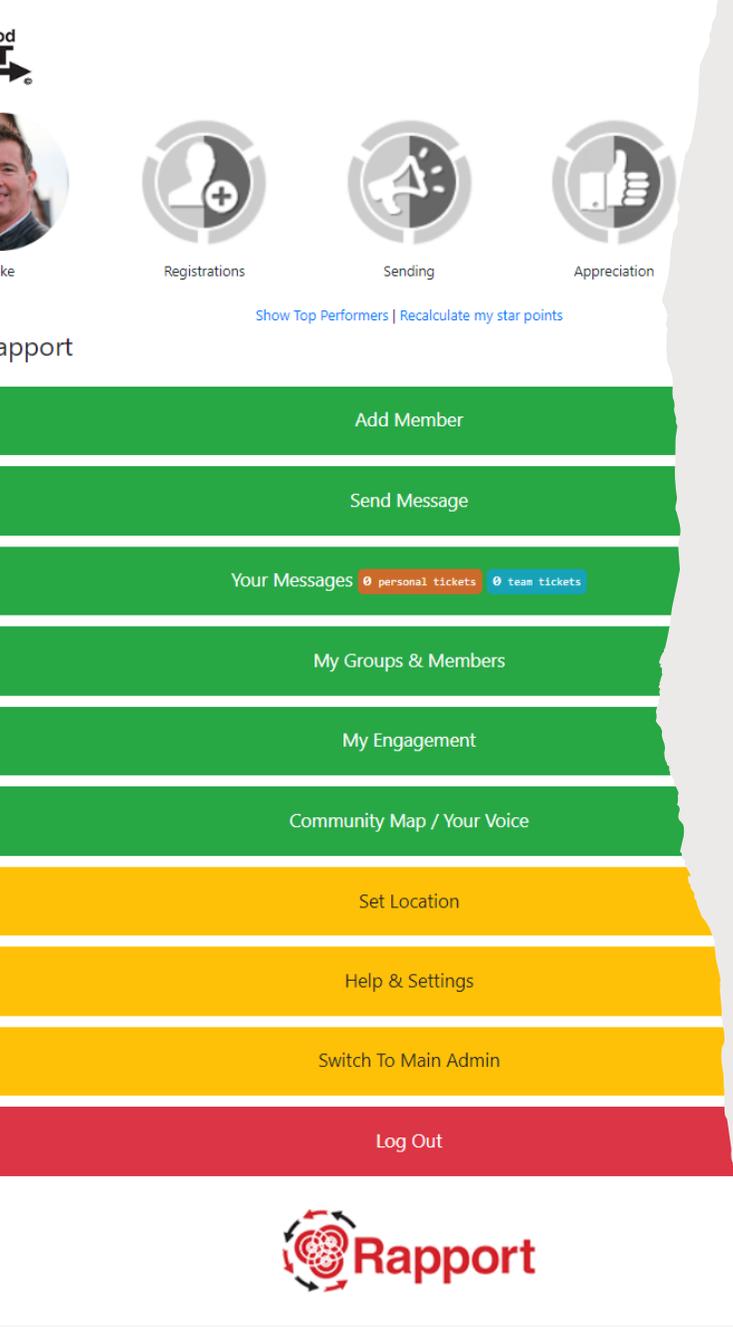
7. Police are the public & the public are the police

8. Strict adherence to police-executive functions

9. Prevention is better than response

Aims

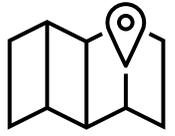
- Make YOUR time count
- Give you data in the field
- Make every contact with the public count
- Start a long-term (low admin) relationship with the public
- Inspire confidence, based on 200 year old Peelian principles of UK policing
- Drive active citizenship



Tasks #1

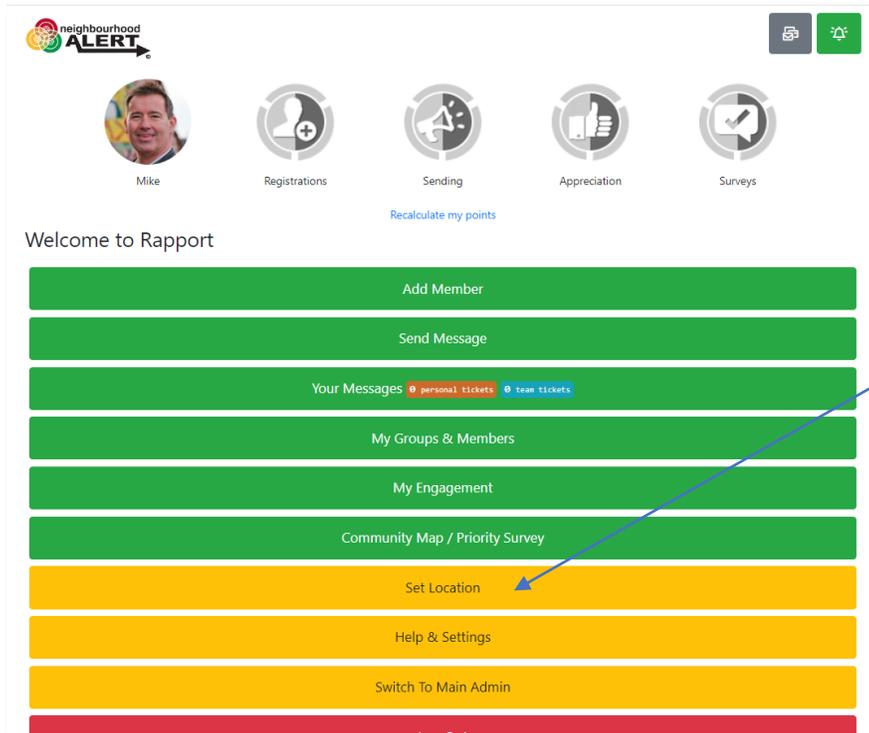
- Log in to Rapport (get to this screen)
- Find the Help Centre
- Update your profile picture
- Set an easy alternative login name



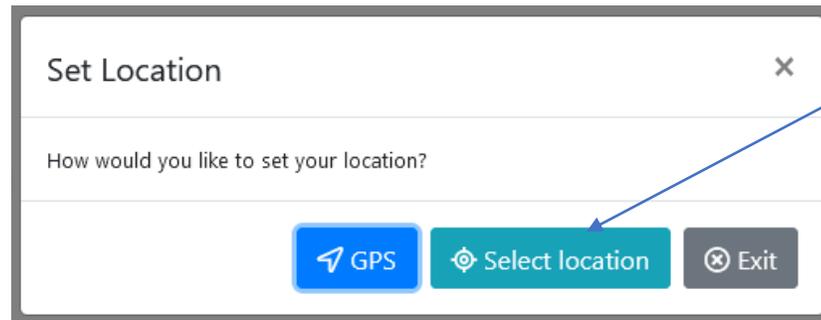


Set Location

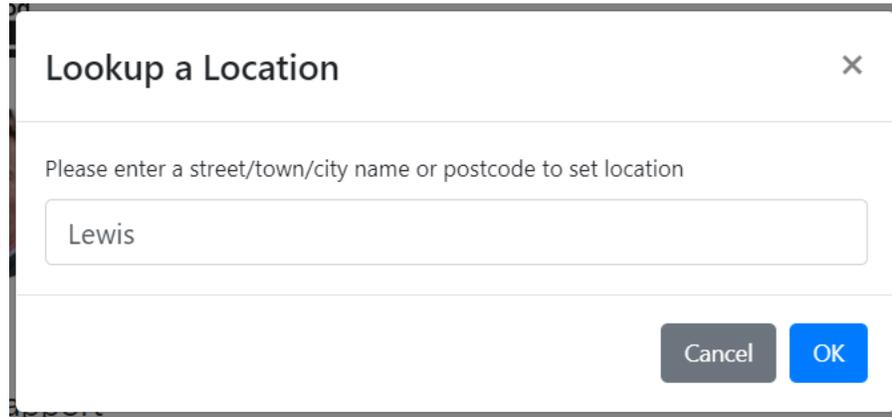
- On the mobile device you are going to use, click the “Set Location” button



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



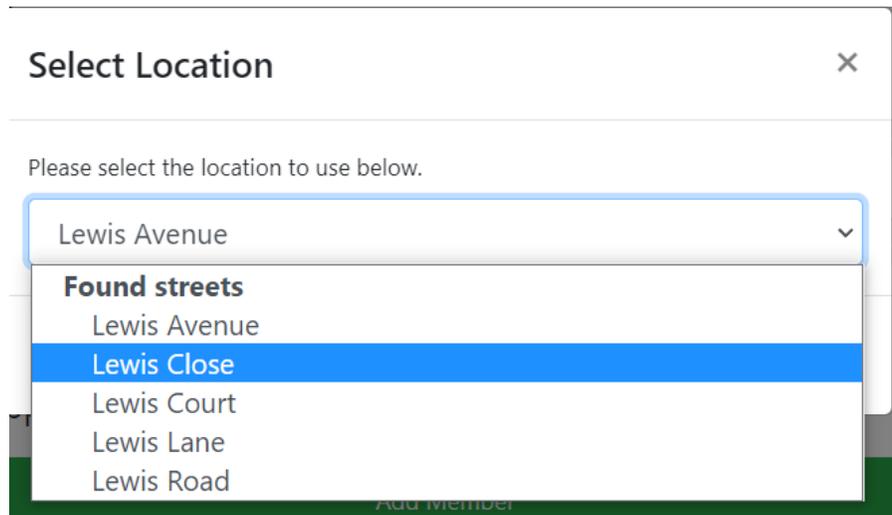
Set location



Lookup a Location ×

Please enter a street/town/city name or postcode to set location

Cancel OK



Select Location ×

Please select the location to use below.

Lewis Avenue ▾

Found streets

- Lewis Avenue
- Lewis Close**
- Lewis Court
- Lewis Lane
- 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

My Members

Search by: Name, postcode, email address etc

Search

View Any Groups Membership

New Users (Last 7 Days)

Comms Issues

Unverified Email Addresses

Members Awaiting Activation

Coordinators

Global Groups

Business Watch: Town

CCTV

CCTV – Door Camera's

Dash Cam

Taxi Watch

Your members

- Browse around the various pre-determined selections.

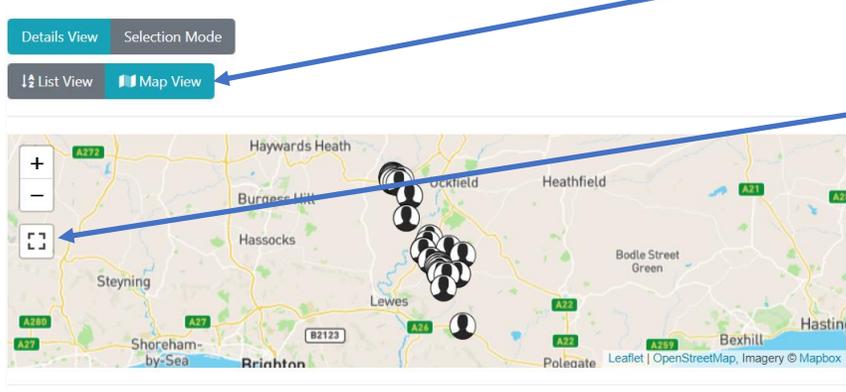
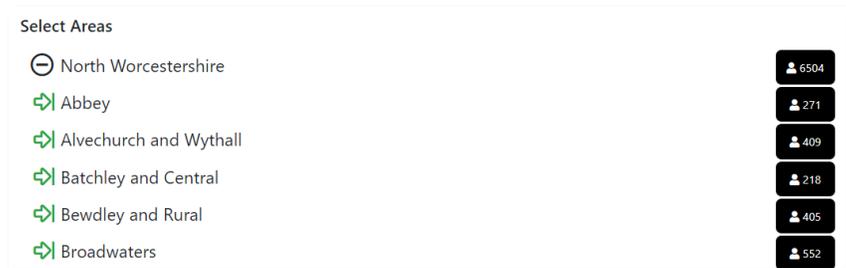
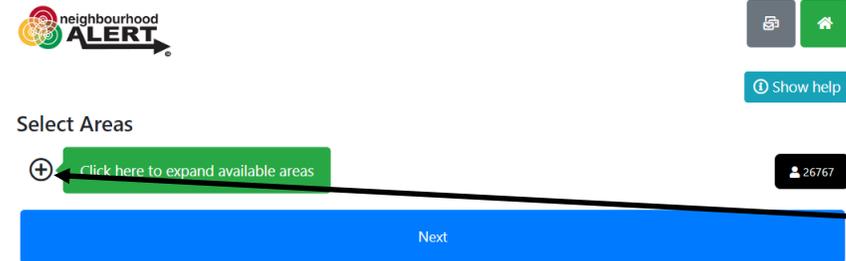
Note:

- **Comms Issues** is anyone with a comms issue on their account, could be email, SMS or voice
- **Unverified Email** is anyone on the system that has an email that isn't verified, doesn't include awaiting activation. Can still receive messages by SMS or voice
- **Members Awaiting Activation** is a user added by either a coordinator or an admin. Won't receive any messages until activated

Global Groups: People are added to these groups in various ways:

- 1) On registration
- 2) Completing a survey (with a group question)
- 3) By you updating the groups they are in
- 4) By them updating the groups they are in from their member admin (some groups are hidden so they cannot add themselves to them e.g., Medical Doctor)

Find the current members



- 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 (Suspended until October 2023)

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



Send A Message



Mike



Registrations



Sending



Appreciation



Surveys

[Recalculate my points](#)

Welcome to Rapport

- Add Member
- Send Message
- Your Messages 0 personal tickets 0 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

neighbourhood
ALERT

Survey Now

Take "Priority Survey" Survey

Survey Around Location Remaining Streets

Barnsley

Stanmore Country Park

Change location

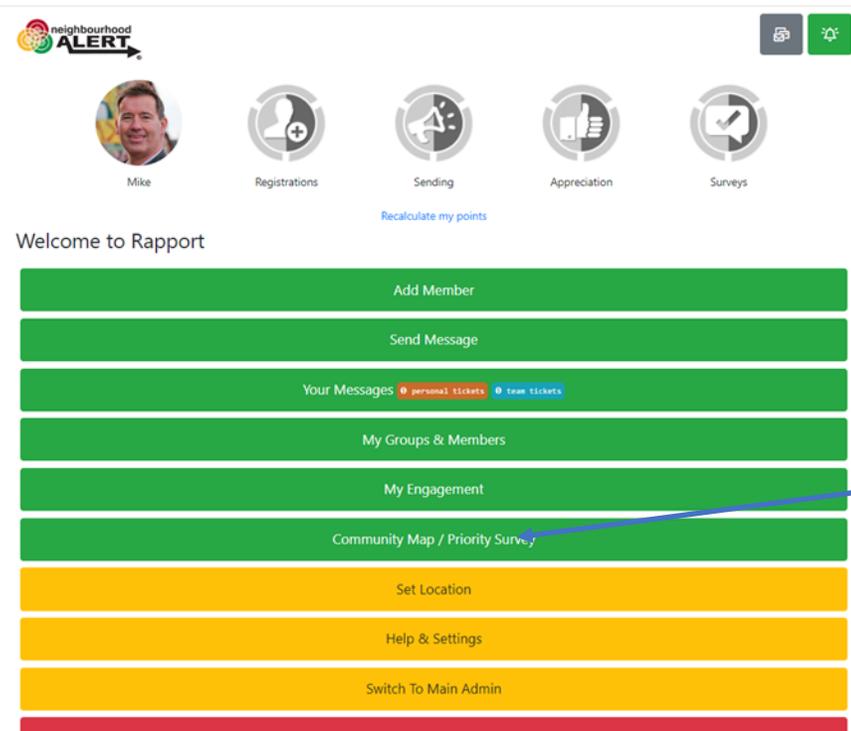
Default Priority Address Setup

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

The screenshot shows the 'neighbourhood ALERT' interface. At the top, there's a logo and navigation icons. Below it, a yellow bar says 'urvey Now' and 'Take "Priority Survey" Survey'. A map titled 'urvey Around Current Location' shows a street view of Swinfen. Below the map is a 'Change location' button. A dropdown menu shows 'Default Priority Address Setup'. Below that, there are tabs for 'Streets', 'Results', 'Information', and 'Key Contacts'. The 'Streets' tab is active, displaying a list of streets with their household counts and distances. Each street entry has a blue 'Select' button to its right.

Street Name	Households	Distance (miles)	Priority addresses (%)	Action
Old London Road WS14	15	0.03	0.00%	Select
London Road WS14	78	0.44	0.00%	Select
Broom Covert Road WS14	29	0.44	0.00%	Select
The Drive WS14	26	0.46	0.00%	Select
Swinfen WS14	26	0.5	0.00%	Select
Streetway Road WS14	4	0.62	0.00%	Select
Barkers Lane WS14	3	0.66	0.00%	Select
Watling Street WS14	6	0.73	0.00%	Select
Wall Island WS14	11	0.75	0.00%	Select
Knowle Lane WS14	11	0.75	0.00%	Select
Watling Street WS14	29	0.81	1.00%	Select
Grange Lane WS14	4	0.86	0.00%	Select
Birmingham Road WS14	85	0.92	6.32%	Select
Birmingham Road WS14	188	0.93	0.33%	Select
Mill Lane WS14	5	0.95	0.00%	Select
Express Way WS14	1	1.03	0.00%	Select
Cricket Lane WS14	33	1.03		Select

- 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.

Street View

neighbourhood
ALERT

Survey Now
Take "Priority Survey" Survey

Survey Around Current Location

Back to streets

Default Priority Address Setup

Old London Road
15 Total Houses : 9 Priority Addresses : 0 Hidden Addresses

View Hidden View Priorities

1 Swinfen Cottages Old London Road WS14 9QP
Not In Carded Survey Send Declined Remove

2 Swinfen Cottages Old London Road WS14 9QP
Not In Carded Survey Send Declined Remove

3 Swinfen Cottages Old London Road WS14 9QP
Not In Carded Survey Send Declined Remove

4 Hill Halt Cottages Old London Road WS14 9QW (Priority Address)
Not In Carded Survey Send Declined Remove

- 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

The screenshot shows the 'neighbourhood ALERT' interface. At the top left is the logo. To the right are three icons: a printer, a home, and a power button. Below the logo is a 'Survey Now' button with a yellow background and the text 'Take "Priority Survey" Survey'. Underneath is a map titled 'Survey Around Current Location' with zoom and pan controls. Below the map is a 'Back to streets' button. A dropdown menu shows 'Default Priority Address Setup'. The main content area is titled 'Old London Road' and shows '15 Total Houses : 9 Priority Addresses : 1 Hidden Addresses'. There are two buttons: 'View Hidden' and 'View Priorities'. Below this are four address entries, each with a set of buttons: 'Not In', 'Carded', 'Survey', 'Send', 'Declined', and 'Remove'. The addresses are: 2 Swinfen Cottages Old London Road WS14 9QP, 3 Swinfen Cottages Old London Road WS14 9QP, 4 Hill Hall Cottages Old London Road WS14 9QW (Priority Address), and 5 Hill Hall Cottages Old London Road WS14 9QW (Priority Address).

- 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)

Considerations

- It's all about the impression you make by the time they close the door
- This is the start of a long-term relationship (hopefully and if done well)
- It's an opportunity to present the policing experience differently: make it count
- Ask yourself what could have been done better after each interaction
- Smile



Perform the Survey (Tips)

Select Language 
Powered by  Google Translate



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**: e.g. “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 push too hard**, they have a chance at the end to change their mind.



Go Ahead... (registration method)

Select Language ▼
Powered by  Google Translate



[Close and go back to Rapport](#)

Enter your details

First Name

Surname

Email

Postcode
 [Look up postcode](#)

[Next](#)

[Back to options](#)

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- 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

Select Language 
Powered by  Google Translate



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 [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

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.

- 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 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**)

Select Language

Powered by Google Translate



[Close and go back to Rapport](#)

What is good about the local area where you live?

Please enter your answer here

What are the issues affecting you in your community which would benefit from joint working between police, partners and community members to resolve? (Tick top 3 that apply)

- Begging
- Burglary
- Criminal Damage
- Cycle Theft
- Dangerous Dogs
- Drink Driving
- Drug Dealing
- Drug Taking
- Fraud
- I Have No Issues
- Knife Crime
- Littering & Dog Fouling
- Off-Road Vehicles/Bikes
- Parking Issues
- Personal Theft
- Road Safety Issues
- Street Drinking
- Vehicle Crime
- Violent Crime
- Youths Gathering

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

Please enter your answer here

From the issues ticked which is your one TOP ISSUE which is affecting you most.

Please enter your answer here

Continue

Back

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**, (E.g. 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 options maximum**, 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
- Record any other issues that may be added to the list in the future.
- Type **one or two words** what the top issue is

Translation

- If someone is struggling with language, 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).
- It’s 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)

French
Powered by Google Translate

GWENT COMMUNITY LINK

Close and go back to home

What is good about the local area where you live?

les boutiques

Translate Inputted Free Text

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

- Begging
- Burglary
- Criminal Damage
- Cycle Theft
- Dangerous Dogs
- Drink Driving
- Drug Dealing
- Drug Taking
- Fraud
- I Have No Issues
- Knife Crime
- Littering & Dog Fouling
- Off-Road Vehicles/Bikes
- Parking Issues
- Personal Theft
- Road Safety Issues
- Street Drinking
- Vehicle Crime
- Violent Crime
- Youths Gathering

Are there any OTHER issues affecting you in your community which would benefit from joint working listed above?

Please enter your answer here

Translate Inputted Free Text

From the issues ticked which is your one TOP ISSUE which is affecting you most.

Please enter your answer here

Translate Inputted Free Text

Back To English

English

Powered by Google Translate



Close and go back to Rapport

How safe do you generally feel at different times of the day when out and about in your local community...

How safe do you feel in your local community in the DAYTIME?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

How safe do you feel in your local community AFTER DARK?

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

To what extent has your concern about Crime/ASB in your local area CHANGED IN THE LAST 6 MONTHS?

- Increased a lot
- Increased a little
- Remained the same
- Decreased a little
- Decreased a lot

Are there any further details that you wish to raise with local Officers that have not already been covered above?

Please enter your answer here

Translate Inputted Free Text

Continue

Back

How Safe?

- Questions about feelings can vary a lot, don't lead
- All questions can be "skipped" if they are struggling to answer.
- If at any time issues are raised that are crimes or matters of real concern, ditch the survey and revert to policing practice.



Close and go back to Rapport

About you

We recognise the value of our diverse communities and want to gain a better understanding of the communities we serve, together with the needs of different individuals and groups so we can improve our services. We are committed to **equality of opportunity and aim to tackle discrimination and harassment** as part of our responsibilities under the Equality Act, 2010.

To help us achieve this, and ensure our services reach all sections of our communities we would be grateful if you could take the time to answer the questions below, but completion is optional and all answers have a 'prefer not to say' option

The information collected will be treated as **strictly confidential**. No information will be published or used in any way which might allow any individual to be identified to non authorised personnel.

Which age group applies to you?

- 13 to 15
- 16 to 17
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or over
- Prefer not to say

What is your gender?

- Female
- Male
- Prefer to self-describe
- Prefer not to say

Would you be interested in receiving messages in an additional language translation?

-- Please select an answer --

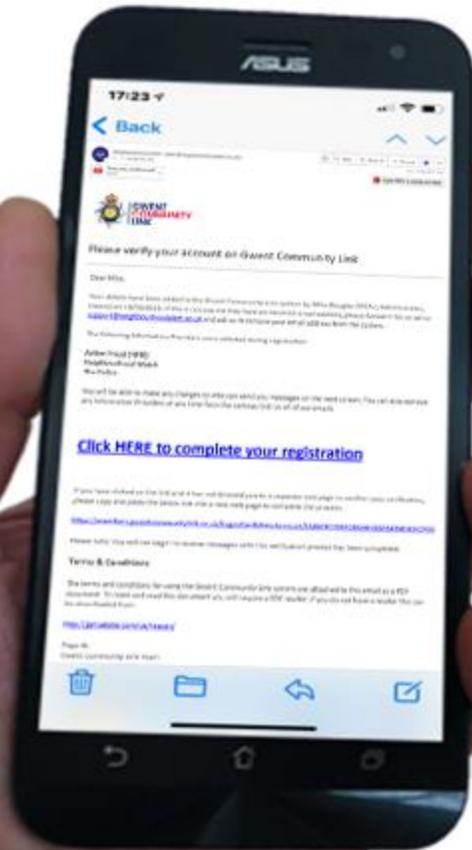
Complete Survey

Back

Demographic Data

- Let them fill this in if it is safe to (and they can see it)
- It is to help to ensure that everyone gets a voice on Gwent Community Link (no groups are excluded)
- We will send a private survey out in a week or so to ask a bit more about you so messages can be relevant.

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 this 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.

Verify & Consent



Menu ☰

Thank you, just one more step to completing your registration

When your account was added the following Information Providers were selected. Please review the following list before activating your account:

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

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.

Opting-in to Neighbourhood Watch above means a small number of approved volunteer administrators (MSAs) will be able to see your account and help to keep the database accurate.

This does not mean that you are joining a scheme but, if you live within an approved existing scheme area it does mean that your local approved Coordinator can access your contact details and they may contact you to introduce themselves or add you to the local scheme (at which point you will have the option to decline).

Verify & Consent

After clicking the link they see this screen and can make changes.

They need to click the bottom button to give consent to set up their account and receive future messages.

They can make any changes at any time in the future.

Final Tip: The second Chance

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

Select Language ▼
Powered by  Google Translate

 **GWENT
COMMUNITY
LINK**

[Close and go back to Rapport](#)

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.

Enter your details

First Name

Surname

Email

Postcode
 [Look up postcode](#)

[Next](#)

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- 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 they 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 Community Link system?*”
- It’s **free**, its **private**, no one else knows you have joined (it’s not social media) and you can **delete your account anytime** if it’s not for you.

Where To Find Help

- [email: Support@neighbourhoodalert.co.uk](mailto:Support@neighbourhoodalert.co.uk)
- Teams support: 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

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