

## Development Board Minutes

10:00 – 12:40 on 7<sup>th</sup> September 2023

Held virtually on Teams

Recording can be found [here](#)

### 1) Welcome and Introductions – Chris Davis, Managing Director

Chris welcomed everyone to the meeting and apologised for the delay in the time between this one and the last. Chris said that it's been a busy period with various new products being delivered, namely the Engagement Tracker and Street Watch.

Chris said that Kate Algate had also joined the company at Director level in April and that VISAV has also just taken on a UX apprentice to help with the visual side of Alert to help with user experience and feel of the system. Aiste started yesterday and will be introduced to everyone in due course but will be attending the conference in November so can meet many of you there. Aiste has a background in marketing and has had a change in direction in her career. Aiste will start her degree apprentice later this month at the Manchester Metropolitan University.

### 2) Attendees

VISAV

Chris Davis, MD	Mike Douglas, Product Director	Jon Shaw, IT Director
Kate Algate, Director	Nick Houghton, Web Developer & System Support	Joseph Chadbourne, Systems Analyst & Support Supervisor

### Information Providers (IPs)

Derek Pratt	Lucy Kelly	Rachel Ward
Lucy Kelly	Shirley Errington	Rachael Handford
Carole Woodall	Linzi Berryman	Lindsey Hadley
Julie Heath	Robyn Walsh	Helen Thompson
Smargiassi Fabrizio	Mark Lovell	Roshan Patel
Andrew Loftus	Paul Denison	Hannah Sones
Jock Gibson	Cheryl Bruce	Nicole Plummer
Lesley Malinowski-Evans	Martin Stilwell	Jennifer Nisbet
Luke Ablard	Benjamin Crook	Ed Hancox
Varrie Mcdevitt	Jock Gibson	Alan Earle

### 3) Apologies

Emma Ray	Jenny Bristow	Graeme Barbour
Geraint Richards	Kelly Noble	Michele Lindsay
Lindsey Madeley-Harland	Linda Spence	Sian Battle-Welsh
Adil Khan	Helen Douglas	

### 4) Annual National Survey update and national confidence question – Mike Douglas/Kate Algate

Mike stated that the last national Alert survey was in 2020 and said that the overview of the results wasn't as co-ordinated as he would have liked at the time as the survey was split over V3 and V4. Mike reinforced that going forward the survey results will be circulated to all IPs, both for the national and local results.

Lindsey, from Leicestershire Police said they ask the confidence question every 6 months and wished to not over survey the public. She said that there was also work being done by the NPCC regarding confidence too. Lindsay asked when the survey was going out and Mike responded the survey is going out tomorrow.

Roshan Patel said that there was a national social media survey out too. Roshan said it would be useful to get a comparison between the two surveys.

It was clarified that the Alert national social media survey will be a shareable link and is open to all. VISA V are looking for a comparison between the response rate compared to the national NPCC social media survey.

Luke Ablard, Cambridgeshire Police asked for clarity on the two surveys. Mike said that the Alert one will just go out to registered Alert users and the social media one will mirror the national one but will add fewer leading questions. Luke is aware that there are some issues with the NPCC Social Media survey with some of the questions, which the NPCC have said they will take on board if they do another one.

Kate thanked everyone who had responded to her request to send in their confidence questions, of which she received responses from:

**CI Andrew Loftus, West Yorkshire Police** - % who say the police are doing an excellent or good job in their local area.

**Nicole Plummer, Northants Police –**  
**Perceptions and Confidence**

**6. Taking everything into account, how good a job do you think the police in this area are doing?**

- Excellent
- Good
- Fair
- Poor
- Very Poor
- Don't Know

**7. How much would you agree or disagree that:**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The police in this area can be relied upon to be there when you need them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The police in this area would treat you with respect if you had contact with them for any reason?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The police in this area treat everyone fairly regardless of who they are?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The police in this area understand the issues that affect this community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The police in this area are dealing with the things that matter to people in this community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking everything into account I have confidence in the police in this area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. What do Northamptonshire Police currently do well?**

Please enter your answer here

**9. What would improve your confidence in Northamptonshire Police?**

Please enter your answer here

Nicole said she would also like to see whether the benefits of Neighbourhood Alert have an impact on people’s confidence level, e.g. has their confidence increased since joining neighbourhood alert?

**Inspector Mark Lovell, Humberside Police –** How confident are you that the police would be there if you needed them? Scale 1-5 with 1 being the lowest.

CSEW survey questions are:

Statement/Question
Police can be relied on when needed
Police would treat you with respect
Police would treat you fairly

Police understand local concerns
Police deal with local concerns
Overall confidence in local police
Police are doing a 'good' or 'excellent' job in the local area

**Lee-Anne Flowers-Andrews, Lincolnshire Police** – Taking everything into account, how good a job is Lincolnshire Police doing? Scale 1-5 very poor to very good.

**ACTION** – For Mike and Kate to identify the best approach to the confidence question, based on feedback.

### 5) The new Active Directory login – Jon Shaw

Jon described the new function for the Active Directory which is available for free to all IPs for both Rapport and main admin. Jon went on to explain that this can be implemented for any police forces or IPs who use Microsoft Azure AD for active login. Jon stated that he hopes that it will eliminate issues with the secure password process as it stands.

Once in place, admins will be able login using 'Login to Microsoft account' button instead. If logged out, it will use 2 factor authentication for security purposes. Nobody else can register on the system.

Ben Crook, asked if it will be the same on mobile devices, for which Jon confirmed it will be.

Ed Hancox asked what do the admins need to do? Jon replied with nothing as Jon needs to have a request from the in-force IT team who manages the current inhouse Active Directory log ins, as they will need to give Jon permission to activate it.

There was a question from Hannah Sones regarding issues with password reset and Mark Lovell responded, suggesting that in his experience it was linked to the PNN email addresses and then it worked for them. Nick Houghton replied to say that if IPs wanted their PNN email addresses removed, that people should contact him directly as this can be done in bulk.

Alan Earle asked if once it's in place, then is there an option to be able to log in the traditional way and on other machines, which Jon replied with yes it will be.

**ACTION** – Jon to provide a A4 page for the details to be forwarded to IT departments with the requirements to switch it on.

**ACTION** – For forces to book in with Jon on Calendly once in-force IT leads have been approached to give permission to implement.

## 6) Update on the Engagement Tracker Pilot – Jon Shaw/Ed Hancox

Supt. Ed Hancox from West Mercia Police started with 'this is a good news story!'.

Ed went on to explain that the Engagement Tracker has solved three issues as a force:

- 1) *NPCC Neighbourhood Policing Outcomes Performance Framework* – he had no effective and efficient way of recording the metrics, or any resource to do it, plus capture abstraction rates.
- 2) *Local Policing Community Charter* was locally introduced which has objectives to make the force more accessible and visible. Two years on from agreeing the Charter and there has been no real way of recording metrics except a suite of Microsoft spreadsheets.
- 3) *Had no resources to map local engagement* – WMP were struggling to map where engagement was taking place and couldn't link with it for public confidence and problem solving.

The first version of the Engagement Tracker went live on 1<sup>st</sup> July 2023 after it was co-designed by WMP and VISAV. It has been rolled out within 82 NHP teams across West Mercia, with the bulk of those teams buying into the virtues of the new process and module.

Since then, Ed stated that there has been 793 engagements in July including social media, events, activities and a following 948 in August.

Jon demoed the Engagement Tracker which can be viewed from 38 minutes into the video from the meeting (link at the top of this document).

A question from Carole Woodall, regarding how the tool gathers the demographic of who attended. Jon said that it was just general feedback field to complete from the officer of who was there rather than asking everyone those details.

Ben Crook asked if this tool is linked to social media. Jon responded to say yes it can but the person wouldn't be able to respond back unless they register with Alert.

There was consensus that the Engagement Tracker was a very useful additional to the suite of modules available and that it would drive registrations to Alert.

**ACTION** – For any forces wishing to roll out the Engagement Tracker to contact Chris.

## 7) Recommendations for 'Group' Management – Mike Douglas

Mike explained that over the years various national and local groups have been created.

Some groups are linked such as CCTV. Therefore, if someone says yes, they have CCTV, they will be placed into that group. If when asked again and they don't confirm, they will be removed so the groups are all active and relevant.

220,000 people have said that they have CCTV, and we know that forces could be utilising this group more proactively to help with investigations etc. These can be linked to other systems via APIs so that the data can be used more effectively.

Cheryl Bruce said that she had recently re-organised the Neighbourhood Watch groups and had huge success in identifying people who want to volunteer locally and nationally. Cheryl said that it has really helped with social action.

Martin Stilwell said that there is a 'suspicious activity portal', created by CID in Surrey for the purpose of helping with investigations and other matters including e-bikes etc, which has worked well.

Alan Earle said that in Northants they teach officers how they can access this info in Rapport and they use it in all sorts of ways.

Discussion took place regarding local area pages which lead to Mike explaining about Single Online Home (SOL) which has been developed by the Met Police and sold to most of the other forces. Local officer information should be on there but it is a local force decision to what is accessible on either SOL or on local Alert pages.

Mike went onto say that if forces want the information to be shared with SOH, then the forces need to be asking for it to be as an API but it needs to come from forces as we have asked but told that nobody wants us to link to SOL.

**ACTION** – If forces want local pages like West Mercia Police [Neighbourhood Matters](#), please contact Mike or Chris. If you want public facing Alert information to link to Single Online Home websites in your force area, please be asking for it to be linked as VISAV is struggling to secure this from a supplier side.

Ben Crook said that he would look to take this through his chain of command to see if he could get this moving.

Mike re-iterated that VISAV are not a website design company and we would rather have APIs linked to SOH so that the information is accessible and relevant which would ensure the customer journey is joined up better from the publics perspective.

## 8) Review of Census Data – Mike Douglas

Mike said that the team had been looking at how we can use the census data and that he has been made aware that the Met has a data dashboard for but not sure if anyone else uses it the same. Jon has been looking at it but not sure how we can integrate it at the minute, but open to suggestions.

Lindsay Hadley said that they use the ONS, YouGov datasets etc for confidence and satisfaction KPIs.

Mark Lovell said that their performance team is looking into it.

Mike shown Humber Talking and how the confidence survey question regarding the demographic data so engagement can be proactively targeted.

Mike said that we have recently signed a deal with Origins which will give you the demographic data at a lower cost to be able to prioritise NHP.

**ACTION** – If anyone would like a further demo of the ‘Humber Talking’ module, please contact Mike.

**ACTION** – For any forces who effectively use the Census data, please contact Kate for further discussion.

#### **9) Enabling local internal support contacts to be known more widely – Joe Chadbourne**

Joe explained that the platform has a list on each site for local support contacts, which can help with matters such as assigning teams and areas. From the calls being taken by the Support Team, it was apparent that there are several gaps across IPs who have not updated this field. Mike went on to show attendees how easy this was to complete but said or people to contact the Support Team if they needed help updating it.

**ACTION** – For all forces to go into Site configuration to update local support contacts.

It was also raised that default images can be added as it helps with the open rate of the emails. This can also be done via site configuration too so that officers can pick and choose from the corporate stock images for different types of messages.

**ACTION** - For all IP leads to add some corporate images via site configuration.

#### **10) Maintenance window – Jon Shaw**

Jon explained that to maintain the sites there needs to be regular updates completed. This work will routinely be between 1:00am to 7:00 am. Any planned maintenance which will affect the downtime, will be circulated accordingly to ‘system security contacts’.

**ACTION** – Can all IPs please let Kate have the details for their ‘System Security Contacts’ please.

### **11) Update on annual conference – Kate Algate**

Kate hoped that everyone had received their invite for the next dev board meeting and conference, but if they hadn't for them to let her know.

She went on to explain that the [National Community Engagement Conference](#) will be hosted by VISAV and Humberside Police and that the agenda is still being finalised. However, so far delegates will be hearing from Humberside and West Mercia. Kate invited other IPs to contact her if they would like to be a presenter at the conference.

Kate said that she had broken the two days of the 6<sup>th</sup> and 7<sup>th</sup> November into three events so that you can attend all of it or just part of it.

There will be three panel Q&A sessions with the speakers and hopefully hosted by an ex Crimewatch presenter which should provide interesting debate.

Kate went on to say that if you would like to come, please do register ASAP as we will be releasing spaces for external partners and colleagues from the beginning of October. There are limited rooms at the hotel we are holding the evening function at for the discounted group rate of £99, but there will be other local hotels to book too (with information included in the conference registration packs).

Due to the size and logistics of the room, we don't plan to be streaming it live, but we will be filming it for promotional purposes and notes will be circulated afterwards.

**ACTION – For forces to contact Kate if they would like to share their progress and challenges at the conference as a speaker.**

### **12) Proposed agenda and format for the next meeting – Chris Davis**

Chris confirmed that the next meeting will be face to face in Hull on the afternoon of the 6<sup>th</sup> November. Lunch will be provided at 12:00 noon with the meeting commencing at 13:00. The afternoon will focus on an interactive workshop regarding local priorities and challenges.

### **13) Any other business**

Jo updated the meeting that our IT Security Director Qamar, has increased the email output and can now better balance the load across the multiple servers. This has doubled the capacity which means that the larger email bundles will be released quicker.

Mark Lovell asked if there is a way that partners to help with increasing registration without them having an admin account. Mark asked if there is an interface which they can use rather than being police admins?



Mike responded by suggesting that they could join NHW and be an MSA, or they could be an IP and they could get their own login for a nominal licence fee. GDPR they will need to have their own log in and be clear who has their data and who can see it.

**AGREED** – It was agreed that VISAV could develop a new Admin permission which partners can use to add people but they wouldn't be able to see any of the data.

Julie Heath asked that they were struggling at events which had no signal. Did version 4 have kiosks to help with sign ups? The answer was no, but we are working on the V4 offline rapport app which can be used a simple survey and registration and it can be uploaded once back to base.

Julie asked how much the survey tool for Dorset as she really wants to have it on board but struggling to get it in the organisation?

**ACTION** – Chris to send proposal to Julie for the survey tool.

**ACTION** – For Julie to identify key contacts to co-ordinate a meeting between VISAV and Dorset Police.

**ACTION** – For VISAV to develop an offline Rapport App ASAP.

Jon stated that he will be implementing the new improved google analytics, so we can see how people are using the system and dropping on. Its only for the admin side and not public side and it is hosted in the UK now.

Cheryl thanked VISA for the new registration tools. She also flagged that MSAs had noticed that there are some incorrect details being inputted and then they can't get in contact with them if the email address is incorrect. The MSAs are working hard to ensure that there are no comms issues, but she requested that IPs could monitor and maintain the quality of the data input within their forces as it causes issues across the board.

Hannah Sones asked if there was a way to suspend accounts admins accounts across the board for incidents such as when the queen died, and it was a corporate decision not to send any messages out.

**ACTION** – For VISAV to look at how this could be done.

Meeting ended