

Development Board Minutes DRAFT V1

10:00 – 12:00 on 2nd May 2024

Held virtually on Teams.

The recording from the meeting can be viewed [here](#) (click to view on help centre)

1) Attendees

VISAV

- Chris Davis, Managing Director
- Mike Douglas, Product Director
- Jon Shaw, IT Director
- Kate Algate, Director
- Joe Chadbourne, Infrastructure and System Support Supervisor
- Aiste Smakoviene, Apprentice UX Designer

Information Providers (IPs) (captured from the names available on the call – please let Kate know if you have been missed off)

- Sandra Bauer – Neighbourhood Watch Network
- Michele Lindsay – Neighbourhood Watch Scotland
- Keith Jack – Neighbourhood Watch Scotland
- Alan Earle – Northampton Police
- Anthony Wilkes – West Mercia Police
- Kathryn Tailford – Northumbria Police
- Julie Armstrong – Warwickshire Police
- Sian Battle-Welsh – Warwickshire Police
- Linzi Berryman – Devon and Cornwall Police
- Mia Jones – Humberside Police
- Nicholas Markwick – Lancashire Police
- Sophie Johns – West Mercia Police
- Seppo Murphy – Lancashire Police
- Dean Thurman – Nottingham Police
- Paul Denison – West Yorkshire Police
- Derek Pratt - SCST
- Angela Ferrucci – Thames Valley Police
- Joe Spears-Smith – Lancashire Police
- Michelle Swift - West Yorkshire Police
- Thomas Mepstead – Kent Police
- Gareth Vickers – Lancashire Police
- Paul Wainwright – Humberside OPCC
- Peter Caldwell – Cheshire Police
- Robyn Welsh – South Wales Police

- Carole Woodall – Derbyshire Constabulary
- Marc Sharman - Devon and Cornwall Police
- Roshan Patel – Gloucestershire Police
- Philip Mackie – Wiltshire Police
- Jordon Norris – Gloucestershire Police (from 10:58)
- Alexander Gloster – Thames Valley (from 11:03)
- Luke Abard – Cambridgeshire Police (from 11:09)
- Graeme Barbour – Hampshire Police (from 11:09)

2) Apologies

- Jim Goldsmith - Beds Police
- Andrew Baines - VISAV Associate
- Mark Lovell – Humberside Police
- Julie Heath – Dorset Police
- Mike Phillips – West Mercia Police
- Ben Crook – Kent Police
- John Hayward-Cripps – Neighbourhood Watch Network
- Cheryl Spruce - Neighbourhood Watch Network
- Christine James - Gwent
- Nick Houghton - Web Developer and System Support

3) Welcome and introductions – Chris Davis, Managing Director

Chris welcomed everyone to the meeting. Chris made reference to the recent ‘data breach’ and if anyone had any questions regarding the incident, to which none were asked.

4) Minutes from the previous meeting – 8th February 2024

A copy of the minutes can be found [here](#)

The minutes were agreed to be a true and accurate record.

Date	Action	Update
08/02/24	<u>ACTION</u> – For all Information Providers who have yet to set up internal support contacts, please consider implementing this, as it provides efficiencies and enhanced use and outcomes across the organisation (more information can be found here).	There are still a lot of IPs which have not set this up. Please contact us if you need help with this, as it does help with admins if they have a problem to know who they should contact

		within their org, as we sometimes can't help.
08/02/24	<u>ACTION</u> – We have a large array of virtual online training options, which can be found here . Please link to the training centre on organisations intranets as its free and kept-up to date. Any bespoke online training is available for free on request via Support.	For all to action
08/02/24	<u>ACTION</u> – For the forces who have not already done so to set up their escalation process and contacts (free to do).	<p>The below forces do not have the escalation tool in place:</p> <p>Bedfordshire GMP Hampshire Durham Police Scotland Norfolk Nottinghamshire Staffordshire Sussex South Yorkshire Gloucestershire Warwickshire</p>
08/02/24	<u>ACTION</u> – For Chris to include a view of the escalated messages to be added to the dev bucket, so that the sender still sees it and can be seen by the escalation team.	In progress
08/02/24	<u>ACTION</u> – For all forces to check their message console to check that the new process is working to ensure timely and relevant responses to message replies.	For all to action
08/02/24	<u>ACTION</u> – For VISAV to implement a 'flash notification' dashboard to highlight new features or changes.	Completed
08/02/24	<u>ACTION</u> – For VISAV to agree a set of pre-agreed central groups and survey questions.	In progress

08/02/24	<u>ACTION</u> – For VISAV to remove the ‘remove’ button and add a notes page on the targeted engagement tool.	Completed
08/02/24	<u>ACTION</u> – For people to give their feedback to Kate directly on the National Survey results report, so they can shape how we present it going forward.	No responses received

5) Update from the Terms of Reference workshop held on the 23/04/2024 – Kate Algate

The presentation and notes from the workshop can be found [here](#) (click to view on the Help Centre).

Kate highlighted the key points of the meeting which took place last week regarding this group’s terms of reference.

She stated that the Dev Board had evolved over the years and has been pivotal to the success of Neighbourhood Alert, so thank you to all the current and past members of it.

The last time the TOR was reviewed was in 2017, and Kate said that the remit of the workshop was to look at the membership, governance and accountability of this group.

As per the Dev Board which took place in November 2022 in Hull, Kate refreshed the group about what the current TOR refers to:

- Membership of the board is open to those who have a lead role in determining the strategic commissioning of their respective organisation’s use of Alert, the senior person responsible for the day-to-day management of their respective organisation’s Alert system, and other persons by invite, as determined by the standing board members.
- The chair, vice chair and secretary of the board shall be elected by the members, for a term agreed by them.
- A list of members is to be kept by the secretariat and on request, made available to other board members.

The workshop was attended by representatives from 10 different Information Providers including long standing clients and new ones.

The feedback from the group was summarised in the following points:

- Would like more sharing of good practice and templates from across other Information Providers.

- Knowing what's in the pipeline.
- Maybe splitting the agenda between strategic direction and operational updates?
- Having a library of templates, case studies and key contacts which is limited to current information providers/clients.
- For SPOCS to provide a force update to ensure its relevant and kept up to date for others to use, as well as for their own colleagues to draw information from.
- Being clear 'where to look' for information.
- An online forum.
- Not sure if senior leaders would engage or have the time. The SPOCs escalate relevant matters upwards in any case.
- Closer links between the support tickets from their organisation and keeping the SPOC up-to-date so they know what issues there may be in the org.
- Maybe having different leads for different modules?
- Need an up-to-date of SPOCs for account management purposes.
- Keep the dev board 'informal' rather than an accountable body i.e. for VISAV still to manage and chair, and not to have to vote for chairs etc.
- Once a year face to face dev board valued, as a way of networking (potentially incorporate in with the conference).
- To meet centrally to ensure everyone has a chance to attend.
- Have regular account management meetings, and for SPOCS to organise face-to-face meetings when needed with senior leaders.

Key actions were taken from the meeting:

- **Identify the best approach to an online forum and practice bank/knowledge hub.**
- **For there to be a clearer approach to the Development Plan 'Road Map' and a way people can see that online and potentially 'vote' for what items are a priority.**
- **To update the list of SPOCs for each Information Provider.**
- **For VISAV to further enhance a more consistent account management approach including face to face meetings with senior leaders when required/requested by SPOCs to help embed the platform.**
- **For face-to-face meetings/conferences to be centrally held, to be more accessible to all the IPs.**
- **For VISAV to build in a process so that SPOCs have more oversight to issues which are coming in via the Support Team.**

6) Update and Q&A regarding the anomaly incident/press coverage – Chris Davis

Chris stated that based on our initial investigation and the subsequent analysis by the Cyber Security Associate Consultant at Control Risks, and Hertfordshire Constabulary's digital forensics team, the timelines, patterns of access and subsequent revelations of journalists, lead us to be increasingly confident that the

exploit was not data mining motivated but was an attempt to highlight to the press a technical issue in the NW scheme management tools. We fully acknowledge the existence of the system anomaly and are now confident that the maximum amount of member data potentially accessed is limited to 35,043 NW opted-in members within the eight identified bogus schemes.

To clarify, this is the first breach that we have experienced in 18 years, and no police Alert systems (main admin or Rapport) or police databases in any force were affected. The anomaly was within the NW scheme management tools in the member front end admin system and was eradicated as soon as we became aware of its existence.

7) Discussions/feedback on registrations/surveys and Rapport App launch – Mike Douglas

Mike stated that the Rapport App is the priority as we are aware that an offline app to help deliver offline survey where the mobile signal is inconsistent or non-existent is crucial.

He confirmed that it will be available for all the surveys, not just the main force surveys and the information would then be uploaded once the officer returned to an area with either signal or Wi-Fi and they signed back in. The officer would be asked if they wanted to upload the information and any details which were incorrect such as address would flag for manual intervention.

Jon provided demo on the Rapport App which can be viewed on the recorded video at 29:00.

Jon explained that it is currently being tested internally first and then by South Wales Police to ensure live testing can be done in a controlled manner, and any bugs isolated and fixed before further rollout. Carol from Derbyshire Police offered help for testing the app if needed.

Jon said that it would be easy once tested to roll it out within forces as it would be centrally managed by the force IT department, linking to the PlayStore with an MDM which then would be pushed to each force owned device. The app will not be publicly available, hence the centrally managed approach. It will speed up the rollout process if IT teams could get the PlayStore uploaded as once ready, it can then just be pushed out.

ACTION – Jon to provide a technical document to share with IPs to implement the rollout.

It was asked when the public facing app would be developed. Jon stated that it was a more challenging process as the way the messages are created is freeform, and that needs changing and once done, we can create an app. This is currently being undertaken and is work in progress.

It was also asked if the actions on the app will contribute towards the star points, and Jon confirmed they would.

Robyn from South Wales asked if the app could let the admins add the member of the public to groups as currently it can't do it on Rapport and that's why they are using paper surveys. Jon responded with he will look at adding this to the app.

8) Update on national conference 2024 – Kate Algate

Kate first apologised for the delay in 'save the date' for the conference but explained that she was in a bit of an impasse due to not being able to source a suitable venue. She thanked colleagues who had agreed in principle to potentially co-host the conference and had accommodated either site visits or made enquiries within their force or local venues. They included colleagues from West Mercia, Derbyshire, Leicestershire and Lancashire. Unfortunately, none of the forces had sizeable venues, or if they did, could not book with enough notice to organise and accommodate the conference.

Kate said that she still was aiming for November, across two days. She said that VISAV may have to look at holding it within a hotel which will increase costs. However, Kate reiterated that VISAV was still 100% committed to hold a face-to-face annual event, including an evening networking function, with plenty of opportunities to network and hear from both national influencers as well as good practice from other Information Providers. Last year, all the costs except bedroom and travel costs were covered by VISAV and we want to maintain good value for money.

She stated that they were not looking to make a profit, but to cover part of the cost of delivering it, to remain competitive in our licensing fees. It would also ensure allocation of resources fairly to those who can attend, and not 'cost' the forces who cannot send anyone.

Kate asked if she could secure an 'all inclusive' package which would incur a nominal fee for attending the conference, would this put people off attending? Feedback was it would depend on the cost and with all these things, it would have to be signed off, by the powers that be. However, if it was a nominal amount, the feedback from Gloucestershire, Lancashire, Devon and Cornwall and Northants suggested that it shouldn't prove to be too much of a problem. However, may be a consideration in West Yorkshire and Wiltshire, but 'worth it'.

A request was for it to be held centrally as Humberside was considerably a trek to attend last year which was unachievable with the number of days it would have needed to attend out of the working week.

Roshan flagged that it was APCComms conference between 26-28th November and suggested to avoid those dates. Kate said that we normally sponsor that event, and we will be attending it in any case so will be avoiding the clash.



Suggestions for venues included Six Ways Rugby Club, the hotel in Lincs which APComm used, College of Policing and Scottish Police College.

Marc offered to host the conference at Devon and Cornwall as they had a good-sized venue and hotels within walking distance.

ACTION – For Kate to investigate more options and to circulate ‘save the date’ ASAP.

9) Any other business

AD login – Mike flagged this and said please do look at implementing this as we’ve had really good feedback. Peter Caldwell said he thought it brilliant. Rashan Patel will contact Chris to implement it.

Paul asked if you must go through the same process to log in as before?

Jon responded with no. He said that it will say that you don’t have an account and then request a temporary password, which will link to the AD which will recognise them and won’t need to have a temp password again.

KPI report – Mike asked if they are they clear? Mike to circulate some thoughts on this in due course.

CCTV providers – Mike asked how many forces use Demos as he was thinking about making contact with them.

Peter Caldwell and Phillip Mackie use it, and Joey Lancs uses Nice2Share.

Suspending accounts – Robyn said she runs an admin support report i.e. if they had been suspended etc. She asked what do other forces do regarding suspending peoples account? Jon responded to say the AD links with this as they need an active force account to access the account.

Update on Dev Requests – Alan and Paul asked when we can we have an update on dev requests and if they have gone into the pool and what will happen with it? Chris responded that we have recently introduced a new process with the dev process which now Joe is managing all of those requests, and we have diarised meetings to go through this process.

There was a demo of the process – 1:11

Joe will follow up and share the outcomes as the process is completed.

It was reiterated that all dev requests should go via the support email address support@neighbourhoodalert.co.uk as it creates a ticket which we can then track and manage. If requests go directly to individuals, there is a higher risk that they will get missed or delayed.

Jon said that we will post the big updates on the launch window, with Joe developing a page in the help centre for smaller updates, which we can refer to in



updates etc, as otherwise it may create too much noise in inboxes, keeping everyone up-to-date.

Control room interface - Michele asked if there was an update regarding this which Mike said its still on the cards. Mike and Aiste are mocking up a scope but have been pushed back for several reasons. Alan (Northants) offered to pilot the control room platform as they have just trained the controllers on Alert.

Hertfordshire joined the platform - Chris gave an update on Herts join since the last meeting and others who have launched different modules including:

Norfolk – new IP on the system.

Hampshire – survey and targeted engagement modules (live).

Devon & Cornwall - survey and targeted engagement modules (pending implementation).

Bedfordshire - survey and targeted engagement modules (implementation in progress).

Gloucestershire - survey and targeted engagement modules (implementation in progress).

Nottinghamshire – StreetWatch module (pending implementation).

College of Policing - Mike said that we were in discussions with the COP about potentially undertaking independent evaluation if they can secure funding to it. Kate had provided a presentation for them to discuss it and was awaiting to hear about next steps.

Police Scotland - Keith Jack, new to Neighbourhood Watch Scotland was in the process of speaking to Police Scotland about how they can enhance how they work closer together utilising the platform.

Career Pathways – Marc asked if Alert linking into it, which Kate responded that ACC Shooter had mentioned it as NPCC lead for Neighbourhood Policing. Marc said D&C are one of the pathfinders and happy to help as needed.

Survey tool – Philip from Wilts said he is looking to retire which maybe in September and said that as VISAV we need to be more on top of our admin as Wilts were out of time and it causes issues with renewals. Philip also said that there are currently too many groups, and asked if we could try and work out how we can reduce that down?

Jon responded with that groups are all configurable for each site. Can locally manage and hide them if needed. Mike added that when we implement AI into message sending, the group issues/complexity will be resolved.

Angela from TVP, Angela wants to take this forward and will speak to Robyn, South Wales and Graeme, Hants about their experience and then get in touch with VISA for a demo.

Single Online Home - Robyn had previous discussed how we could feed the Alert info into SOH, but SOH are saying that there isn't in demand and nobody else has



asked for it. Could we request that you could consider going back to SOH and ask for them to pull through our feeds.

National Survey – Mike mentioned that the national survey will go out in September to give us more time to collate and analysis the data prior to the national conference in November.

10) **Date of next meeting – 18th July 2024 between 10:00 -12:00 on Teams**

Meeting ended at 12:00

DRAFT