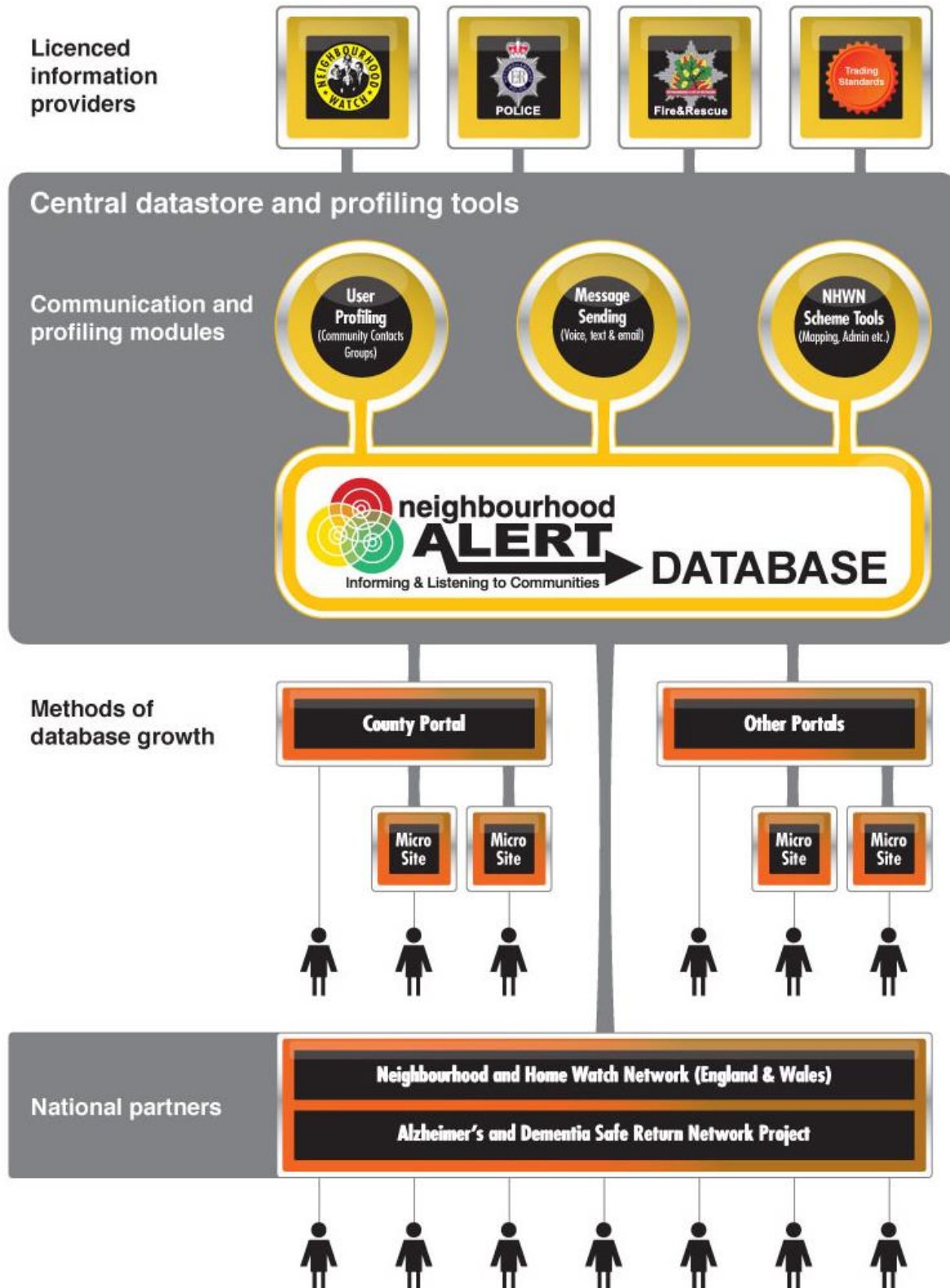


Schedule 2 Version 2: Alert system description & F.A.Q.s:

The Neighbourhood Alert Network



Document Contents

	Page
Schedule 2 Version 2: Alert system description & F.A.Q.s:	1
Document Contents	1
Background information	5
What is this document and who should have it?	5
About VISAV	5
The System: what it is not!	5
System overview	6
1.0: Database growth	6
1.1: Information Providers:	6
1.2: Protecting your own database:.....	6
1.3: Central Profiling tools:	7
1.4: County Portal:.....	7
1.5: Micro-sites	7
1.6: The user is king:	8
1.7: The Network so far:	8
1.8: Additional system features:	8
1.8.1: Integration with the NHCN Neighbourhood Watch Scheme structure:	8
1.8.2: Users do not need email or I.T. to join:.....	8
1.8.3: Free Business Watch portal	9
1.8.4: Crime Stats	9
1.8.5: Information reporting	9
Delivery, implementation and infrastructure	10
2.0: What is the basic implementation process?.....	10
2.0.1: Items requiring investigation, discussion and decisions.....	10
2.0.2: Timescale outline plan	11
2.1: Can you clean and migrate the current data onto the new system?.....	11
2.2: What Force I.T. involvement is needed?.....	12
2.3: Describe your product support arrangements.....	13
2.4: What about system upgrades and Global elements?	14
2.4.1: Neighbourhood alert Development Board:	14
2.4.2: Can Notts Police exert extra influence over any decisions?	14
2.4.3: Will the Board hinder what we may/want to develop for our own system?	14
2.5: What training is supplied and what other support is available?	15
2.6: Describe the system warranty.....	15
2.7: Describe any exit strategy and data ownership implications.	16
2.7.1: Data ownership:.....	16
2.7.2: Exit strategy:	16
2.8: Provide details of your backup strategy	16
2.9: Provide details of your disaster recovery arrangements	17
Database security and imports	18
3.0: What level of data security management is in place?.....	18
3.0.1: Employee policies:	18
3.0.2: Server environment:.....	18
3.0.4: Backup data security:.....	18
3.0.5: Alert system security:.....	18
3.0.6: Server anti-virus real-time protection:.....	18
3.1: Does the system comply with MoPI and Data Protection Act?	19
3.2: What anti-virus and anti spam measures are in place (in and out)?.....	19
3.3: If data is missing (after import) can the system report on this?	20
3.4: Please provide details of minimum system requirements.....	20
3.5: With the success of the system, how will you handle the growth?	20
3.6: How many users can the system support concurrently?	21
3.7: Can we import from sources such as incumbent systems and Blackberry Interactions?	21
Management and analysis functions	22

4.0	Can we analyse the database across combinations of variables?	22
4.1	What management information is available through the system?	22
4.1.1:	Your members:	22
4.1.2:	Beat Areas:	23
4.1.3:	Community Contacts:	24
4.1.4:	UK NHW:	25
4.1.5:	Businesses	25
4.1.6:	Any Defined area:	25
4.2:	What types of user Maps can we produce?	26
4.2.1:	Can we produce maps for any data set?	26
4.3:	Can the data be output for analysis outside of the system?	27
4.4:	How is demographic data handled?	27
4.5:	Can we add further attributes without VISAV involvement?	27
4.5.1:	Can we identify how/where users heard about the system?	27
4.5.2:	Are there fields to advise interest in taking part in Research?	27
4.5.3:	Can we create online surveys and output the results?	27
4.6:	Can we capture multiple locations per user record?	28
4.7:	Can the system provide lists of values (LOVs)?	28
4.8:	Are all fields required for analysis distinct entities (i.e. not White Male)?	28
4.9:	Is each record uniquely identifiable within the system?	28
What reports are available?		29
5.0:	Audit trail:	29
5.1:	Message sending costs:	29
5.2:	Message sent by month:	29
5.3:	Users registered by month:	29
5.4:	Total users registered:	29
5.5:	Communications log:	29
5.6:	Message feedback:	30
5.7:	Delivery reports:	30
5.8:	Allocation of calls used	30
5.9:	Monthly management reports	30
Use of the system:		31
6.0	How do you validate user's addresses?	31
6.0.1:	Printed activation code letter:	31
6.1	Describe your ability to capture contact preferences?	32
6.2:	Is the system able to send messages via Email, SMS Text or Letter	34
6.2.1:	The user is in control:	34
6.2.2:	Standard letters	35
6.2.3:	Voice calls	35
6.2.4:	Text distribution	35
6.3:	Describe your ability to produce Pdf messages and print handouts	35
6.4:	How are varying levels of admin access managed?	36
6.5:	Describe your systems ability to de-duplicate	37
a)	contacts	37
b)	messages"	37
6.6:	Describe how the system manages email and SMS delivery failures	37
6.7:	Describe your ability to deliver cross-border notifications	38
6.8:	Is feedback available as a 2-way dialogue (including texting back in)?	38
6.9	Is there a 'chat room' facility?	38
Messages and retaining brand identity		39
7.0:	Does the system link to the Force website, facebook, twitter etc?	39
7.1:	Are emails designed to have a Force branded, quality feel?	39
7.1.1:	Can we insert message templates into the system?	40
7.1.2:	Can we upload images and files to attach into messages?	40
7.1.3:	Can we personalise messages with mail merge fields?	40
7.1.4:	Can we produce Newsletter Style Messages?	40
7.1.5:	Can the message template style be HTML format & plain text?	40
7.1.6:	Can we change fonts and colours in emails?	40

7.2	How would we send to everyone in a geographical area?.....	41
7.2.1:	Case study 1: Variable “geographical”	41
7.3:	Mapping Facility - plot contacts and send messages from a map.	43
7.4:	Other message sending features	44
7.4.1:	Does the system provide the capability to overlay Mosaic profiles?	44
7.4.2:	Describe your ability to schedule messages to be sent at a pre-defined time.....	44
7.4.3:	Can we send recurring messages e.g. quarterly crime message?	44
7.4.4:	Describe your ability to store selection criteria for reuse.....	44
7.5:	Can we track the progress of messages?.....	44
7.6:	Does each message have a unique reference number?	44
7.7:	Is there a history of messaging for each contact?	44
7.8:	Are there cost and volume summaries for each communication?	44
The End-User experience		45
8.0:	What is the process for a new user to register themselves?	45
8.1	Describe an applicant’s ability to amend their own profile	48
8.2:	Can users have a ‘no contact’ option from any messaging?	49
8.3:	What is the process for forgotten access user id/password?	50
8.4:	Can users’ access and sign up via the system Police website?	50
8.5:	Can users sign up to the system via SMS or paper.....	51
8.5.1:	Paper sign up:.....	51
8.5.2:	SMS sign up:	51
8.6:	Can users unsubscribe themselves?	51
8.7:	What types on on-screen help and tips does the system offer?	51
8.8:	How is Reporting information via the website managed?	52
	User clicks on the “Report information section in the navigation.....	52
	User completes the date, time, type and their role.	53
	Current options for “Type of incident” are:	53
	Current options for “Role” are.....	53
	Identify the location	53
	User adds a free text description.....	54
	How are you notified about Information Reports?.....	54
	How do we configure the email recipients?.....	55
1)	Select Administrator Management.....	55
2)	Select the administrator you wish to authorise or add a new administrator.	55
3)	In their configuration options tick “View/respond to information reports”	55
4)	Define areas	55
Summary points.....		56
9.0:	Flexible and affordable	56
9.1:	Accessible to all stakeholders	56
9.2:	Self registration and administration.....	56
9.3:	Not just for Neighbourhood Watch	56
9.4:	Information overload/spam management.....	56
Contact information.....		57
	VISAV Limited	57
	Nominated contact for security vetting forms	57
	References and contacts.....	57

Background information

What is this document and who should have it?

This is a development document which defines how specific functions and routines within Version three of the Neighbourhood Alert system work. This document is suitable for advanced super-users of the system, members of Force IT infrastructure and Corporate Comms. Potential purchasers of the system should also find most questions answered here.

About VISAV

VISAV Limited (VISAV): has been developing I.T. database and communication solutions for twelve years, registered in England No. 04511143, Data Protection registered No. Z8862537.

We have developed many solutions over the years including an Electronic Point of Sale solution for Explore Northamptonshire, a school meal payment system for Compass PLC (www.mealselector.co.uk) and AGE UK's trusted trader directory (www.aubd.co.uk).

We support hundreds of small business websites and train businesses to update their own sites using our software. Over 100 local and national companies use our bespoke ecommerce solution to sell online. We co-developed www.Nottinghambreaks.co.uk with Experience Nottinghamshire and East Midlands Tourism and provide contactless card technology for several schemes in Nottinghamshire such as www.RobinHoodBreaks.com and www.ThingstodoinNottinghamshire.co.uk. We have installed our own touch screen kiosks in the six largest attractions in Nottinghamshire and are working closely with Nottingham University on research projects regarding the impact of the Alert system on fear of crime.

VISAV has developed the Neighbourhood Alert community messaging system (Alert) intensively over the last five years and we are committed to the ongoing development and enhancement of the system and it is rapidly becoming our core business activity.

The System: what it is not!

The Alert system is not stand alone software and is not the correct solution for any organisation that wishes to run its own isolated communication system. If you need a modern, inclusive, proven engagement tool with pooled administrative support, the most advanced two-way communication tools, management systems and growth mechanism, then Alert is the solution.

System overview

The Neighbourhood Alert Network is a central secure system that enables an organisation to take out a county based Portal which provides access to the global tools and database of users within their county.

It is a carefully controlled, permission led, geographically defined network of providers and end users. The true partnership approach to a global system delivers economies of scale and far more advanced facilities and services than any single system could. It also provides a one-stop-shop engagement tool for members of the public to access services, policing and Neighbourhood Watch resources.

1.0: Database growth: The partnership approach incorporates national and county organisations and the unique method of providing multiple Micro-sites for intense local engagement.

Citizens that live anywhere in England and Wales can register on the Alert network via over fifty Micro-sites, two national partner sites and four county police portals. This approach is proving to generate astonishing growth of users.

1.1: Information Providers: A small number of key organisations are represented on the system as “Information Providers”. These are “The Police”, “Neighbourhood Watch”, “Trading Standards” and “The Fire Service”

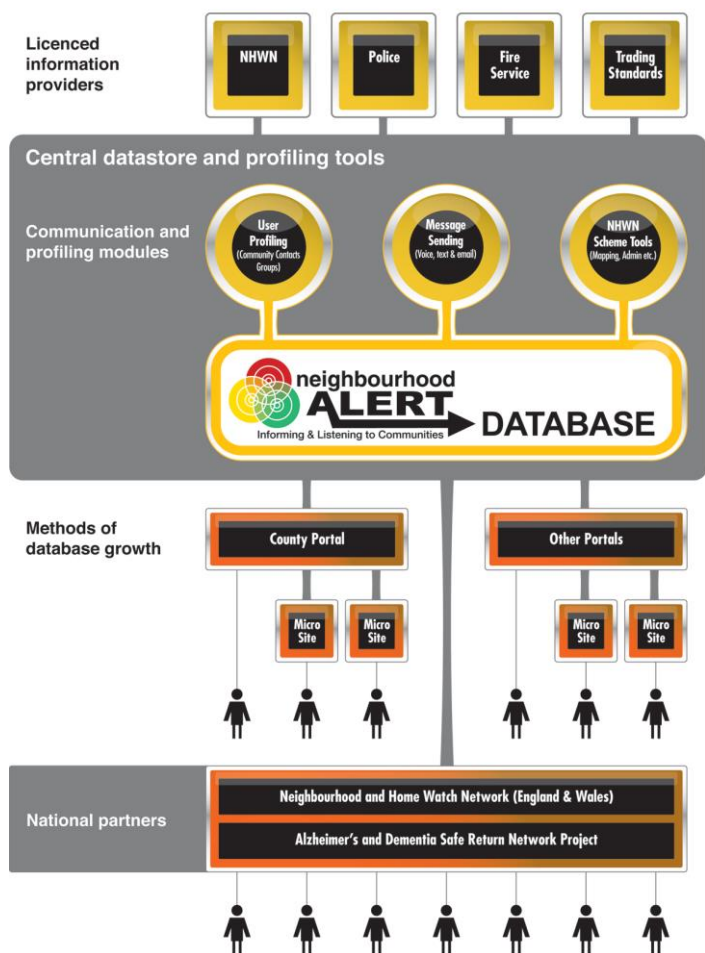
Information providers are defined within the website terms as the local, licenced organisations representing each organisation (i.e. the local Police force or Constabulary). Neighbourhood Watch is defined as National and Home Watch Network and their local representatives.

1.2: Protecting your own database: You “own” and are responsible for your exclusive, partitioned database within the Alert system. The difference is that you have the **option of making other Information Providers available** to your users.

The users in your database will then decide themselves, using their own secure administration tools, whether they want to engage with these Information Providers or not.

If you import a database into the system you will be the only user that can see these users until such time as they decide to share their data with other Information Providers (and join their database).

The Neighbourhood Alert Network



In the same manner, thousands of users have joined the network via the NHWN national website (www.ourwatch.org.uk) and these users, (that live within your county) will be additions to your database.

The **economies of scale, collective promotion, development and administrative support** of all partners benefits everyone and at the same time you promote and use your own corporate image and retain ownership of your own database.

1.3: Central Profiling tools: Built into the global database are three highly advanced sets of user and group management tools. They provide highly advanced profiling, communication and Neighbourhood Watch scheme management facilities.

1.4: County Portal: In purchasing a county system, a website portal is provided which, via the secure administration areas, provides access to the database management tools and resources.

The public facing website part of the Portal provides web visitors with an instant snapshot of all the activity going on within your system.

New users enter their postcode on the portal which then displays the beat area they are in and shows them all the Micro-site options available for them to join in that area including local and National sites. The Alert portal is provided by the system and acts as an additional search engine for directing visitors to your system. The colour scheme and images are customisable but the key elements are fixed.



Example Portal sites include:

www.nottsalert.co.uk

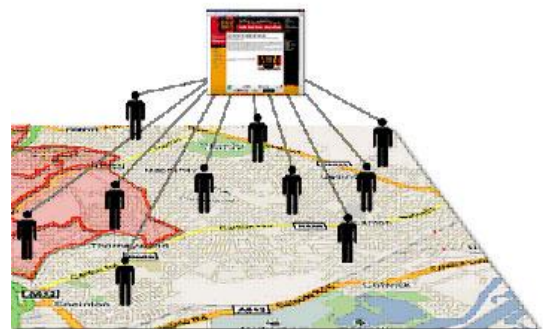
www.lincsalert.co.uk

www.northamptonshirecommunityconnect.co.uk

www.cumbriacommunityconnect.co.uk

1.5: Micro-sites

Micro-sites are websites that are established as flexible, white-label versions of the Alert Portal. These sites can be customised to a high degree to either stand alone as a website or to represent a secure member access area to an existing website. Four free sites are provided with a Portal package and further ones can be added at a small cost.



Often local community or Neighbourhood Watch groups make effective use of a site in getting people to register on it and join the database. Examples of Micro-sites can be found at <https://www.neighbourhoodalert.co.uk>

1.6: The user is king: A key principle with the entire system is that the registered users have absolute control over who can see them and the types of information they wish to receive. Users can access secure account management pages on the internet, can keep their account details up to date and configure a growing array of settings. When joining (and at any time thereafter), a user can choose whether or not to share their details and allow communication with Information Providers.

1.7: The Network so far: Developed, tested and honed in Nottinghamshire, the system has now been purchased by 15 Police forces who considered several available systems before identifying Neighbourhood Alert as the most suitable. Nottinghamshire Police have entered into a five year development partnership with VISAV and are committed to its ongoing success. The Intellectual Property of the Neighbourhood alert system is entirely owned by VISAV Limited.

View a Neighbourhood Alert training message from Nottinghamshire Police's ACC here:
http://www.neighbourhoodalert.co.uk/admin/manual/show_video.asp

1.8: Additional system features:

1.8.1: Integration with the NHWN Neighbourhood Watch Scheme structure:

The system has been adopted by the Neighbourhood and Home Watch Network (England & Wales) (NHWN). Neighbourhood Alert is now the exclusive database management system for the NHWN and is incorporated into the new NHWN website. More information can be viewed here:
http://www.ourwatch.org.uk/our_work/our_partners

The core structure for Neighbourhood Watch in England & Wales is administered by the Neighbourhood and Home Watch Network (England & Wales) who are acknowledged by the Home office and ACPO as the official Neighbourhood Watch organisation in England & Wales.

The system integrates seamlessly with the NHWN structure and under agreement with NHWN, your Alert portal will give you access to registered schemes on the NHWN national website. You are also able to request joint administrative access to the NHWN Neighbourhood Watch data within your county and access to the NHWN scheme management tools and support.

This can be a seamless collaboration of organisations within a secure and carefully managed environment. If integrated, your registered scheme coordinators will then have access via your Portal to the superb NHWN resource centre on the national website.

1.8.2: Users do not need email or I.T. to join:

It is important to note that, although the Neighbourhood Alert system utilises some of the most technologically advanced IT systems available, **users do not need to have a computer to join or use Neighbourhood Alert**. As long as you provide administrative support, users can join by filling in registration cards (artwork provided FOC), or by telephone. Messages can be sent and replied to by telephone or text message. A small but important percentage of users on the system have no email or internet access and communicate perfectly well via older established methods.

1.8.3: Free Business Watch portal

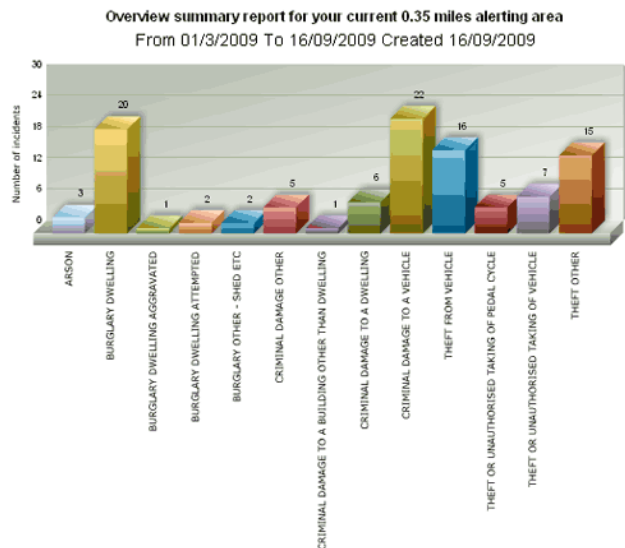
The Government Office for the East Midlands (GoEM) has funded the development of a business focussed version of a Micro-site which provides business user focused enhancements and totally integrates with the Alert administration. A successful, local version of the East Midlands system is operated by Nottinghamshire Police (www.nottsbusinesswatch.co.uk).

This county based version of the Portal provides a way for businesses to register their company details. All business and residential user data is available to the authorised administrators for reporting, mapping and planning purposes in one easy to use central location. Messages can be sent out to particular business types or even users in specific roles (Fire Officer, Health & Safety Manager etc)

1.8.4: Crime Stats

If you require and can provide VISA V with a weekly/monthly spreadsheet of desensitized crime data including Easting/Northing or Long/Lat coordinates, we can enable the Crime reports facility.

This very effective tool enables registered users to review and filter crime graphs and charts for their own scheme area. Alternatively we can provide simpler basic information via the police.uk api.



1.8.5: Information reporting

The system allows registered users to report information securely within the member admin areas. When an information report has been made, various administrators are notified that a report is on the system and requires a response. The process of selecting which administrators should be notified is based upon preferences within each administrator's settings, the beat area that the information pertains to and the user's request.

This is NOT a crime reporting system and we use various methods to make sure that users are fully aware that this is not a system for reporting crime or requesting police presence. This is however a very effective communication tool for beat managers and Neighbourhood Watch administrators to track and respond to information reports from users.

The facility simply enhances any form of reporting system and provides a secure auditable method of monitoring information that might otherwise slip through the system if reported by users by conventional means. It is a required element of the Neighbourhood Alert system and can be configured to work in a wide variety of ways.

Delivery, implementation and infrastructure.

2.0: What is the basic implementation process?

The implementation of a Neighbourhood Alert Portal can be managed within **six weeks** if information is at hand and decisions regarding items such as branding and artwork can be made promptly. Below is a brief outline of some of the things to consider and an overview milestone plan. This schedule can be reduced to four weeks if necessary, but we try to give you time to collate and discuss the various elements.

It is recommended that a small implementation team ("Team") be established at the earliest opportunity. This group should have decision making members from the key areas involved including Corporate Comms, Business Crime, Analysis and IT. A VISAV account manager would also join and closely liaise with this team. Weekly teleconferences/net-meetings should ensure that everything is kept on track. Force user requirements (where known) are outlined below.

2.0.1: Items requiring investigation, discussion and decisions

User sign-up terms and Alert Licence (Data controller sign-off)

- Administrator Rules and Conventions and access agreement for system use (Data controller agreement)
- Training schedules (Train-the-trainer method ideally adopted)
- Website content provision (Corporate Comms)
- KML provision, format and structure of policing areas (I.T.)
- Activation code welcome letters (use of posted letters to validate postal addresses)
- Crime stats provision on the system (fed via police.uk api or business objects model upload)
- Information reporting procedures (process for notifying administrators if information is reported)
- Remote access agreement and testing (Go-to-meeting or Adobe connect)
- Brand & Artwork including main portal, sign up screens, member logged in areas and hand-out artwork (Corporate Comms)
- Promotional activity, Portal name, Domain name (Corporate Comms)
- Data import and reconciliation (Existing system admin / Business Analyst)
- Points of contact (Agree who does what)
- Bespoke system work required (Team discussion)
- Consider involved Information Providers (City/County Council, T/Standards, Fire Service etc)

2.0.2: Timescale outline plan

Week one

Implementation team establishment and first meeting
Agree task-list and milestone plan
Agree system domain name and brand, i.e. NottinghamshireAlert.co.uk.
Team Provide CSV of incumbent system (Ringmaster/relay etc) user data
Team Provide KML files of all borders and beats

Week two

VISAV establish development site and provide Implementation Team with access
Agree which Information Providers are involved (if any)
Agree end user sign-up terms and Alert licence

Week three

Test administration area and system understanding
Deadline for artwork signoff
Sign-off website content, welcome pages, Privacy policy, links etc.

Week four

Add branding to entire site including email templates
Create Micro-sites, set up administration access.
Finalise website content on development site

Week five

Add test users, send messages in all formats, produce snag list

Week six

Resolve issues, clear snag list,
Re-test system

Go live

2.1: Can you clean and migrate the current data onto the new system?

This is an area we are completely at ease with; we are experts in database manipulation and have performed imports of a wide range of data into the Alert system over the past five years.

Transferring to a new system is an ideal opportunity to “clean” your data so after an initial import you will have a choice of ratification techniques to ensure that the data is as accurate as possible and that the imported users are aware that they are now on a new system. We guide you through this process closely to ensure that all parties are happy and informed.

We require a basic Comma Separated Values (CSV) file or spreadsheet containing as much information on each row about each user as possible. This should include what groups they are affiliated with and if possible latitude/longitude values. If Lat/Long or Easting/Northing values are not available we can run a bespoke location look-up process from their postcode. We will perform a great deal of data cleansing once we have your files including removal of duplicate data whilst retaining any specific information from each duplicate entry.

An export of all imported data is available at any time by authorised users which makes comparison of data very simple.

2.2: *What Force I.T. involvement is needed?*

The Alert system is an externally hosted solution and as such has huge advantages regarding the flexibility and low cost of development. However, it will be important that Force I.T. (IT) is comfortable with the system, its security and backup service.

Some Force IT time will be required for examination of the security protocols and in communication with Nottinghamshire Police lead who is responsible for regular audits of the security infrastructure at the data centre (circa two days).

In addition, any administrator accessing the system will need sufficient web-marshall/ firewall privileges to enable the main external website domains to be accessed and some standard web tools will be required in order to perform some tasks such as browsing maps and (if required via web browser) listening to voice messages. These are common, low risk facilities but as per our other Force IT departments, will require evaluation and clearance via your force IT.

You may also require permissions to enable the very useful "Net meeting" facility either on some users' systems of stand alone machines. We use www.gotomeeting.com or the Adobe Connect products.

2.3: Describe your product support arrangements.

Telephone support: We have provided website user training for over ten years and have specialist support staff to provide support on all aspects of the Alert product. During office hours (8-30am to 5-30pm Mon-Fri), any licensed user of the system will receive telephone training, system advice and guidance, trouble shooting support and end user issue support by calling the office on 0115 9245517 (press option 1). This line is diverted to a rota of support engineers out of hours for emergency support and problem reporting. Out of Hours Support staff, can, if required, provide ad hoc system support for Critical or Major Incidents.

Email support: Emails sent to support@neighbourhoodalert.co.uk are checked at least every hour between 7am to 11pm and instantly during office hours and are responded to within one hour.

Admin area support: Within the logged in administration area of the site, the **web portal** is regularly updated with any news about system problems, threats and issues and a frequently asked questions (**FAQ**) resource is regularly updated with common issues and answers. Each key area of the system includes small icons which link to **short training videos** which are specially presented to run even within the Force infrastructure. As version three of the system is finalised, we are undertaking a full time operation to provide system support training videos on every aspect of the system so clear instruction is available to every administrator 24/7.

Gold support as standard: We are dedicated to the Alert product and it is rapidly becoming our core business. We do not offer tiers of support, as the Alert system is a crucial service for four police counties already and we believe that the more support we can provide your administrators, the more confident they will be with the product.

Clarification note: The "out of hours" telephone support facility is not provided for general system enquiries and training at this time but as part of our disaster contingency planning we provide 24/7 disaster and emergency support without charge. In other words, you should not call the support line at 2am to ask how to send a message or delete a user but if it is during an emergency (flood etc) then you will receive full support without charge.

2.4: What about system upgrades and Global elements?

The Alert system is externally hosted; no software is installed within your systems. Unless prior specific bespoke work has been quoted for, agreed and ordered via separate arrangement no additional charge for development will be made. Server side upgrades to the system will be provided without charge or interruption and without any change to the core functionality of the system. The system is a global network, not a stand alone software package and will not reach an end of service life state during your contracted period.

Upgrades pertaining to system security, resilience and browser compatibility are performed automatically and are notified in advance to your administrative contact. The product is currently at version three and transition to subsequent versions will be without charge.

The Alert system already has an extensive development plan incorporating ideas and suggestions from a wide range of licensees of the system. All of the existing are being developed without charge to existing licensees.

Although a county based Alert Portal has bespoke elements including its domain name, brand and look-and-feel, elements of the core system are “Global” and development/upgrades/new features when made live can instantly be made available to all Portals.

2.4.1: Neighbourhood alert Development Board: It is important that all stakeholders find the global elements of the system acceptable and have the opportunity to influence the development process. To manage the order in which we develop items from the development plan (or wish list), a **Neighbourhood Alert Development Board** has been established and this is be hosted and chaired by Nottinghamshire Police.

The Development Board meet on a quarterly basis, each Alert stakeholder is invited to the meetings and can participate in the decision making process. Stakeholders are licence holders of any Information Provider, Micro-site or Portal. The purpose of the meetings is to agree the development priorities for the system, source funding if required and to provide VISAV with a development schedule.

2.4.2: Can Notts Police exert extra influence over any decisions?

Despite the close working relationship, Nottinghamshire Police have no more voting rights or influence over the system or its development than any other police force or stake holder. The board will operate in a democratic manner and stake holders will establish the working practice. Each licensee of an Alert system is entitled to attend & contribute/vote etc.

2.4.3: Will the Board hinder what we may/want to develop for our own system?

No, we allow for extensive bespoke work and development for every new licensee during the implementation stage, the board will not influence that. The board’s task is to coordinate the wish list and provide a formal, coherent communication channel for the several parties involved: it is not about dictating but providing a forum for decisions regarding global system issues.

Bespoke work can still be developed exclusively for any portal (at a cost) but the development board is designed to share cost, establish best practice and remove borders.

2.5: What training is supplied and what other support is available?

Up to **four full days of on-site administrator training is included** in the set-up fee. Administrator training will cover all elements of Super-user use of the system including adding administrators, downloading the database, producing maps, building web pages, deleting users and using the Community Contacts profiling tool. Up to **four administrators can be trained each day** during two x two hour sessions including a break for lunch. A training facility will be required with a standard, internet enabled PC available for each trainee.

A simple version of the administration system is provided for general admin tasks and the administrator training will incorporate a **train-the-trainer overview** of these simple screens. This is to enable you to provide further access to the system with internal training as you see fit. The simple system enables sending messages, reviewing responses, reviewing information reports and responding, as well as loading news items.

Extensive manuals of both admin areas (super and simple) will be provided and updated when required via online download. In depth **online video tutorials** are being added on a weekly basis to the administration screens, which will eventually explain every function of the system.

Further unlimited administrator **training is available without charge** whenever reasonably required when booked at our training venue in Sherwood, Nottingham. We can accommodate up to six trainees and sessions (which may be shared with trainees from other police forces) must be booked at least four weeks in advance. All travel, sustenance and accommodations will be at the client's expense.

2.6: Describe the system warranty.

Extract from the Neighbourhood Alert Portal owners Licence regarding Warranties:

6.1 The Licensor warrants to the Licensee that:

6.1.1 The Alert system and Micro-sites will provide the facilities and functions set out in the Specification;

6.1.2 Any provided by the Licensor documentation to the Licensee when used in conjunction with the Alert system will provide adequate instruction to enable such of the Licensee's members or employees who are reasonably competent users to make proper use of the Alert system.

6.2 The Licensor warrants that the Support Services will be provided with a standard of care and skill as high as any currently available in the industry and that all staff and personnel will have qualifications and experience appropriate for the tasks which they are allocated.

Clarification note: The Neighbourhood Alert licence was compiled in close liaison with Nottinghamshire Police's legal representative (malcolm.turner@nottinghamshire.pnn.police.uk) and specifies the provision of the service, warranties and disaster contingencies thereof.

2.7: Describe any exit strategy and data ownership implications.

2.7.1: Data ownership: This extract from the Neighbourhood Alert Portal owners Licence gives specific answers regarding data ownership at licence termination and a disaster contingency clause:

12.3 The Licensee shall have the right at any time after the initial term to relinquish the License by giving 90 days notice in writing to the Licensor.

12.4 In the event of termination of this agreement under clauses 12.1, 12.2.1, 12.2.2 or 12.3 above, the Licensor will return all the Licensee's data forthwith or, if requested by the Licensee, erase the data in a manner to be specified by the Licensee and shall certify that the data has been destroyed.

12.5 In the event of termination of this agreement under clause 12.2.3 above (*Liquidation of the company*), and if Experian plc subsequently decline an option to continue to provide the system to the Licensee under the same terms, the Neighbourhood Alert Development Board shall be permitted to acquire full legal and beneficial ownership to the Alert system software on payment of £1.00, (subject always to payment of all sums due on termination being made in accordance with this Agreement which shall include payments having been commenced in the case of payment by instalments.)

Clarification note: The Neighbourhood Alert licence stipulates that at the end of the agreement you are entitled to have all of your data returned and/or destroyed. We have also agreed that should VISAV "cease to trade", Experian plc (as our commercial partners) will be given the option of continuing the service to you under the same licence terms and if they choose not to, then the Alert Development Board (see question 1.5) (which you will be a member of) will be able to purchase the entire Alert system for a nominal fee of £1. These terms were negotiated and agreed with Notts Police legal personnel and give you absolute security that even in the worst case scenario your system will be maintained.

2.7.2: Exit strategy: VISAV Ltd is a long standing, profitable, I.T. business with no affiliation to any other business. The Neighbourhood Alert product is entirely bespoke and has been funded by VISAV during five years of extensive development.

For the last twelve months we have been in close discussions with Experian PLC, a multi national Information solution provider, with regards to the Neighbourhood Alert system. Experian is the only company that VISAV would consider a commercial partnership with as it would enhance the technical infrastructure and will be a perfect synergy between VISAV as the development lead and the vast technical and data security experience of Experian. No exit strategy is agreed as yet and as a licensee any agreement we enter into with Experian would not alter the terms of your agreement with VISAV including issues such as pricing and data use.

*Clarification note: The Neighbourhood Alert system is an **externally hosted communication system which adheres to the DPA**. Under these criteria it does not have to be compliant but your own systems, training and Rules need to ensure that your use of the Alert system is MoPI compliant. We provide all the system support we can to support you in achieving and maintaining these criteria.*

2.8: Provide details of your backup strategy

Data backup processes: All system data is stored on the Alert servers within a mirrored, Striped RAID array. This set up ensures that the data is constantly backed up across six hard drives within the database server and should a hard drive fail, it can be replaced without interruption to service and the data will re-populate the new drive automatically.

This data is then backed up locally every six hours and all vital system data is backed up remotely each night over a secure, encrypted VPN to our own secure Data Centre in Sherwood. The Alert

system itself carries a full audit trail and many processes can be restored using procedures within the system.

2.9: Provide details of your disaster recovery arrangements

Infrastructure and monitoring: The Alert system itself is monitored 24/7 by automated systems which check every element of the system including server load, website response times, message sending load and response, email, voice and text queue times and processor usage.

The Manchester City Centre ServerBank Data Centre provides a 2.4Gb DWDM ringed network which connects two separate POPs via the East and West coast of England. It is manned 24 hours a day by experienced systems engineers, has a fire suppression gas detection system, dual ring main power supplies backed up by UPS supply and three diesel 880Kva generators which can provide at least 36 hours of uninterrupted power with the use of the 17,000 litres of fuel held on-site.

Climate Control is provided by six 122kw fan coil units (three redundant) which cool the Data Centre to a constantly monitored temperature of between 17.9 and 18.4 degree Celsius.

In the event of an issue becoming a potential threat to the system performance, our system support staff are notified by email and text immediately and can remotely perform any operations required or call the on-site 24/7 support staff if physical action is necessary. Since the relocation of the Alert servers to this new environment, the resilience of the system has been beyond any forecasts. So far in 2011 the systems have maintained a perfect 100% performance and up-time.

Local hardware failure: Our various backup routines ensure that we have highly resilient storage of all data. Various contingencies and risks have been considered and planned for, from catastrophic hard drive failures to the entire data centre going offline. We operate a redundant server in the Manchester based data centre which could be configured to replace the primary server and access the core database within one hour.

Parallel system in Nottingham: All connections to the Alert system are routed via a pair of high capacity load balancers managed via a premium 100% uptime service within UKFast in Manchester. This facility routes traffic to our primary servers within the Manchester city centre ServerBank data centre and if this fails to respond instantly directs the traffic to our Nottingham Data Centre. This means that if either the primary Alert server or the database servers fail no interruption will be experienced. If both servers simultaneously fail we route traffic to a third system at UKFast which would give a holding message.

What about the messaging systems? The telecom and text messaging centres are in multiple, resilient locations around the country including Canary Wharf, Birmingham and Manchester and would not be affected by the relocation of the Alert servers or a failure of our Manchester data centre.

Keep you informed: Our internal mail servers would distribute a message to all subscribing Alert administrators to alert you of any failures we are expecting, have planned or that catch us out. We post regular updates to the system monitoring website and telephone key administration contacts with ETA updates.

Database security and imports

3.0: What level of data security management is in place?

3.0.1: Employee policies: VISA V limited has a detailed **information security policy** which is issued and signed by all employees. New employees receive training regarding the protection, importance and methods to avoid wrongful disclosure of user data. We have a **controlled access policy** regarding programmer access to databases whereby specific administrators are only given access if they are authorised. This is monitored and controlled using “Active Directory” and an **audit trail** of access and use exists. We ensure that all documents, data and software are kept under secure conditions **satisfactory to the DPA** of which the Information Commissioner has been supplied.

3.0.2: Server environment: The Neighbourhood Alert system servers are located in Manchester City Centre ServerBank. The Data Centre is in an old Bank of England building where the bullion vault has been converted to offer an exceptionally **high level of security** and resilience. The Data Centre is manned 24 hours a day by experienced, security checked systems engineers and operates a strict control access system. Over 70 cameras monitor the entire area which is housed well below street level. The Data Centre system engineers have no access to the Alert databases, which are encrypted.

3.0.4: Backup data security: System data is backed up remotely each night over a secure, encrypted VPN to our own secure Data Centre in Sherwood, Nottingham within our own (owned) building. This steel encased second storey room has the required alarm, power, fire and heat management facilities and the entire building is keypad access controlled, monitored by CCTV (32 cameras) several of which feed directly to the local Police station. The backup redundant Alert servers are also stored in this secure environment.

3.0.5: Alert system security: We electronically protect data by using a Sonicwall NSA compliant firewall. Our systems and code are PCI security anti-hack audited on a monthly basis by <http://www.hackerguardian.com> (report available on request). Although not required the Alert system adheres to www.securitymetrics.com regulations suitable for credit card data storage. All portal and global administration areas of the system with website access are https encrypted including all user admin areas and registration screens. Every administrator given access is required to sign a user access agreement detailing rules and conventions of use and the users’ DPA responsibilities.



The Alert system itself records a full audit trail which records every action on the system and the IP address of each user. Potential hack attacks and rogue login attempts are monitored closely and multiple attempts are barred.

3.0.6: Server anti-virus real-time protection: The Alert servers are installed with F-Secure anti virus software which constantly monitors for Virus and spyware, provides application control and Host Intrusion Prevention and Detection. This system prevents hackers from entering the network, changing important files, making unauthorised system modifications or saving unwanted files. The additional software firewall makes sure that viruses, hackers and other intruders cannot enter the servers.

Real-time scanning ensures that should VISA V developers connect to the servers with infected machines, we cannot save any infected material on the servers. Administrators can specify and schedule on-demand system wide scans.

3.1: Does the system comply with MoPI and Data Protection Act?

A key working practice and feature of the Neighbourhood Alert system is that the **end user is in control** of what information is stored about them. The Alert system rigorously conforms with the **eight data protection principles** and the Data Protection Act 1998 (DPA) itself.

The information stored on the system is **not crime related** and is **securely stored** to a highly audited level. Our system does **not integrate with or connect to secure police databases** or systems, it is a communication facility and a database of community contacts but **no police data is disclosed** regularly via the system.

Any administrators of the system are regularly reminded of your own **Alert Rules and Conventions** which should outline data sharing protocols and meet the MoPI compliance criteria. A template document is available for you to customise.

*Clarification note: The Neighbourhood Alert system is an **externally hosted communication system which adheres to the DPA**. Under these criteria it does not have to be compliant, but your own systems, training and Rules need to ensure that your use of the Alert system is MoPI compliant. We provide all the system support we can to support you in achieving and maintaining these criteria.*

3.2: What anti-virus and anti spam measures are in place (in and out)?

Dedicated Rockcliffe mail server: All email sent and received via the Neighbourhood Alert system is processed via dedicated Rockcliffe mail server. This specialist service provides protection against **inbound and outbound** email-borne threats. This includes malware, spam, phishing, DoS & DDoS attacks, deliberate or accidental data leaks, outages, and social engineering attacks.

Message reply protection and privacy: All email inbound responses to Alert messages are only accepted via our email response web page system which then checks them for viruses, bad language and malware by on-server anti virus services. All Alerts are sent via alert@neighbourhoodalert.co.uk so the sender's email address is not disclosed to email recipients or placed in the public domain unless the sender chooses to include it manually in an outgoing message. This stops email scanning software from finding your email address and adding it to junk email lists.

You will not be accused of sending spam: Every end user on the system can instantly unsubscribe from the system or can filter the message priority and types of message that they are prepared to accept. Users can unsubscribe by replying to an Alert, pressing a key during a voice message or replying to a text message; this means that you will not inadvertently hassle people with messages that they do not want to receive.

3.3: *If data is missing (after import) can the system report on this?*

User lists highlight users who are experiencing problems or whose data may be incomplete.

These reports include:

Users who have not entered their activation codes

Users who have not provided contact numbers

Users who have been suspended from receiving emails, texts or voice messages due to message delivery failures (dead numbers, full mailboxes etc)

Further bespoke lists and reports are available on request. Automated batch processes are configurable to enable a monthly reminder of missing information to be sent to relevant users. When a user logs in to the member admin area, the system automatically prompts them to complete any missing data fields and validate their user information if this has not been done for over a year.

3.4: *Please provide details of minimum system requirements.*

- Internet Explorer 7, Firefox 3.x, 4 (32-bit) and/or Chrome 7, 8
- JavaScript and cookies enabled
- Intel or AMD processor (1GHz or faster)
- Adobe Flash
- At least 2GB RAM

3.5: *With the success of the system, how will you handle the growth?*

The investment has already been made: In January 2011 we invested in new multi-housed hardware that will allow the system to upscale to manage tens of thousands of concurrent connections (logged in users). We also relocated the entire system to a specialist high capacity secure data centre which will allow usage in peak times to “burst” to over 100Mb per second. (Our current usage is less than 4Mb during peak hours).

Message distribution upgrades: In June we increased the number of dedicated Alert mail servers we operate in order to provide a more rapid concurrent distribution of email messages. Voice and text message distribution is well within capacity and can be up scaled as soon as capacity is approached.

Well within all growth plans: Although there are always higher levels of resilience and capacity that a system can be taken to, we are very confident that the current infrastructure is more than capable of handling massive database and messaging growth beyond our most ambitious forecasts.

The back-up, back-up plan: I am assured by our colleges within Experian that should the growth of the system be of such a nature that we become concerned for any reason (i.e. exceeding one million plus users this year), we can call upon the resources within Experian’s 30 Million pound specialist data centre to rapidly expand our capacity.

No extra cost for more users? We make a small margin from voice and text messages sent to users, the larger the database the more money we make. We do not penalise licensees for rapid growth of their user bases.

3.6: How many users can the system support concurrently?

We closely monitor all aspects of system load and performance including performance related factors such as large message distribution times. In order to prepare for the future and ensure we have sufficient capacity we compile system-load forecasts based on existing patterns of concurrent website visits, logged in members performing account updates combined with multiple administrators (220 in Notts) performing mapping, reporting and message sending functions.

Based on existing established patterns of use, the existing system is designed to support and service up to 500,000 registered users receiving on average fifteen email alerts per month and 100,000 users receiving 10 text or voice messages a month.

3.7: Can we import from sources such as incumbent systems and Blackberry Interactions?

We are very comfortable with importing data and have developed several processes to remove rogue data, query lat/long information and import users with as much profile information as possible. If you supply the information in a readable format, we can import it for you. Our bespoke process would include user name creation, duplicate removal, geographic mapping, community group assignment and demographic matching.

We have a blackberry optimised sign-up screen that can provide every officer with a direct user input screen if required. An in-the-field officer could take a registration and within one minute a text welcome message will confirm the users details directly to their mobile phone (if a mobile number is supplied).

We have developed various systems which greatly assist in the management of newly imported or added users. Systems include the mail merging of login details to an outgoing email and the collection of voice, text and email confirmation of terms by users.

The import process we have developed provides you with a cleansed, relevant database that forms a solid, reliable verified base to build upon. It will, no doubt be reduced in size initially but will soon exceed all previous expectations in growth and client satisfaction.

Initial data import when conducted during the implementation stage is usually included within the set up fee. Please note that subsequent updates may incur a fee.

Management and analysis functions

4.0 Can we analyse the database across combinations of variables?

Instant bespoke reports and filing tools: As standard practise, any bespoke area can be “drawn” using the mapping tools, groups of users can be created instantly or selected from pre-existing lists. Users can then be “dragged” into these groups instantly using the user interface. From this filing work (which could be performed by multiple administrators and by the end user themselves), output reports enable instant “live data” downloads, maps and messaging functions.

KEY

-  View users
-  Hide users
-  Download spreadsheet
-  View users on a map
-  Send message to this group

Data fields including geographical location, demographics, interests and business types can all be cross filtered to provide instant self updated dynamic reports which can be output or used to communicate with that list of users.

4.1 What management information is available through the system?

4.1.1: Your members: Reports, lists, data exports, communication and mapping are provided within the “your members” section of the admin. In addition, various specific reports are available in the “Reports” section. In addition to these facilities, bespoke reports can be requested and the database downloaded for any specific query.



























The Alert data is a live network of activity, members change their own details and multiple administrators contribute towards keeping the user data as up to date as possible using the various profiling tools in the system. The “Your members” section will give an instant view of the “live” data in several ways.

Your member list






Search for users

Search word

[Add new member](#)

-  UK NHW     
-  Beat areas     
-  Businesses     
-  Defined areas (view all users within geographical areas)     
-  Community contacts 

KEY

-  View list
-  Hide list
-  Download spreadsheet
-  Send message to this group
-  View members on a map

Each of these sections is examined in detail below:

4.1.2: Beat Areas: This section allows you to see all registered users based on the beat, BCU, LPU, Division or any other area for which you have provided us KML data.

This is a quick and easy method of checking the growth of users in each of your key geographical areas. Every tier of the layout can be clicked on and will show how many users live within that area. You can export the data at each point and view an instant map.

Your member list

Search for users

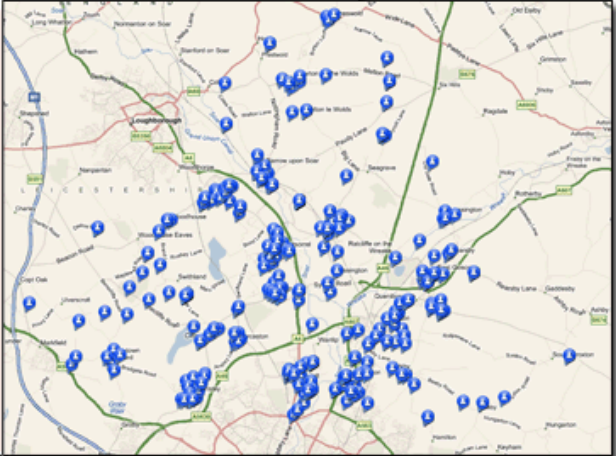
Search word Search Clear results

[Add new member](#)

- + UK NHW
- Beat areas Selected
- ALL: UK
- All Leicestershire
- City BCU
- > Beaumont Leys
- > City Centre
- > Hinckley Road
- > Keyham Lane
- > Spinney Hill Park
- > Welford Road
- Counties BCU
- + Blaby
- + Charnwood

KEY

- View list
- Hide list
- Download spreadsheet
- Send message to this group
- View members on a map



Found 350 user(s)

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#)

Users name	User status	E-mail
Beaton	Resident	Edit user
Brindley	Resident	Edit user
Chris	Resident	Edit user
Cotton	Resident	Edit user
Furness	Resident	Edit user

4.1.3: Community Contacts: The Community Contacts profiling tool allows you to instantly **create and manage any number of user groups**. You can define a geographical area, identify a group of users that you would like to arrange within that area and simply drag/drop users into this group. We can also import your existing user data and groups for you from a third party database (i.e. Ringmaster); they will all be instantly filed into the correct areas and you can allow the users to see and edit which groups they are part of via their member admin area.

The system is the most advanced and highly developed database tool available today in a community system and has been specifically developed based on the requirements and experience of Neighbourhood Watch and Police administrators. It makes managing a diverse database of users simple.

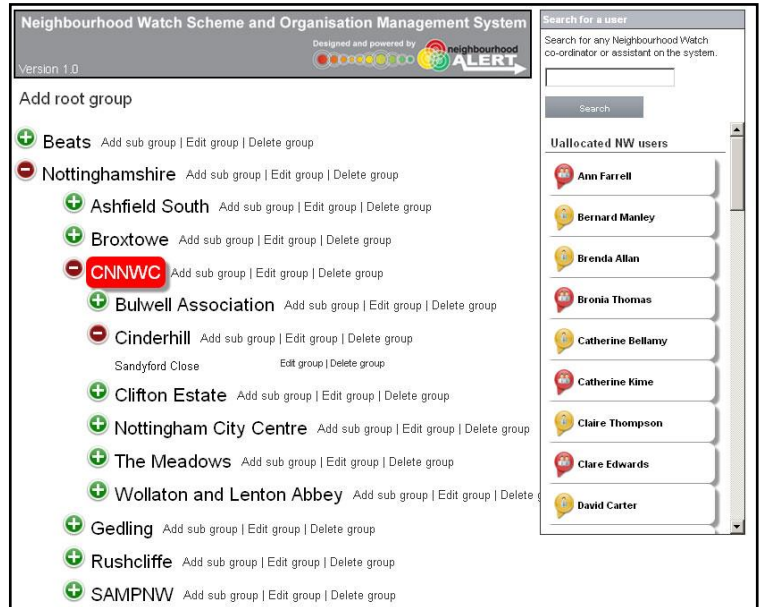
The Community Contacts section within “Your members” displays the user data in a number of ways including instant counts of group membership per area, each with a map and data export.

The screenshot displays the 'Your member list' interface. At the top, there is a search bar with the text 'Search for users' and a search button. Below the search bar is a list of navigation items, each with a plus icon and a list of sub-items. The 'Community contacts' item is highlighted with a red box and the word 'Selected' in red text. Below this, there is a list of community contact groups for 'City BCU'. The first group, 'Alternative Watch Schemes (75)', is highlighted in light blue and has a mouse cursor pointing to it. To the right of the list is a map showing a geographical area with blue markers indicating user locations. The map is titled 'Community contact groups for City BCU'.

4.1.4: UK NHW: Neighbourhood Alert is the official and exclusive database for all Neighbourhood and Home watch schemes in England and Wales. [See NHWN info](#)

NHWN have commissioned highly advanced scheme management tools which enable authorised administrators (under separate agreement with NHWN) to perform a wide range of scheme creation, reporting and management functions.

The UK NHW section within “Your members” enables you to produce reports, view scheme street coverage maps, send messages to coordinators, deputies and scheme members, and find scheme contact details instantly.



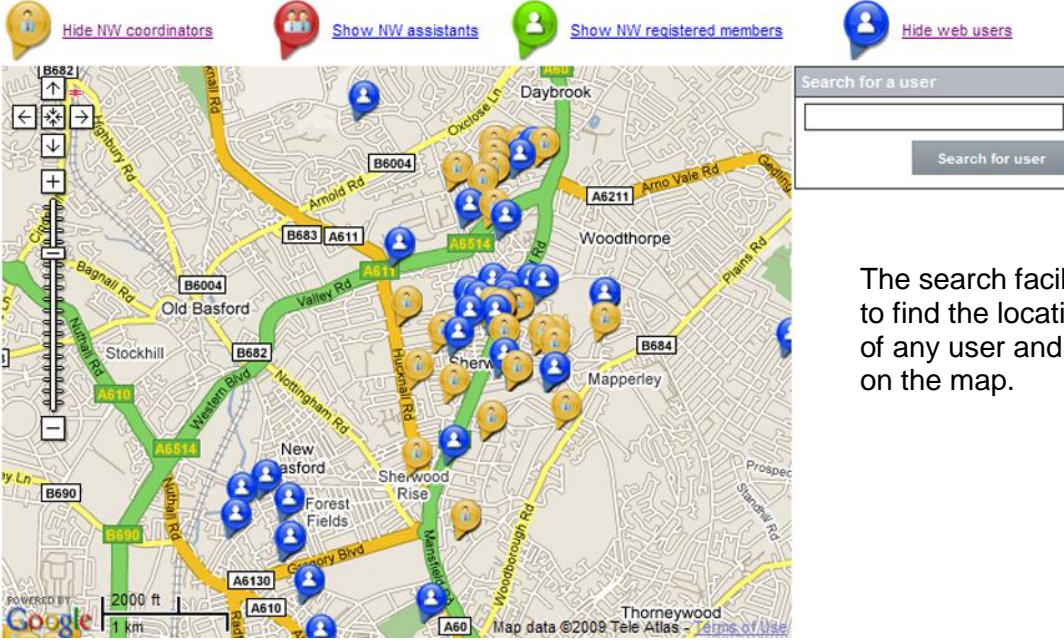
4.1.5: Businesses: The Business Portal allows business data to be imported and provides a vehicle for future businesses to register and manage their accounts. The Business section displays reports on the number of businesses in each area, the types of business and the number of people registered within them.

You can produce Business Watch defined area maps and export various management reports. This section is under development under guidance from the East Midlands Business Crime Forum.

4.1.6: Any Defined area: As with the Beat Areas section, this area enables you to drill down a list of areas and see all the reports and data regarding the users within each geographical area. The difference here is you can produce any area that you wish to report on instantly. This is useful for reporting on and messaging users that cross borders, beats and divisions etc.

4.2: What types of user Maps can we produce?

The user map enables you to see at a glance the location of all the registered users and their roles. You can select NW coordinators, assistants, scheme members or people who are just registered website members. The list of groups can be customised to suit your requirements and can include a wide range of demographic information i.e. every person younger than 35 etc.

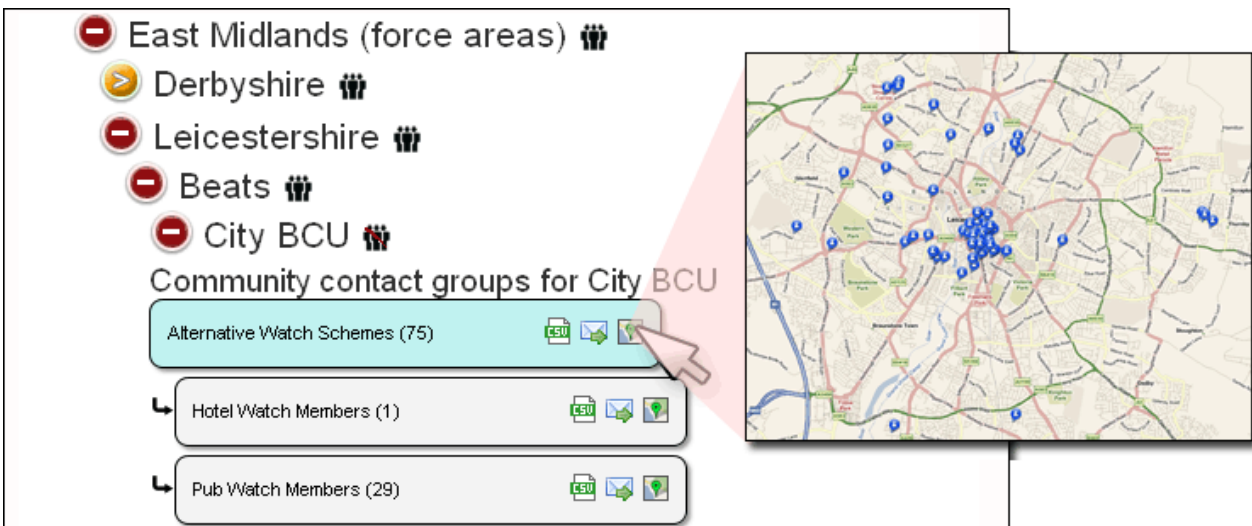


The search facility enables you to find the location and details of any user and display them on the map.

4.2.1: Can we produce maps for any data set?

Yes, the system can produce a map of users in any defined field onto a printable map or message sending group instantly using the array of tools as described.

Any field variable can be created using the community contacts section, users can be dragged-and-dropped into multiple groups and then this group is automatically filtered into any geographical areas you require and user maps are instantly displayed as well as data outputs and messaging facilities.



4.3: Can the data be output for analysis outside of the system?

Download and use your own tools: Authorised users are able to download the entire database of users or create an instant sub set or group of users using existing or new user fields. This data can be self analysed using a spreadsheet system etc.

We are easily able to produce a wide range of custom reports if a particular report type is required: just send us the format for a bespoke report and it will be created as a template report. A further development is being tested which enables a data set to be downloaded, updated using Excel and re-uploaded to enable mass updates to be performed easily.

4.4: How is demographic data handled?

The system admin contains an extensive **list of demographic criteria** which, if required you can add to. Using a simple administration system you are able to automatically include any or all of the fields in the user database, reports and the sign-up system.

You can create new fields and decide whether the fields are mandatory. The demographic information you then collect can be used just like other "location", "profile" and "interest" fields to create reports, maps or filter selections of users.

4.5: Can we add further attributes without VISAV involvement?

Yes, most lists of attributes are dynamic and available to authorised administrators (super users) to add and edit instantly. Adding attributes will even add additional "steps" to the registration screens and users "Edit your details" sections instantly.

4.5.1: Can we identify how/where users heard about the system?

Authorised administrators (super users) can add marketing insight fields to the join process and member admin areas instantly. These fields can become filterable fields using the dynamic reporting, mapping and communication tools and are also included on the CSV downloads for further analysis.

4.5.2: Are there fields to advise interest in taking part in Research?

Authorised administrators (super users) can add specific permission questions and fields to the join process and member admin areas instantly. These fields can become filterable fields using the dynamic reporting, mapping and communication tools and are also included on the CSV downloads for further analysis.

If you add a subsequent field and wish to get permission from existing users, you could send an Alert out instantly asking users to give their permission which could be done by replying to the email, voice message or text instantly.

4.5.3: Can we create online surveys and output the results?

Basic online survey reports can be constructed within the administration and publicised on the portal and to multiple Micro-sites. These can be further promoted via a direct link included in a specific message or on the footer of all messages being sent to anyone. Responses are quantified and the answers are produced as a spreadsheet analysis report.

4.6: Can we capture multiple locations per user record?

The free business portal that we provide with the package enables a business address to be registered in addition to a home address. The user can then select the type of information they would like to receive at each address.

The multiple mapping feature enables polygon areas to be selected on a map end users as additional areas they would like information about. This enables a user to receive information regarding their home, work, relative's home etc with a few simple clicks.

4.7: Can the system provide lists of values (LOVs)?

A list of values is a list that contains the data values associated with an object. A list of values can be created as a CSV by suitably authorised administrators. The list of values will be based on an external file and will be created by the admin process based on a pre-supplied list of potential values that can be selected.

Increasing security precautions may affect the method of provision of this service but a simple self maintainable system is available.

4.8: Are all fields required for analysis distinct entities (i.e. not White Male)?

Any number of groups and sub groups can be created dynamically and the users stored within them as distinct entities. You can create any distinct groups then export all members for further analysis with the additional information fields available on the CSV download.

4.9: Is each record uniquely identifiable within the system?

Each user is uniquely identifiable within the system and can be displayed on a map, communicated with and exported as a unique record. The search facilities provide local, county and system wide results instantly to ease identification. Every user has a unique idx reference which can be output on reports.

What reports are available?

Various standard reports are provided within the “Reports” section and more can be added based upon your requirements.

5.0: Audit trail: Every key action performed by every administrator and user whilst logged into Alert is recorded in the Audit trail.

5.1: Message sending costs: A full drill down report of every administrator, every message, every recipient and all elements of cost over definable data ranges. A pre send breakdown of the message cost is given before a message is sent, the user lists can then be refined to more or less users to adjust the message cost without losing the work so far..

5.2: Message sent by month: A quick glance line graph showing the number of messages sent by each user per month.

5.3: Users registered by month: A drill down summary report of the number of users joining and leaving the system per defined area (BCU, LPU, Beat, Division etc)

5.4: Total users registered: A quick glance summary report showing the total number of users per month on your database.

5.5: Communications log: An in depth communications log of all messages sent to and received from every user on the system is stored and visible as a simple report on the system.

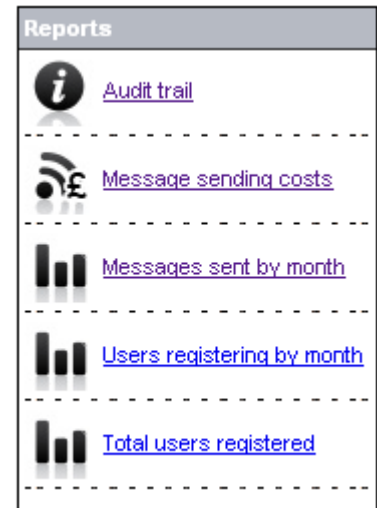
The system stores the message sent out with a link to the message and other recipients.

Voice and text messages are also stored and can be instantly replayed or read.

Reply messages by email, voice and text are also instantly reviewable.

We identify various standard “Out of Office” reply formats and display those along with read and not-read receipts.

This report over time builds up a very useful instant snapshot report regarding any user’s interaction with the system.

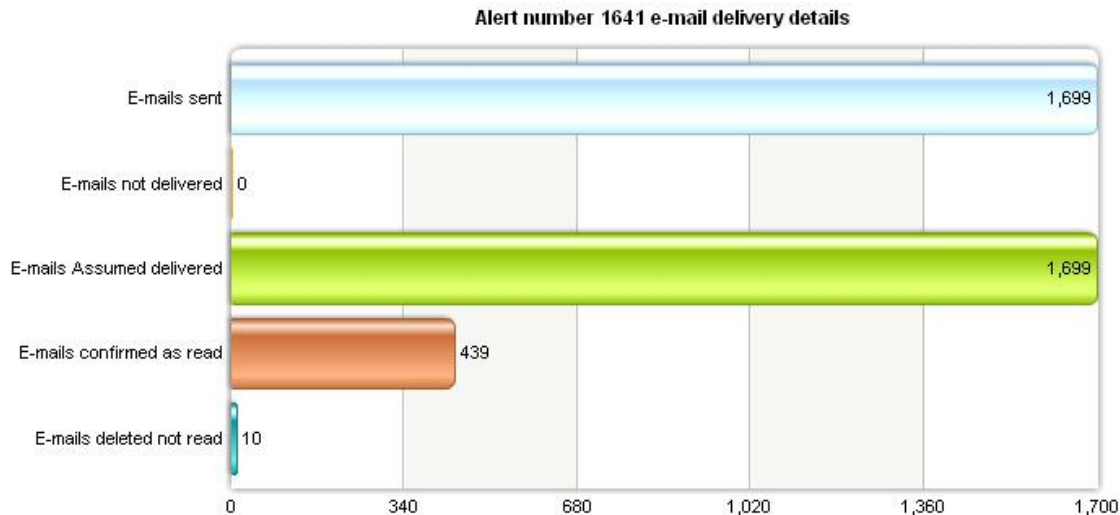


Communication log for user Jon_test Shaw		
Icon	Date	Details
	17/08/2010 12:29:36	E-mail reply received for alert 1176 .
	17/08/2010 12:23:46	Read e-mail confirmation received for alert 1176 .
	17/08/2010 12:23:46	E-mail reply received for alert 1176 .
	17/08/2010 12:22:06	User was sent alert 1176 .
	16/08/2010 16:54:59	Read e-mail confirmation received for alert 1175 .
	16/08/2010 16:39:05	Voice response received for alert 1175 .
	16/08/2010 16:38:12	User was sent alert 1175 .
	16/08/2010 16:34:58	Read e-mail confirmation received for alert 1174 .
	16/08/2010 16:28:31	Voice response received for alert 1174 .
	16/08/2010 16:28:02	User was sent alert 1174 .
	16/08/2010 15:09:28	Read e-mail confirmation received for alert 1173 .
	16/08/2010 15:05:00	User replied by text regarding alert 1173 .
	16/08/2010 14:59:27	User was sent alert 1173 .

Icon Key			
Message sent	E-mail read	SMS reply	Communication issue
E-mail not read	Voice reply	Out of office	E-mail reply

5.6: Message feedback: A report showing the response feedback from recipients of messages. Every message contains a link to a simple feedback form and all results are compiled to give a report of comments received and ratings given. Feedback factors include relevance, importance, satisfaction and quality.

5.7: Delivery reports: Various reports are available to show the delivery rate of the messages and other items such as “Read receipts” and “Deleted not read” reports. Similar reports are displayed for telephone and text messages. Reports are based on live data and change rapidly as the messages are sent out, they settle down over time as the report back information eventually stops being returned.



5.8: Allocation of calls used

We track all of this and provide on screen and downloadable spreadsheet reports that contain all the data. Administrators with the ability to send messages can be allocated a financial budget that cannot be exceeded. Reports detail the amount of budget spent and prompt when it is running low.

5.9: Monthly management reports

Each stage in the administration hierarchy is sent an automatic monthly management report by email from the system. The reports detail per beat and each level up i.e. LAC or LPU the following details:

Beat name, Beat Manager name, number of users (in beat area), number of new registrations (last 30 days), number of messages sent out (email, text and voice), average user rating of messages, number of replies, number of information reports. The report contains links to enable each element to be drilled-down once the administrator logs in.

Use of the system:

6.0 How do you validate user's addresses?

During the join process, a user verifies their address by entering a house number or name and a postcode and the actual address is downloaded from a Royal Mail address database. The user has the option of moving a pin on a map to an accurate location for their house.

The image shows two screenshots of the Neighbourhood Alert website. The left screenshot, titled 'Create your account', shows a form with fields for First name (Mike), Last name (Douglas), House No. (616), Postcode (NG5 2GA), and Password. It also includes a 'Terms of service' section with a 'Printable version' link and a 'Continue' button. The right screenshot, titled 'Your address and actual map location', shows a map of the area around 616 Mansfield Road, Nottingham, with a red pin indicating the location. It includes a 'Mark your location' section with instructions and a 'Continue' button.

6.0.1: Printed activation code letter: The system also allows for an **optional** process of producing automatic, mail-merged letters. The letters are customisable and can also contain the sign-up terms and conditions and the member area login details. The website administrators check and print the letters on a regular basis (weekly). The letters are either posted or hand delivered by PCSO/Beat Managers to the address given. When the user tries to log in online they are asked to enter the unique activation code.

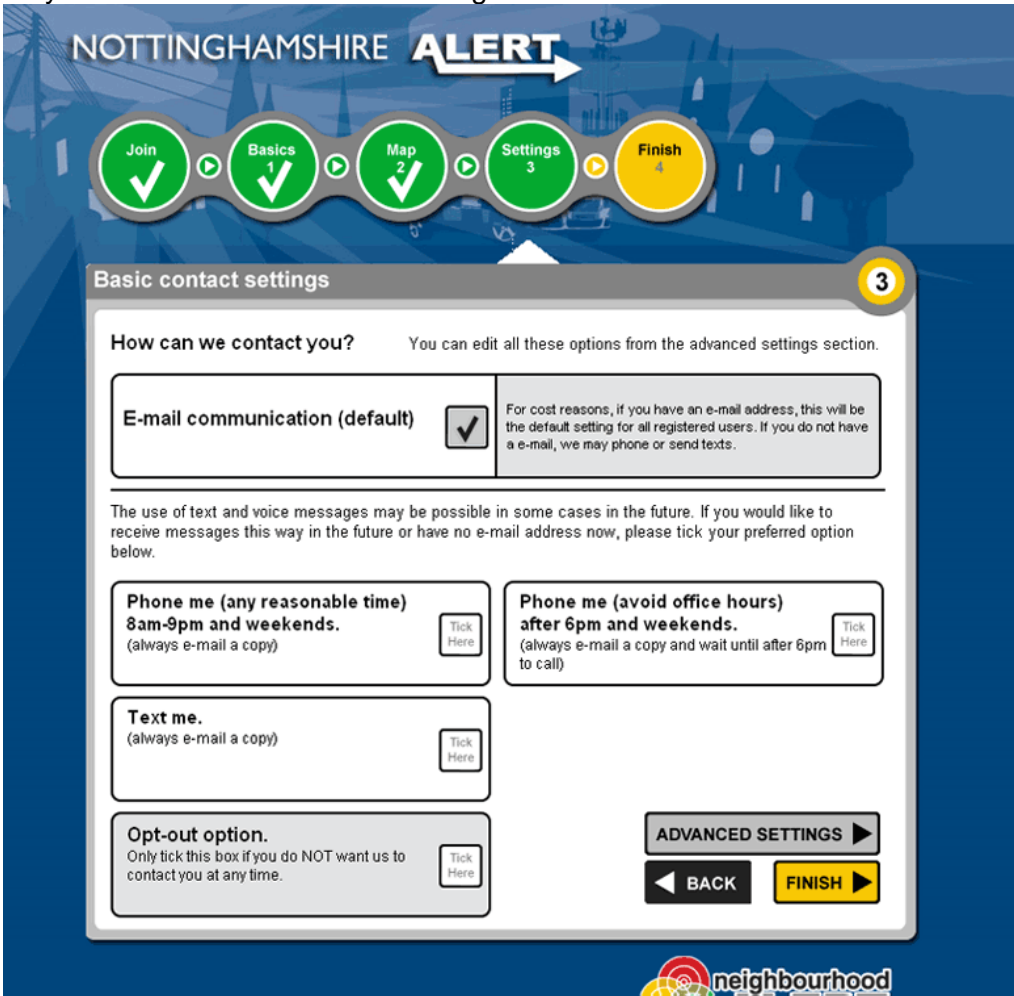
This simple method of address validation creates superb, valid user data and gives you an ideal opportunity to write to each user welcoming them and explaining the system. The beat managers often welcome the engagement opportunity.

The terms and conditions of the site can also be attached where a user has been added to the system manually and has not therefore had the opportunity to read the terms. The process has a "manual over-ride" facility for use when a user is known to the administrator.

Although printing costs are incurred, the quality of the data and the user's use of the system is far greater when this procedure is used. It is however entirely optional and is one of the options to be agreed early in the implementation team meetings.

6.1 Describe your ability to capture contact preferences?

The join process can be configured with default user communication settings. The presentation of the user options has developed and evolved over five years: we now present a simple screen which is designed to draw out further contact information and not raise user's expectations that they will receive voice or text messages all the time.



The default options and descriptive text are customisable based on your requirements.

If a user selects a contact method at this stage and they have not provided a suitable number or email address to enable that method of communication, options appear to prompt them to enter the missing contact information (for example the phone number in the example to the left.)



Users requiring more bespoke settings can click on the “Advanced Settings” button during registration or later from the member admin section to further configure their requirements.

This section allows for a simple Morning, Afternoon and Evenings & Weekends selection of contact types. They can also configure the earliest and latest contact times.

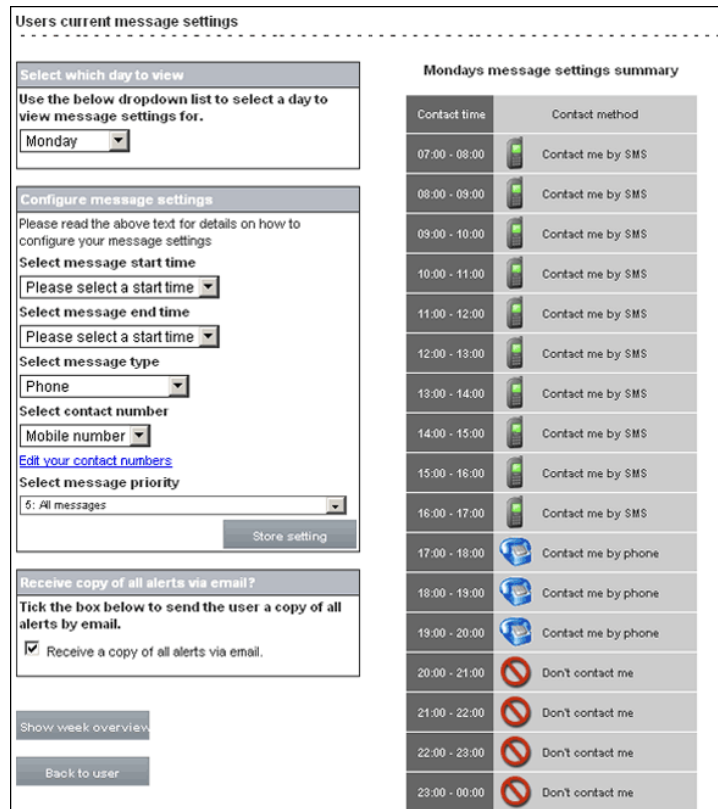
A very small number of users require a more specific hour-by-hour configuration of their message requirements.

Administrators can update a user’s message settings very quickly and configure a very specific set of instructions including the message priority and type that they are prepared to receive at every

hour of the day if necessary.

This method of control used to be available to the end users but years of research and client feedback established that this was more confusing and off putting than the simple screens we have since developed.

The use of these message configuration processes is the result years of research and feedback from hundreds of end users.



of

6.2: Is the system able to send messages via Email, SMS Text or Letter

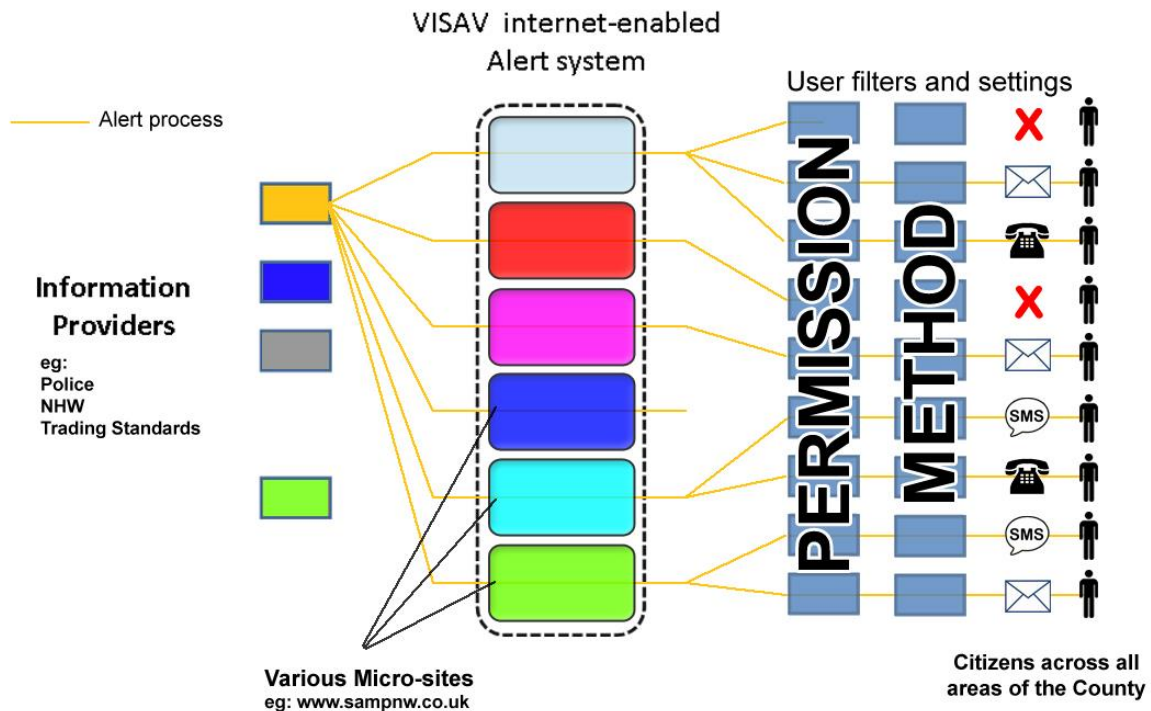
Messages can be created as emails, voice messages, fax and text messages. Twitter “tweets”, RSS feeds, website posts, and “smart phone” apps are all additional message options either in development or available as options now.



6.2.1: The user is in control: The system allows messages to be sent and collected by various methods but the Alert system enables the end user to control how and when they would like to receive them.

The low maintenance, hassle free management system for message distribution ensures that the users are in control. Simple user controls enable them to dictate who can send them information (if you have granted access to other Information Providers), what priority of message (1 to 5) they are willing to receive and whether the message should be by voice, text and/or email.

System Overview



6.2.2: Standard letters can be saved in a dynamic printable letter template which can then print a mail-merged letter. A batch process can be created to enable a group of letters to be sent to print and various inclusion tags can include additional personalisation fields in the mail merged letters.

Data in any dynamic instantly created set can be downloaded as a CSV (by authorised users) which can then be used to create more advanced mail merge letters.

6.2.3: Voice calls: Voice calls are made by dialling the local rate 0844 544 2001 number and recording a message. You are able to listen and re-record your message until you are happy with it. The system reads out a message id number which you then enter into the Alert admin system, you then instantly hear your digitised message directly from the admin screen.

The “Exclude Mobiles” checkbox will enable you to not dial and deliver voice messages to users with mobile numbers. This option is available because dialling a mobile costs more than dialling a landline number and this allows you to control some of the costs. When users join the system they are warned that they may not receive as many messages if they only provide a mobile number and wish to receive voice calls to it.

Our large capacity phone service can make up to one hundred consecutive calls which enables very rapid message distribution. Every call can be responded to by the recipient instantly and the replies are digitised and displayed instantly within the secure message responses area.

Response from	Response type	Response date
OLIVE WARD	Phone	16/06/2010 18:54:08
Message response		

6.2.4: Text distribution is provided by **UK message centres** and text replies are stored by the system, converted to email and forwarded instantly to the administrator. Messages can be up to 800 characters long and will be automatically appended together or displayed as one message on modern “smart phones”. Message distribution processes will monitor message delivery replies and will automatically re-try to deliver a message, (without charge), if failure reports are received back from the providers.

6.3: Describe your ability to produce Pdf messages and print handouts

The system incorporates a dynamic PDF creator which can be called on to produce a PDF version of any report, graph or map. Several are already using this creator such as the Neighbourhood Watch coordinator printable handouts.

Any report requiring a PDF version can be configured to have this facility by VISAV support staff. This is quick, easy and free of charge.

6.4: How are varying levels of admin access managed?

The Alert system enables very accurate and configurable levels of user access including the methods listed below. A combination of these methods enables all of the examples in Appendix B to be facilitated.

Restrict access by function: Every function within the administration system can be allowed or disallowed for each administrator. We can also create a user-set or “type of user” which uses a pre-set range of privileges and permissions which speeds up the process of adding an administrator and removes the chance of error.

Restrict access by area: Each administrator is given a geographical area within which they can access users. This can be a pre-defined beat area or a completely bespoke “polygon” area drawn on a map.

Neighbourhood Watch access: The Neighbourhood Watch management is a separate element of access and configuration within Neighbourhood Alert and the requirement to allow varying permissions and access for these users based on a wide range of geographical criteria is a standard feature of the Alert system.

Control access by user type and area: Specific administration access levels enable the close control of user data access per administrator by types of registered user. Specific access can be given to sections of the database based on their profile, affiliations and memberships including:

- 1) Neighbourhood Watch members
- 2) All users based on Beat areas (view any user but only within your beat, BCU/LAC etc.)
- 3) View business data, business types and user roles within a pre-defined area
- 4) Bespoke configurable user sets such as the “Safe Return Volunteer network”
- 5) View users based on their community contact profiles, again this controlled based on allowing access according to geographic areas.

Administrator access options

User details

User name:

User login name:

User password: Password evaluator: PASSWORD TOO SHORT

The minimum requirement for a password is 5 characters long including at least 1 number

User email address:

Alert return number:

If this number has not been entered all voice alerts will be sent from 08445441884

User permissions

Site layout & content editing

Add / edit page content Alter site layout Content changes are vetted

News editing

Add / edit news content

Mailform settings

Add / edit mailforms View mailform data

File manager settings

View file manager including private folders Add / update filemanager

User messaging

Send users email messages Receive unsubscribe messages

User allowed to send to all businesses (Regardless of their location)

Reported intelligence

View / respond to intelligence

User administrator settings

Alter site preferences / options Add / edit admin users on system

Define areas

Allow user to define beat areas Allow user to define areas

Allow user to define Neighbourhood Watch scheme structure

Allow user to define Neighbourhood Police Team areas

User csv download

Allow user to download "visible" users as csv

Allowed information providers

Below are the currently available information providers for your region. The user will only be able to view user information / send messages to users / View/Respond to information reports where the site user has chosen the information provider/providers you have selected.

City of Nottingham Neighbourhood Watch Council

Neighbourhood and Home Watch Network

Nottinghamshire County Council Trading Standards

Nottinghamshire Police (Business watch)

Nottinghamshire Police (General)

Sherwood and Mapperley Park NW Association

System Administrators

Allowed user groups

Beat areas

Businesses

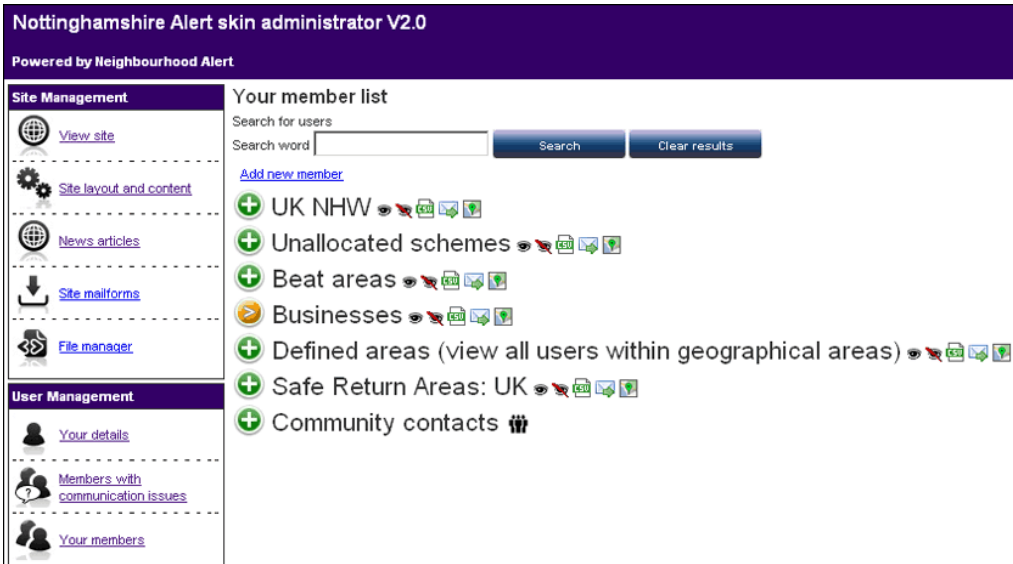
Defined areas (view all users within geographical areas)

UK NHW

Unallocated schemes

Community contacts

[Add new admin user](#)



6.5: Describe your systems ability to de-duplicate

a) contacts

A report can be run which lists any potential duplicate users and contact information within each database. A suitably authorised administrator would have the ability to remove duplicate entries directly from the report.

b) messages"

An administration setting is available which prevents any duplicate messages being sent. In some cases users do register more than once as they wish to receive messages regarding separate areas. Users are able to filter and remove their own duplicated entries and provide a level of self management to reduce the administration required. When building a new "Recipient list" duplicated entries are automatically removed.

During the registration process new users' details are checked across the entire Alert network and if a duplicated entry is identified, the user is warned that they may receive duplicate messages.

6.6: Describe how the system manages email and SMS delivery failures

The system runs an application every 20 minutes to check for email and SMS delivery failures and updates a "message failure count" against a user. This count is checked to ensure that multiple concurrent failures have not occurred to a user.

If two or more consecutive failures are recorded an administrative process is instigated:

- 1) A text message is sent to the user (if it is an email failure issue and they have a mobile number) or an email message is sent (if it is a text message delivery failure and they have an email address). The message gives the failed information and asks the user to text/email a reply giving a confirmation or replacement contact information.
- 2) The account is suspended from receiving further messages until the details are corrected or confirmed either automatically or manually by Admin or the user logging into their member admin area.

- 3) The user details are transferred to a user section “Members with communication issues” where they can be managed and worked through by local administrators to resolve the communications issues.

This automated process saves hours of administration time and provides a highly effective and impressive impact to end users who have changed mobile numbers or email addresses without updating their member admin. All administration text messages sent during this process are provided without charge.

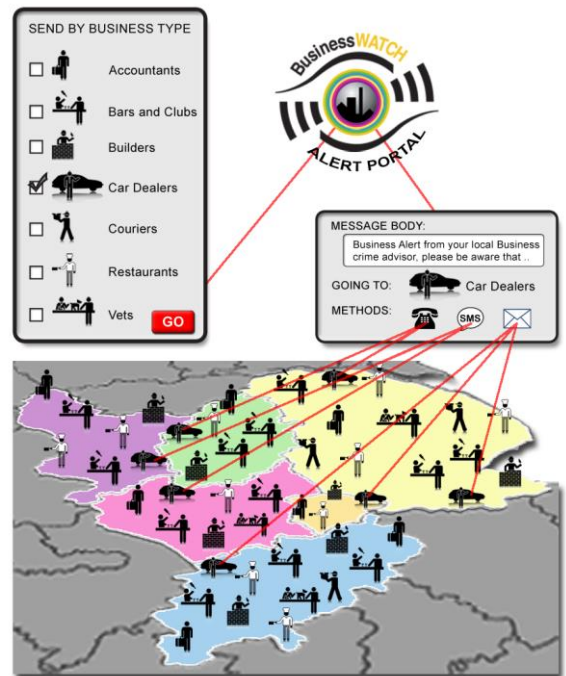
6.7: Describe your ability to deliver cross-border notifications

100%: The Alert system does not have border restrictions and we are able to facilitate cross border notifications instantly.

The restrictive element to cross border messages is usually caused by the restrictions of the end user’s data sharing agreement and a lack of subscribing users in bordering areas.

The unique Neighbourhood Alert global partnership approach and our exclusive access to the NHWN database of Neighbourhood Watch coordinators and members throughout England and Wales means that thousands of users are subscribed to receive messages via Alert wherever they live.

The data sharing terms also stipulate that authorised police administrators can send messages to recipients well into neighbouring constabularies’ borders.



6.8: Is feedback available as a 2-way dialogue (including texting back in)?

All methods of communication including email, voice and texting have instant reply facilities. Reply messages are stored and instantly forwarded to the message originator. The audit trail and communication log tracks each step of the process and message response reports per message provide performance reports and an archive of all voice, text and email communication both out and incoming..

6.9 Is there a ‘chat room’ facility?

We have a chat room module that is currently suspended but can be reinstated very easily. The chat room facility requires careful moderation and a secure version is currently in beta testing within the Neighbourhood Watch Coordinators’ member admin area.

Messages and retaining brand identity

7.0: Does the system link to the Force website, facebook, twitter etc?

We actively promote the Force’s Twitter account by incorporating a widget directly into the Portal home page. Facebook and Twitter forwarding and sharing buttons are inserted into all message pages when they are created as public messages (ie not private). Any other active links can be incorporated into your Portal and Micro-site designs. The Corporate Comms admin interface in development provides facilities to automatically post information to the Force Twitter accounts, produce RSS feeds and embed YouTube video code into your Portal and Micro-site pages. We are huge advocates of social media and explore all opportunities to safely incorporate it into our message and information distribution services.

7.1: Are emails designed to have a Force branded, quality feel?

A bespoke email template is created to your design whilst incorporating the key elements of an Alert email such as the “Reply” and “Rate this message” buttons. These emails usually closely adhere to Force branding and provide a powerful reiteration of the corporate message.

Examples of branded email Alert messages



The email template creates a rigorous structure for all messages that enforces the corporate style. The body of the email message can be created using a “Microsoft like” “Rich text editor” that enables the message content to include images and some further text styling.

7.1.1: Can we insert message templates into the system?

Any previously created message is stored within the system and can be retrieved and resent to an alternate data set of recipients. This enables every message to be re-used as a message template with ease.

7.1.2: Can we upload images and files to attach into messages?

The admin area gives access to a file manager section. The file manager is organised with a dynamic folder structure, folders can be added and arranged within other folders and can be given restricted access. The file manager structure is then directly accessible from the website content admin and the message construction facilities.

You add a link, a file or an image when constructing web pages or email messages and the file manager is presented instantly whereby files can be selected.

7.1.3: Can we personalise messages with mail merge fields?

Various tags are presented when constructing an email message and these, when used in the html code, automatically insert the mail merged fields in each outgoing message.

Examples of available fields are:

- Title
- First name
- Surname
- Full name
- Login user name
- Login password
- Contact number (day)
- Contacts number (evening)
- Contact number (mobile)
- Date registered
- Date last logged in

7.1.4: Can we produce Newsletter Style Messages?

Any style of HTML message can be created using the tools provided.

7.1.5: Can the message template style be HTML format & plain text?

All messages are in HTML format at the moment; from December 2011 end users will be able to choose to receive plain text emails which will be optimised to suit this method.

7.1.6: Can we change fonts and colours in emails?

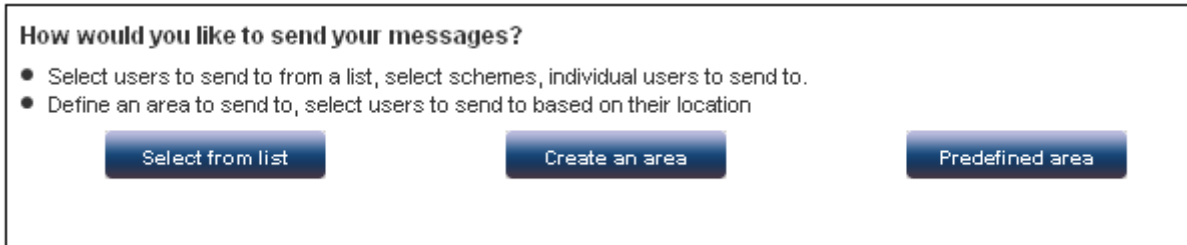
All message fonts and colours are controlled to ensure consistent branding in line with your pre agreed corporate image. Various super-administrator configuration controls are available to update the Custom Style Sheet (CSS) of the website directly from the admin. Basic font and colour controls are available to configure subject to your administration rights.

7.2 How would we send to everyone in a geographical area?

7.2.1: Case study 1: Variable “geographical”

Mapping - pin point location of incident and select all recipients within 5 mile radius

The following details with screen-shots the process that can be followed to select all users in an area. The standard process starts with a choice of 3 options:



Step 1: Select “Create an area”

Step 2: Type in a street name or postcode and “Jump to area”

Step 3: If multiple options are available they are listed, click on the correct one.

Step 4: The map will jump to the correct area, zoom in or out to place the area required on screen. Make sure the red pin is in the centre of the area required.

Step 5: Click on the map at the required radius distance from the red pin.



Step 6: A circle will appear highlighting the area of coverage and small red icons indicate all the recipients.

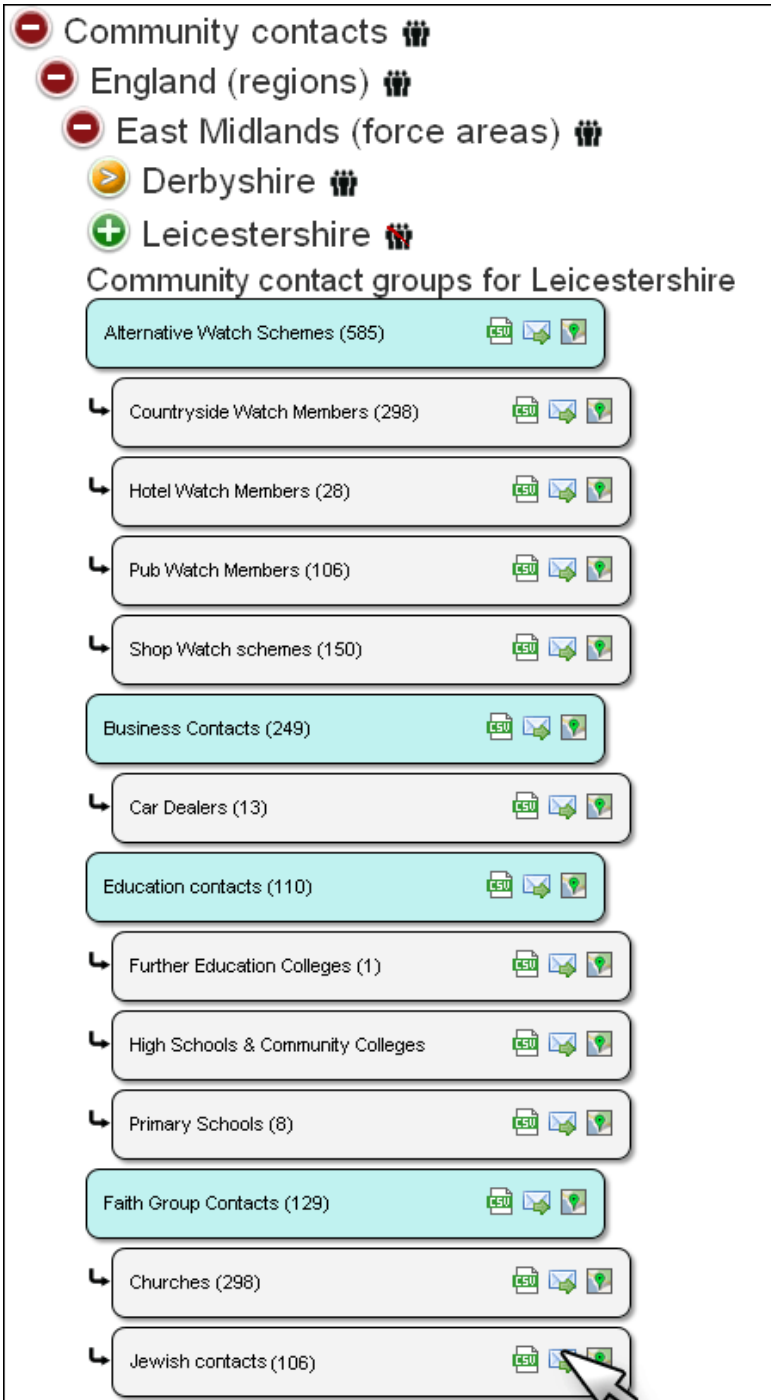
Step 7: Either click again to adjust the area or click “Apply filter” to proceed to the message construction stage.



7.2.2: Case study 2: Variable “personal information”

Religious Status - Send communication to all recipients who have identified themselves as either being religious or have connections within the Jewish community

“Faith groups” is a group within the community contact system and Jewish contacts is a sub group. If these did not already exist they could be added instantly.



Step 1: within “Your members” expand the Community contacts section, drill down the geographical locations to the county area (shown for Leicestershire in this example).

Step 2: Click on the expand groups icon

All groups and sub groups that contain users are displayed.

Step 3: click on the “send message” icon on the “Jewish contacts” group.

This will pass the user data for 106 members in this example to the message creation stage.

Step 4: Create message and send.

7.3: Mapping Facility - plot contacts and send messages from a map.

The Alert system utilises several methods of plotting users to send messages:

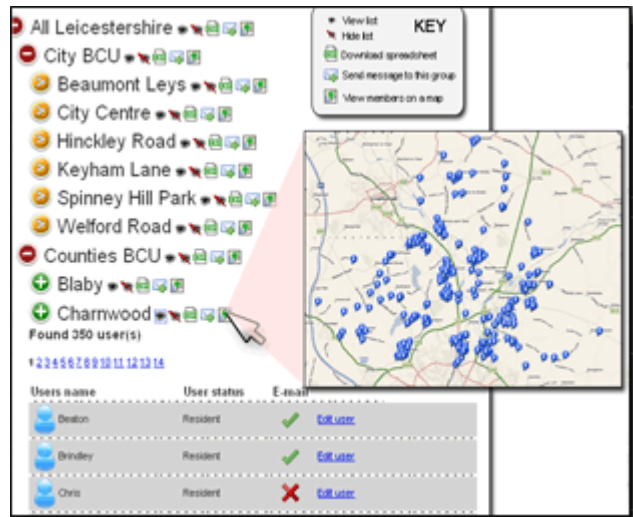
Draw a circle: The “Filter by area” tools enable you to “jump to an area” by postcode or street name then select a radius by clicking on the map and all users within the subsequent circle are selected.



Predefine or import any area: Literally any area can be drawn by plotting polygon pins using the “Define area” mapping tools or an ordered list of accurate KML data can be imported.

You can then use the “Your members” facilities to select any mapped area and send messages, export CSV files or view the user details.

If sending messages the user list can be used instantly or filtered further by interest group, previous lists or existing geographical area.



7.4: Other message sending features

7.4.1: Does the system provide the capability to overlay Mosaic profiles?

This is in development: A simple interface for Mosaic licence holders is being developed. The system will integrate with the Mosaic data to provide intelligent recommendations regarding the most effective message types to use in an area. Our close relationship with Nottingham based Experian gives us a real advantage when developing the Mosaic product and further exciting development of this facility is planned for later this year.

7.4.2: Describe your ability to schedule messages to be sent at a pre-defined time.

Messages can be created and allotted a send time. Users delivery requirements override send times so messages are not delivered out of acceptable parameters.

7.4.3: Can we send recurring messages e.g. quarterly crime message?

Messages can be created and set to resend at a pre determined recurring date and time.

7.4.4: Describe your ability to store selection criteria for reuse

Selection criteria can be stored, with a "Friendly descriptive name" and can be selected for re-use. The criteria is stored, not the list of recipients, this means anyone leaving or joining the group will be correctly included or excluded. The stored recipient lists can also be used remotely from authorised email accounts so an email sent into the Alert system will automatically be forwarded to a particular recipient list without the administrator having to log in.

7.5: Can we track the progress of messages?

Message delivered, read receipts, deleted not-read and undelivered responses are all stored. We also track message feedback reports and "Rate this message" scores.

7.6: Does each message have a unique reference number?

Each message has a unique idx reference

7.7: Is there a history of messaging for each contact?

A full audit trail and communications log is stored for each user, this details the two way communication trail and any other communication and actions such as the user logging into the system, problems with message delivery and read receipts.

7.8: Are there cost and volume summaries for each communication?

A real time billing report is available in the admin area. Drill down reports show every element of cost and allow individual budgets to be allocated to every administrator. Budgets cannot be exceeded and email alerts advise the user and line manager if the budget is running low.

The End-User experience

8.0: What is the process for a new user to register themselves?

The user has a simple interface which is simple and uncluttered. Various automated processes have been designed to reduce the risk of error. These include the postcode lookup service, email address verification and activation code letters.

The join screen can be customised to a small degree to fall in line with your corporate image as the background image and logo can be uploaded via the admin. The rest of the layout is fixed and is created by the database.

This example is a very simple seven step registration. Any fields you add into the join process regarding demographic and equality information will appear as additional steps on these screens.

The screenshot shows the 'Create your account' screen. At the top, there is a progress bar with five steps: 'Join' (green with a checkmark), 'Basics' (green), 'Map' (yellow), 'Settings' (yellow), and 'Finish' (yellow). Below the progress bar, the 'Create your account' form is displayed. It includes fields for 'First name' (Mike), 'Last name' (Douglas), 'House No.' (616a), and 'Postcode' (NG5 2GA). The 'Postcode' field has a green dropdown menu showing '616a, Mansfield Road'. The 'Password' field is masked with asterisks. Below the form, there is a 'Terms of service' section with a checkbox for 'I agree to these terms & conditions and have read and understand the document regarding use of my details.' and buttons for 'BACK' and 'CONTINUE'.

Step one: complete name, house number and postcode. The address is looked up in the background and quietly placed in the green area next to the postcode.

The screenshot shows the 'Your contact information' screen. At the top, there is a progress bar with five steps: 'Join' (green with a checkmark), 'Basics' (green), 'Map' (yellow), 'Settings' (yellow), and 'Finish' (yellow). Below the progress bar, the 'Your contact information' form is displayed. It includes fields for 'Home telephone', 'Mobile' (07771557768), and 'E-mail' (mike@visav.net). The 'Mobile' and 'E-mail' fields have green validation bars. Below the form, there are buttons for 'BACK' and 'CONTINUE'.

Step 2: Contact information is requested: phone number, mobile and email address.

Various validation methods are used to check that this data is correct and not duplicated. We check that the mobile number starts with "07" etc.

It is only compulsory for one of these three options to be completed at this stage.



Step 3: a map is automatically displayed and focused over the area that the postcode server returned.

If the address or postcode is incorrect these can be corrected here by clicking on “change address”.

The user is encouraged to click and “drag” the red pin to a more accurate location above their house.

A video tutorial is available here.



Step 4: The user is asked if they are member of a Neighbourhood Watch scheme or looking to join one.

If they say yes they are shown a list of the five nearest schemes to them from the Alert database. These schemes can be clicked on to show a street map of their coverage and some basic details.

If none of the schemes are appealing the new user can choose to register a new street scheme. (for this purposes I shall skip this process).



Step 5: default message options are presented and these can be changed here. If a user selects a contact method but have not supplied a contact method to enable it the system will prompt them.



Step 6: If the user clicks on the “Advanced settings >>” button they are presented with a simple user interface that enables more advanced message settings.

Step 7: The user clicks “Finish”

Step 8: The user is asked to complete a validation process by typing a displayed number into a text box.

This is to stop automated registration systems from filling in the registration thousands of times to try and break the system and ruin the data.

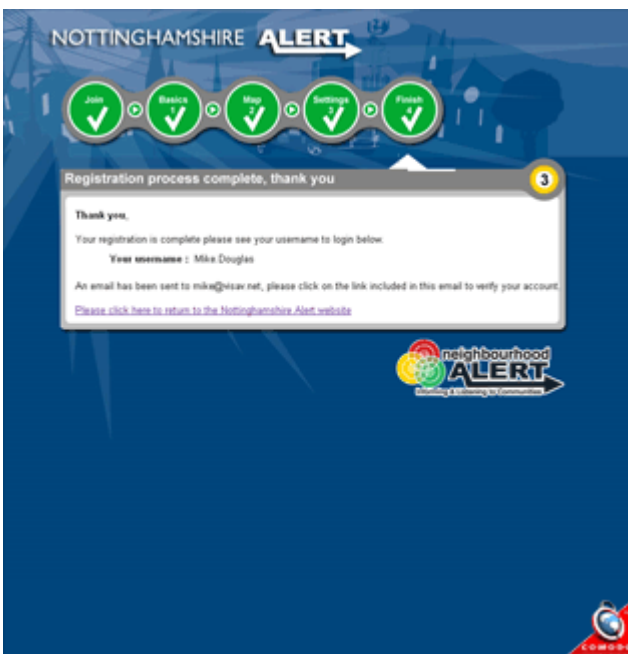


The user is shown a summary of their information and the user name they can use to log in with.

An email is sent instantly to the users email address (if they provided one) which contains a link that must be clicked on to verify that the email address is correct and working.

A further automated email is then sent to provide the user with a copy of the website terms and their login details.

This entire process usually takes no more than three minutes.



8.1 Describe an applicant's ability to amend their own profile

NOTTINGHAMSHIRE ALERT

NOTTINGHAMSHIRE POLICE Policing for you

Home | Welcome | Register here | Available sites | Latest News

Logged in secure admin | Crime Stats | Report info | Scheme admin | Message settings

Home > [Your admin area](#)

Your admin area

[Edit your details](#)

[Unsubscribe options](#)

[Report information](#)

[Previous reports](#)

[Message settings](#)

[Previous messages](#)

[Scheme admin](#)

[Scheme news](#)

[Crime statistics](#)

[Log out](#)

Welcome to the Member Administration Area.

You are now logged in and from this area you are able to update your own details, create or manage your scheme, report information to the Police and Neighbourhood Watch and much more.

Your details

Mike Douglas
 616a, Mansfield Road
 Nottingham
 Nottinghamshire
 NG5 2GA
 Email : mike@visav.net (Verified)
 Date last logged in : 03/05/2011

What to do next

Configure your message settings.
 To configure how and when you would like to accept messages please [edit your message settings](#).

nd being a Bank Holiday weekend the Business Crime Team wo... 26/04/2011 08:42:00 Please find attached a copy of the latest edition of the Notts V

Each user is provided with a facility to log into a secure member-admin area which provides various "Global" facilities depending on their memberships and profile. i.e. if they have registered a Neighbourhood Watch scheme they are able to access the scheme management facilities and directly access the NHWN website resource centre.

From within this area registered users can review and manage all elements of their account including contact information, message preferences and required types, Information Providers and unsubscribe information.

Edit details

NOTTINGHAMSHIRE ALERT

NOTTINGHAMSHIRE POLICE Policing for you

Home | Welcome | Register here | Available sites | Latest News

Logged in secure admin | Crime Stats | Report info | Scheme admin | Message settings

Home > [Edit your details](#)

Your admin area

[Edit your details](#)

[Unsubscribe options](#)

[Report information](#)

[Previous reports](#)

[Message settings](#)

[Previous messages](#)

[Scheme admin](#)

[Scheme news](#)

[Crime statistics](#)

[Log out](#)

Edit your details.

All fields marked with * are required and at least one field marked with ** is required.

First name *
 Mike

Surname *
 Douglas

Date of birth dd/mm/yyyy (optional)

Your home address

Address 1 *
 616a, Mansfield Road

Get address

Address 2

Town
 Nottingham

City
 Nottinghamshire

Edit message types

NOTTINGHAMSHIRE ALERT

NOTTINGHAMSHIRE POLICE Policing for you

Home | Welcome | Register here | Available sites | Latest News

Logged in secure admin | Crime Stats | Report info | Scheme admin | Message settings

Home > [Message settings](#) > [Message types](#)

Your admin area

[Edit your details](#)

[Unsubscribe options](#)

[Report information](#)

[Previous reports](#)

[Message settings](#)

[Previous messages](#)

[Scheme admin](#)

[Scheme news](#)

[Crime statistics](#)

[Log out](#)

Message types.

You can select below the types of message that you are willing to receive. You will not receive any message unless it is marked as at least your selected priority level, even if it is one of the types you request below.

Information providers

Message types: **Priority level**

Anti-social behaviour
 Counterfeit currency alert
 Funding opportunities
 Health and safety alert
 Local news
 Membership administration information
 National news
 NHWN updates
 Stolen car
 Test
 Wanted person

Burglary alert
 Crime alert
 General crime prevention message
 Information request
 Meeting notice
 Missing person
 National policy and government information
 Scam alert
 Suspicious circumstances
 Traffic alert

Store message types

LATEST ALERTS : 27/04/2011 14:49:00 In light of this weekend being a Bank Holiday weekend the Business Crime Team wo... 26/04/2011

Edit message settings

Select Information Providers

All of these configuration settings are also available from the administration section so users without internet access can call an administrator to request changes to these settings.

8.2: Can users have a ‘no contact’ option from any messaging?

Yes: as the above screen shots show, “Opt out” and “Don’t contact me” options enable the user’s data to be legitimately stored to enable an accurate record of Neighbourhood Watch and other memberships without the user having to receive any messages.

Priority levels and message type exclusion options are easy to configure by the end user so members can be excluded from all but extremely urgent or highly relevant messages.

8.3: What is the process for forgotten access user id/password?

If a user forgets their password it can be requested automatically if they visit the Portal website and click on the “Recover your password” link.

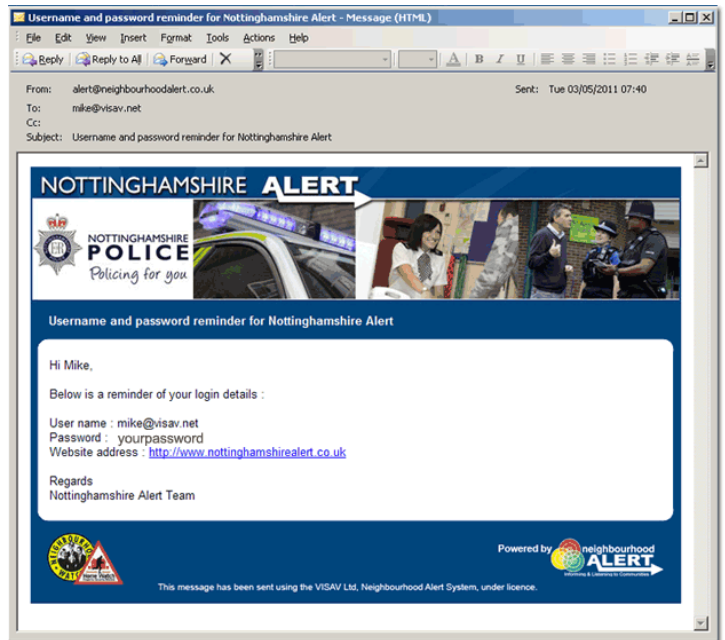
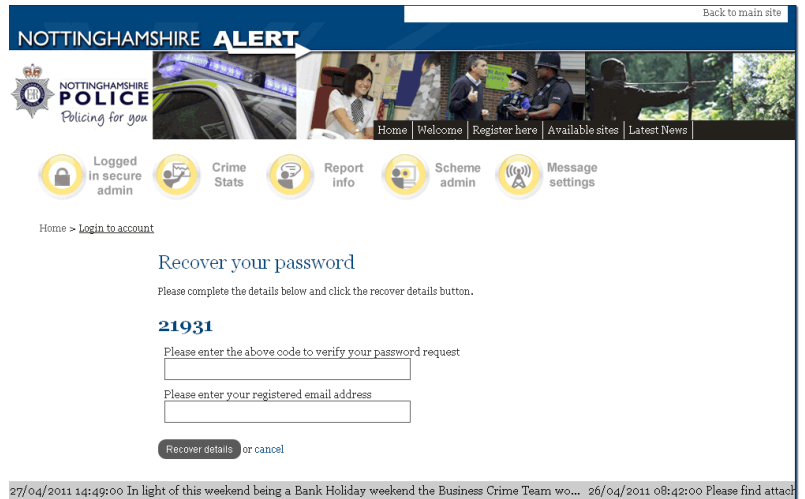
The user will have to enter their email address and a “check spam system” data validation code to prompt an automatic password reminder by email.

Alternatively the user could request a password reminder email be sent to them and one can be prompted from the administration system. At no point will administrators be able to view user’s passwords.

A branded Alert email is sent out within seconds to the user and this contains the user name, password and a link to the member admin area.

Due to the relatively low value of the user data (i.e. no credit card data is held), we are still able to provide a password reminder service in this straight-forward manner, (by sending the password in an email).

It may be that in the future we will have to upgrade the security protocols around this process to only allow the password to be changed and not transmitted out by email to the user. Any upgrade of this nature will be performed without charge to any Licensee.



8.4: Can users’ access and sign up via the system Police website?

“Register” and “Login” buttons can be placed on the Police website which link to customised Join or Login screens. These screens can mirror the design of any police website. The member admin area is secure and on exit will return the user to the police website.

The registration and member admin facilities are central, integral elements of the Neighbourhood Alert product. They exist within the externally hosted, web server and are accessed via secure, encrypted domain names. A website Portal is provided with the system which provides a flexible facility to direct users to the most suitable site for them to join.

8.5: Can users sign up to the system via SMS or paper

8.5.1: Paper sign up: Thousands of users have been signed up to the system by completing a variety of different sign up forms. Artwork can be provided for these handout cards if required. The administration area has a simple system for adding a user who has completed a card.

Bulwell Community Join the community

What is it?
The Neighbourhood Alert system is now available in Bulwell. It's a free service that gives you up-to-date information about crime, and lets you report information confidentially to the police and neighbourhood watch. The advanced technology provides safe and secure two-way communication, and can help communities and organisations work together to solve problems like anti-social behaviour.

What do you get?

- A totally free service, no monthly, annual or incoming text or phone charges
- Information about crime trends, incidents and requests for info by voicemail, text and email
- Report suspicious and anti-social behaviour and receive updates and responses about them
- Review crime statistics, graphs and charts for your local area
- Start or join a virtual informal Neighbourhood Watch scheme
- Discuss local issues online with other registered users
- Configure exactly how, when and what priority of messages you want
- Unsubscribe at any time, there are no contracts, costs or obligations
- Remain unseen on the system or make your virtual scheme visible for other users to join

What do you need to do now?
Either complete the form overleaf and hand it in at Bulwell police station, register online at www.Bulwellcommunity.co.uk or call 0300 300 9999 Extension 855 4961

NOTTINGHAMSHIRE POLICE Policing for you

Nottingham City Council

Please complete this form to register
Your information will not be shared with anyone other than the site administrators who have signed an information provider licence and have a nominated Data Controller registered with the Information Commissioner's Office in compliance with the Data Protection Act 1998. This service is free of charge and you can unsubscribe at any time.

Title First name Last name

Address

Postcode

Contact numbers **Preferred method of contact**

Daytime Text message

Evening Voice message

Mobile Email

Email

Please tick and sign to give consent for your information to be loaded onto the Alert system and used as described.

SIGN HERE

8.5.2: SMS sign up: A Twitter style sign up process for Alert is currently under development and will be available by September 2011.

8.6: Can users unsubscribe themselves?

The process of unsubscribing or filtering messages is highly developed on Neighbourhood Alert and has been praised regularly by many people. Users are able to unsubscribe by following an email link and without having to log in, can update various aspects of their message settings or unsubscribe completely. Changes are not actioned until a link within an automatic confirmation email has been received by the correct email address and clicked on.

Users can also unsubscribe from voice messages by following the key menu described when a voice message is delivered "To unsubscribe from this service please press 4 on your keypad now". Text recipients can stop future text messages by replying to any message with the message: STOP or UNSUBSCRIBE.

We make the system to unsubscribe as clear and painless as is possible but take the opportunity to demonstrate that other options are available before the user leaves Alert.

8.7: What types of on-screen help and tips does the system offer?

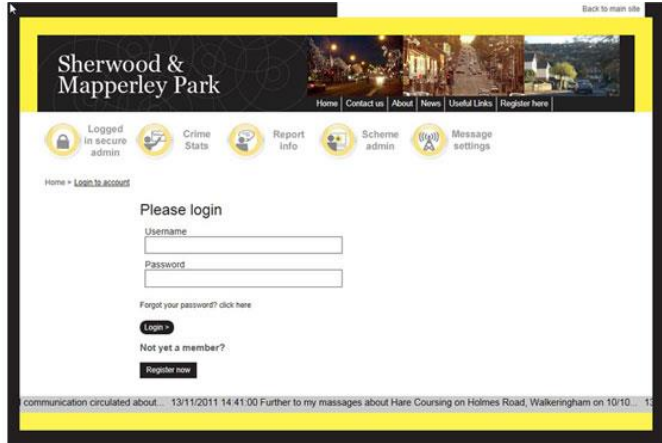
A huge array of onscreen video files explain all fundamental elements of the admin area. These files and the systems that present them are designed to work in old browsers (i.e. 6) and are still useful without sound as they are fully annotated.

In depth FAQ documents and user manuals are available in printed format and as online reference and downloads

On screen descriptions of each function, button, form and "alt" text assistance is all carefully considered to be as intuitive as possible.

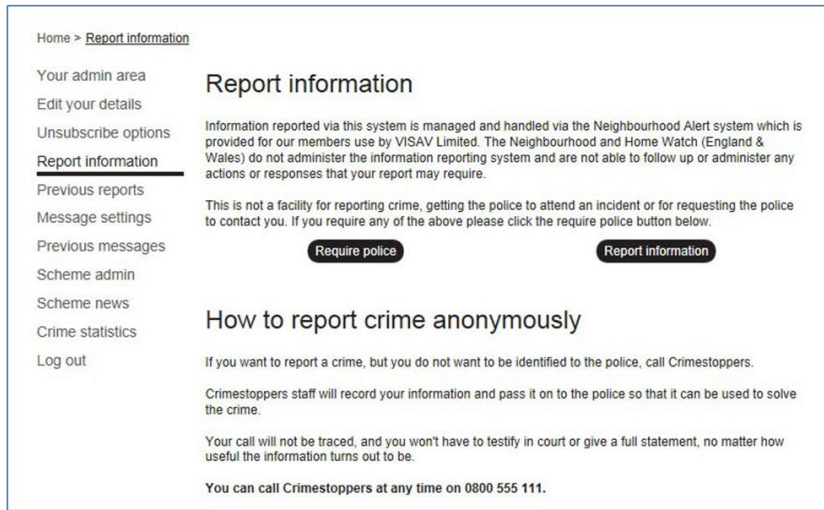
8.8: How is Reporting information via the website managed?

Registered ends users (users) are able to log into their member area and use the secure form to report information to Information Providers on the system. If information is reported this way, the Neighbourhood Alert system sends a single email to multiple recipients to advise that a report has been made.



User clicks on the “Report information section in the navigation

The user is given an option to select if they require the Police and they are reminded that they can report information anonymously to Crimestoppers.



We clearly define here that this is NOT a system for reporting crime.

The information reporting process only continues if they choose to click on “Report information”.

Selecting “Require Police” takes the user to a Direct.gov page.

User completes the date, time, type and their role.

Current options for “Type of incident” are:

Current options for “Role” are

Identify the location

The user can enter a postcode or simply drag and zoom the map to the approximate location of the incident.

If not location is defined, we use the users own home location. If the location is not successfully found, the information report that you see in the admin area indicates that the location has not been mapped correctly.

The location information is used in the report and to define which administrators we notify about the report.

User adds a free text description.

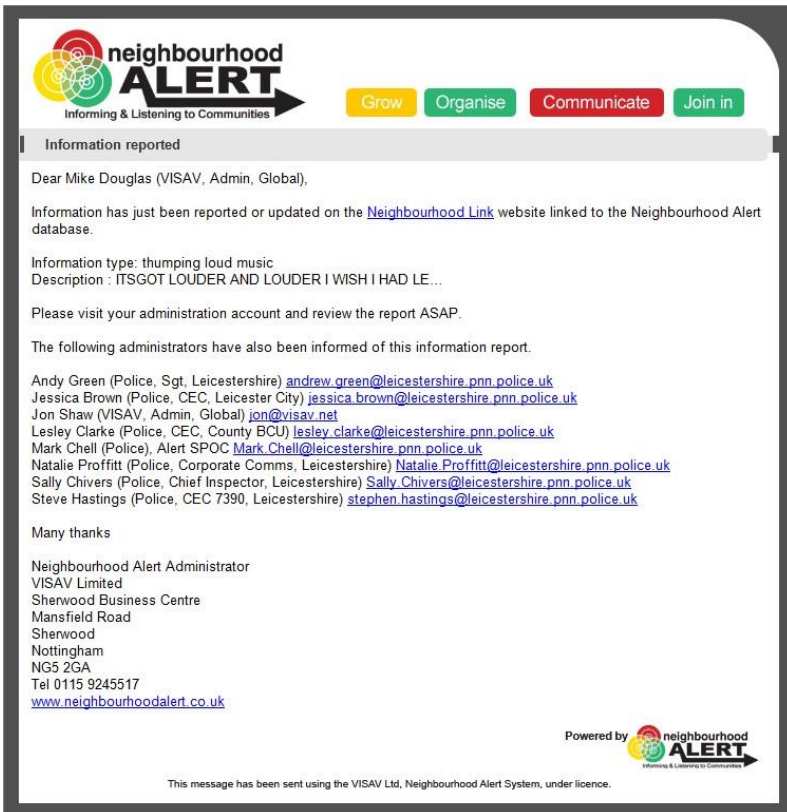
Information sharing

Please note, the user decides at this stage, which Information Providers they wish to share their report information with.

This list varies per micro-site but always includes the Police and Neighbourhood Watch.

How are you notified about Information Reports?

The Alert system sends a single email to each administrator that has elected to receive notifications about any information report. This email lets each administrator know who has been notified about the report.



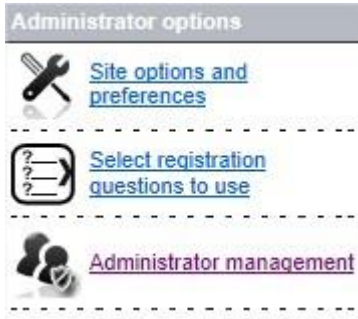
You will only be notified if the user has elected to share this information report with the Information Provider that you represent on the system.

You will also find that administrators representing other Information Providers could be included as recipients of these emails.

How do we configure the email recipients?

Top level administrators are able to configure who can see information reports and for what areas. This configuration is done from the usual portal administration login area. i.e. www.nottsalert.co.uk/admin

1) Select Administrator Management

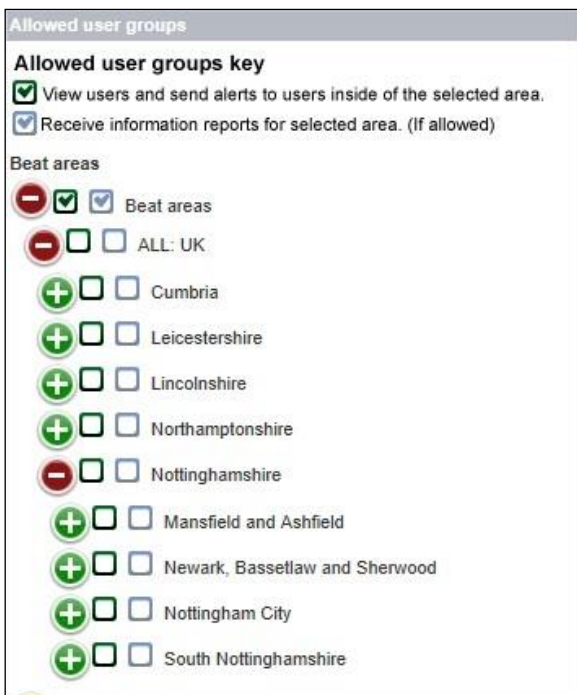


2) Select the administrator you wish to authorise or add a new administrator.

3) In their configuration options tick "View/respond to information reports"



4) Define areas



In the select areas section, you can select which areas an administrator can see users within (green boxes). The grey boxes allow you to define the areas that will trigger a notification if an information report is made within them.

If you want this administrator to be included in the email notification (above) select the grey boxes for the areas that they wish to be notified about.

You can define a large area for where they can see and send messages to (green boxes) and a much more focused area, perhaps a single beat, for information report notifications.

Please be aware that at least one or two administrators should have the entire county selected so information reports do not go unnoticed.

Summary points

9.0: Flexible and affordable

- Low cost all inclusive bill including up to 6000 free texts or voice calls per year
- System entirely supports your vision statement in “Putting Communities First” and building the confidence on communities.
- Capped pricing, no tiered prices based on number of users or administrators
- Low cost calls and guaranteed free emails for the life of the contract.
- A capped budget can be set per administrator and Information Provider to control usage costs.
- Future system developments will be integrated FOC to you system, no additional version fees.

9.1: Accessible to all stakeholders

- System is entirely designed around partnership working and pooled resources
- Advanced, secure administrator permissions allow delegation of administration with confidence.
- Customised billing reports per information Provider enable transparent accounting
- Totally scalable solution, no user limits or upgrade fees.

9.2: Self registration and administration

- All users have access to register and update their own information.
- NHW coordinators can access info reporting, crime stats and superb scheme management tools
- Automatic data validation facilities ease the administration burden
- Delegate administration roles to local association volunteers safely and from anywhere.

9.3: Not just for Neighbourhood Watch

- The system will support any number or type of Watch groups or tenants and residents groups etc.
- Virtually ANY type of organisation or group of people with common interests can be quickly grouped and managed using the simple tools.
- Neighbourhood Watch is the driving force and a catalyst but is only one of multiple groups already catered for by the system.

9.4: Information overload/spam management

- Users control who can see them, what message types they want and the priority level of message they are prepared to receive
- Protocols are being added to highlight to administrators what messages have just been sent out to users so duplicated messages can be avoided.
- Message quality and usefulness reports can be automatically sent to administrators to highlight any poor quality or unwelcome messages

Contact information

VISAV Limited

Mike Douglas
Director and Account manager
Sherwood Business Centre
616a-618a Mansfield Road
Sherwood, Nottingham, NG5 2GA
Tel: 0115 9245517 ext 224
Mobile: 07771 557788
mike@visav.net
www.neighbourhoodalert.co.uk

Nominated contact for security vetting forms

Mr Andrew Sawford
Managing Director
andrew.sawford@visav.net.

References and contacts

Please be aware that these references are not permitted to give recommendations but are provided here in order to corroborate any information or claims provided herein.

Nottinghamshire Police Contact

Sgt Richard Stones (Force Crime Manager)
Nottinghamshire Constabulary
Police Headquarters
Sherwood Lodge
Arnold, Nottingham
NG5 8PP
Tel: 0300 300 9999 ext: 800 3045
Mobile: 07899 063801

Neighbourhood and Home Watch Network (England & Wales)

Kate Daisley
Operations Director
Beaumont Enterprise Centre
72 Boston Road
Beaumont Leys
Leicester
LE4 1HB
Tel: 0116 2293118

I hope this information is comprehensive enough at this stage but please do not hesitate to contact me if you require any further information. We are very committed to this project and can assure you of our best attention at all times.

Many thanks

Mike Douglas

Mike Douglas
Director