

**DEVELOPMENT BOARD
UPDATE: 12
RE: Practitioner Group
Meeting Minutes: 20th July
2016: Public Facing App
Review**



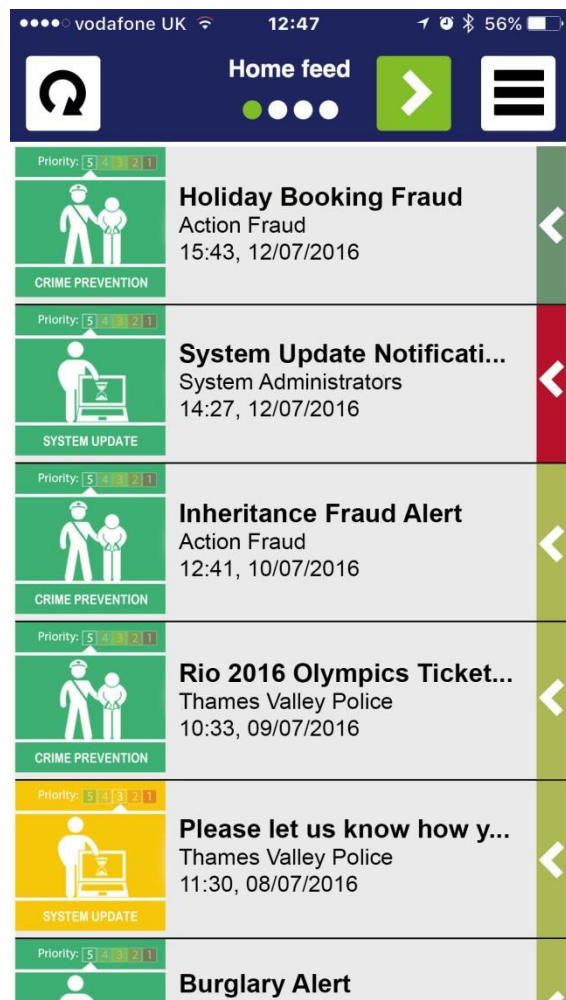
FAO: Katrina Fleet
Organisation: Wiltshire Police
Email: Katrina.Fleet@wiltshire.pnn.police.uk

You are receiving this email circular because you are listed as a key contact involved with your organisations Neighbourhood Alert system including senior administrators and members of the Practitioners Group. If you feel you should not be on this list, please contact support@neighbourhoodalert.co.uk and I will remove you.

Dear Katrina,

This is a summary of the online Practitioner Group meeting that took place yesterday. I am sorry if you were unable to make it but I am sure these notes will serve as a useful reference point if you have any questions regarding the launch of the Alert “Public facing” smart phone app.

This is the app that will enable members of the public to register and receive Alert messages onto their smartphones. It will also enable messages to be sent to users based on their actual location and will have other benefits such as easy access to manage previous Alerts and manage their own contact list of people they may wish to forward messages to.



Online PG meeting attendees

Claire Ingram Thames Valley Police
Amy Crowfoot: Dorset Police

Andy Heath: Lancashire Police
Caroline Jones: Cheshire F & R Service
Corey Chamberlain: VISAV
Graeme Barbour Hampshire Police
Helen Lacey: Cumbria Police
James Armstrong: Sussex Police
Jon Shaw: VISAV
Mike Douglas VISAV

App Overview and Costs Explained

Mike Douglas explained that a version of the App could be constructed for any partner and could be branded to the same design as the Alert website that you operate; We will also take care of the construction and launching in iOS (Apple), Android and Windows formats.

The App would be provided and supported within the standard licencing cost you pay now but there would be a small fee of **around £500 per year** to cover unlimited push notifications to the app. This is an unavoidable cost incurred by VISAV for the use of the push technology. It does work out to be a minuscule cost per message and would be a fixed cost to assist in budgeting. You cannot have the app without the push service.

We will be developing a Neighbourhood Alert branded App that will not have a cost to any partner and anyone who downloads this one who lives (or roams) into your licenced area will receive your messages.

Jon Shaw gave an online step-through demonstration of the latest version of the smart phone app. This first version is branded for Thames Valley Police as they are the lead partners for this project (and have funded some of the development).

Various features of the app were demonstrated including:

- Alert overview screen
- Hotspot locations
- Forwarding Alerts
- Replying, Rating and Flagging Alerts
- Viewing Twitter Feeds
- Points of Interest Map (showing local Police Stations)

Please download the [App Overview Document](#) to see the TVP design and some of the functionality.

Questions raised

Twitter Feed

GB: Would the user need a twitter account to view the twitter feeds?

JS: *No, the Twitter page is a list of pre-defined feeds such as the Force Twitter feed.*

AH: We have lots of twitter feeds per area, is this configurable?

JS: *A development option would be to provide a list of Twitter feeds that are relevant to a geographic area/.Beat/Neighbourhood. Would this be of interest?*

AH, Yes we have 26 feeds, would be useful to have a list of local feeds

CI: Would it pull up a local feed within force area or outside areas as well?

JS: It would pull up the local feed options for anyone from anywhere for example, someone who is registered in Cumbria but visiting Oxford would be able to review relevant tweets for Oxford.

CI: I would be supportive of that to support transient communities

Hotspot locations

JA: We have a requirement to assist with mobilising volunteer sectors; will the app work to send messages when you walk into a hotspot?

JS: Yes, you will have an admin area which will enable you to create a cordoned area which will deliver a predefined message to users when they enter that hotspot.

Points Of Interest (POI) map

CJ: Could we also show Fire Stations on the map?

JS: Yes, we just need a spread sheet of the location: Type (Police Station etc), Name, Address, Opening hours and a description of the service (ten words) that will show up when you touch the pin on the map. Send this Spread sheet to support@neighbourhoodalert.co.uk

HL: Could the POI map show Community events, and for example, Police officers in certain locations?

JS: We will add a timescale to an event at a location so you could create these timed duration events using the cordoned area facility.

CI: Will it be kept up to date automatically from the web or will we need to keep it up to date?

JS: You will have an admin and will need to keep the list up to date manually. In the future we could look at drawing this feed of locations down from police.uk or perhaps enabling it to upload if you don't maintain it there.

JA: Could we add other hotspots on the map, our events are promoted via Social Media, could these populate the map?

MD: If needed, we could add a feature to the message sending process in Rapport to enable an event to be added and then Tweeted/emailed/texted and notified by push all with one process so you don't have to do it twice

HL: Could we add Third party Hate Crime reporting centres in Cumbria?

AH: Lancashire would find that useful as well, we want to map and promote the Third Party Hate Crime Centres

JS: Yes, anything along the lines of public safety could be added, just send us the list in the above spread sheet format.

MD: Anything that does not seem relevant would be proposed to the Dev Board for agreement before it appears.

Terms & Conditions

MD: Thanked TVP for providing the legal expertise so the app is police compliant. TVP have been reviewing and creating the legal framework for the app conditions and the data use and storage.

CI: Has a task to chase up the final legal terms for the app.

User's Contact Lists

JA: Can end users import their own users from the phone?

JS: *We could investigate interacting with the contact list on the phone to allow an import*

JS: *We could also provide a spread sheet to import users when using the member admin area which synchronises with the App Contact list.*

JA: Raised an issue with users complaining about having to use the forwarding list.

MD: *Explained that the forwarding system has reduced the number of problems caused by user's forwarding messages dramatically.*

This method when properly understood is well received by members of the community and 6,915 users have been added to forwarding lists by end users now.

A new section in the Help Centre has been created to explain to people how to add users and why we recommend this service: <https://visav ltd.zendesk.com/hc/en-us/articles/207095979-How-to-share-a-message>

Finally, if a Neighbourhood Watch administrator wants to add more than 20 or so people to a list, it may be more appropriate for them to contact national Neighbourhood Watch (enquiries@ourwatch.org.uk) and enquire about getting access to the Multi Scheme Administrator tools which give far more access and really useful tools for them to work with. More information can be found here:

<http://www.ourwatch.org.uk/knowledge/be-a-multi-scheme-administrator-msa/>

AOB

MD notified everyone that the **end-user website terms have been updated** to V6.3.

Review the terms here: https://member-registration.neighbourhoodalert.co.uk/member_screens/tncs.asp

The terms have been updated with the following two key additions:

- 1) See section 1.3: We no longer exclude children under the age of 16 and **allow children who 13 and older to register**. Anyone under the age of 18 is advised to seek permission from a parent or guardian before applying. This was requested by Hampshire police who have checked the wording to be suitable. (Contact Graeme.barbour@hampshire.pnn.police.uk for corroboration)
 - 2) A section has been added to pre-warn users that they may have the opportunity to opt-in to a scheme to **pass their details to social media platforms** that Information Providers advertise on. See the section in the terms: "How will you use my data?" VISAV will not share any user data with third parties but Surrey Police wanted to have this clause included to be very open with users that they may be given the
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option in the future. Please contact Andrew.Fielding@surrey.pnn.police.uk for more information

Meeting closed at 14:04

Other items to tell you about

System Administrator Message

As national Joint-Data Controller, we have a DPA responsibility to periodically remind all members of the system about who can see their data and how to update their settings. This compliance message was sent to all users on 27th June in conjunction with launching the Action Fraud survey mentioned below.

National Survey Underway

Action Fraud are undertaking a "[How do you think we are doing?](#)" survey this month to evaluate their service and messages. We have also included some more generic questions regarding the Alert service and messages in general.

So far 25,000 people have responded including over 4,000 people who describe instances where your Alert messages have specifically "helped them protect themselves or others because they were better informed". Or, as shown in this image how 74% of users feel that your messages have changed their behaviour!

Some of the questions are "Trickle fed" so will appear one at a time at the bottom of your standard messages as they are sent out. This is proving to be very effective with over 11,600 people taking up the survey from a trickle fed question so far. If you have anyone asking about a question that was on your Alert message, this will be part of the national campaign.

The campaign is live until the end of July and we will, of course provide a full report and access to all the results data in your area.

ISO 9001 and ISO 14001

I should mention that VISAV has recently achieved both of the above ISO standards which relate to our quality management and our efforts to be environmentally friendly with all of our processes. You can now feel even more confident that we are spending your money wisely and looking after the planet wherever possible. Plus we have another cool logo on our email footer

☺

I hope you managed to read some of these updates and they were of interest? We cannot do any of this without your support and feedback so thank you for everything you do and have helped us with. Please do not hesitate to contact me with any questions or ideas.

Best regards

Mike Douglas

Director: Neighbourhood Alert Project

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