

## NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 19

### RE: November Alert updates and news

FAO: Mike Douglas  
 Organisation: Nottinghamshire VISAV  
 Email: [mike@visav.net](mailto:mike@visav.net)

You are receiving this email circular because you are listed as a key contact involved with your organisation's Neighbourhood Alert system, including senior administrators and members of the Practitioner's Group. If you feel you should not be on this list, please contact [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) and I will remove you.

Dear Mike,

Hello from the busy offices of VISAV and sorry (again) for the long email. This does contain some useful information so do please find a moment to have a scan through as we don't want you to miss any useful information about updates to your system.

### Contents

#### SGN Alert update

- Origins Ethnicity Report
- Cyber Segmentation Survey Update
- Rapport Updates
  - /admin access
  - Password reminder by text
  - Request an account process

### SGN Alert update



As mentioned in last month's update, [www.sgnalert.co.uk](http://www.sgnalert.co.uk) is now live and we have a new Information Provider on the Alert network.

SGN manage the network which distributes gas to over 5 million homes and businesses across Scotland and the south of England:

SGN is a gas distribution company, when repairs are needed or pipes need to be upgraded SGN dig up the

roads or footpaths. They provide the National Gas Emergency response service (“Smell gas?” response service) to their pipe network and **sometimes have to respond quickly when safety is at stake**, which may mean performing street works at very short notice. You can find out more about SGN on their main website: [www.sgn.co.uk](http://www.sgn.co.uk)

SGN have joined the Alert system to provide real time information in emergencies; these messages could be about evacuations, roadworks, service interruptions and advice after floods etc. We feel that these messages are important and every Alert user in a relevant user should be able to receive them.

We have discussed the process of opting in all users with a caseworker (Damian) at the Information Commissioners Office who, after careful consideration has confirmed that: as SGN will not be able to send “Marketing” messages and any messages they do send will be consistent with the same purpose that members of the Alert system have signed up for, **opting all users in relevant areas IN to receive these messages is acceptable**. This is of course as long as we advise them and provide a quick and simple opt-out process.

We have also tested the acceptance of this procedure with 1000 users distributed equally across the coverage areas. Of the 1000 people notified, we received 5 opt-out requests which we actioned immediately. We received 1 reply which included a complaint about being opted-in, we immediately opted this user out and notified him, no further communication has been received. This represented a **99.9% acceptance** of our procedure which we feel is good enough for us to proceed, especially with the confirmation from the ICO.

**So, in summary: unless we receive any urgent requests not to go ahead, before the end of this month, we intend to opt all users in the South East, Dorset, London and Scotland areas IN to SGN and will add them to your list of available Information Providers**

SGN will be undertaking an extensive and ongoing promotion campaign particularly aimed at recruiting the most vulnerable residents in their areas so we are sure that their involvement will greatly enhance the Alert databases of all partners in the relevant areas.

If you would like to agree your own protocols with SGN regarding messages they intend to send, please do not hesitate to contact them, I am advised that they are more than happy to work with the partners on Alert to ensure the system works for all concerned:

---

Deborah Fulton-Mellor  
Customer Service Manager  
M: +44 (0)7855 088651  
E: [deborah.fulton-mellor@sgn.co.uk](mailto:deborah.fulton-mellor@sgn.co.uk)  
SGN, Walton Park, Walton Road, Farlington PO6 1UY

Please do not hesitate to contact me if you have any questions or concerns regarding this process.

### **Origins Ethnicity Report**

From early in December you will receive two ethnicity reports for your area courtesy of Origins. These reports will show you the proportion of each ethnicity living in your area (registered or not) and a second report will show you how representative your Alert database is compared to the people that live in your area.

Please let me know if you have any particular administrators on your system that should receive these inciteful reports each month and I will set them up for you.

### **Cyber Segmentation Survey Update**

Over **75,000 people** have now undertaken the Home Office / Action Fraud self-assessment survey and are filed in specific groups on your system. You will hopefully appreciate that this data is sensitive, extremely useful in campaigns for reducing cyber scams and fraud and is available to you without charge within your Alert database.

You can read more about the project [here](#) and run through a Prezi about it [here](#). Please contact me directly to discuss access to the data sets if you cannot see them and how we can overlay this data on your Rapport system.

### **Rapport Updates**


As several forces are rolling out campaigns to give Rapport access to more administrators, we have done some work to improve the accessibility of the Rapport system.

---

## /admin access

You will soon find that the screen you use to access your usual admin area has had a facelift. We are making the choice of using the main admin or Rapport more obvious.


### Choose the most appropriate admin area:



powered by  
**neighbourhood  
ALERT**  
Informing & Listening to Communities

Use the main admin area to set up new recipient lists, access reports and manage Neighbourhood Watch as well as send messages and deal with replies.

Login



**Rapport**

If you are logging on to do a quick task, send a message, add a new user, find someone, please try the simple to use [Rapport admin system](#).

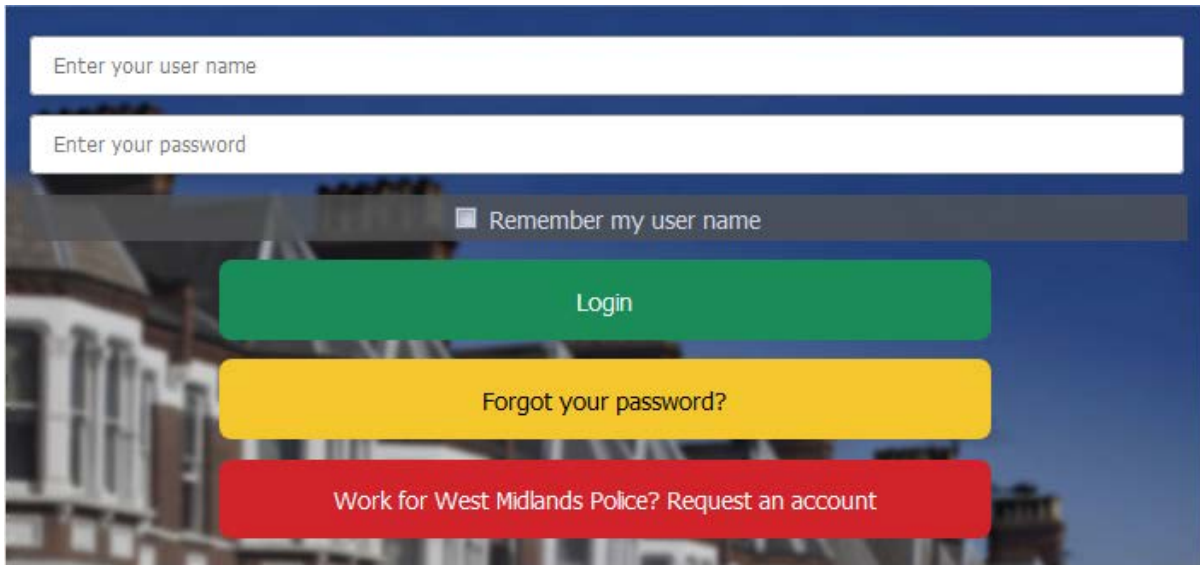
Login

Please note, your user name and password is the same for both admin systems. You can recover your password on either system.

## Password reminder by text

We have added a password reminder process to Rapport and being very much aware that your front line officers often require quick access and will not wait for an email to arrive, we have enabled a PIN reset system.

This system will instantly send a pin number by SMS to the administrator's mobile number which will then provide access and let them set up a new password. The system will require each administrator to add their mobile number to their account beforehand and it will prompt them for their mobile number if they do not have one saved. For those without mobile numbers we have added an email password reset system.



The screenshot shows the login interface for Neighbourhood ALERT. It features a dark blue background with a blurred image of a residential street. At the top, there are two white input fields: 'Enter your user name' and 'Enter your password'. Below these is a checkbox labeled 'Remember my user name'. There are three prominent buttons: a green 'Login' button, a yellow 'Forgot your password?' button, and a red 'Work for West Midlands Police? Request an account' button.

### Request an account process

We have been developing an effective method for administrators who want an admin account to request one via an online form. This system saves your super-users a lot of time in authorising accounts as most of the fields are completed by the applying administrator. You can view this form in action here:

<https://mobile.neighbourhoodalert.co.uk/172/CreateAccount>

If you would like this service activating on your system, please email me directly.

### “How Are We Doing” National Survey Results

I have saved the best until the last! Throughout July 2016 Action Fraud conducted a user feedback survey across the Alert system and kindly allowed us to contribute some questions regarding the general perception of the system and your service.

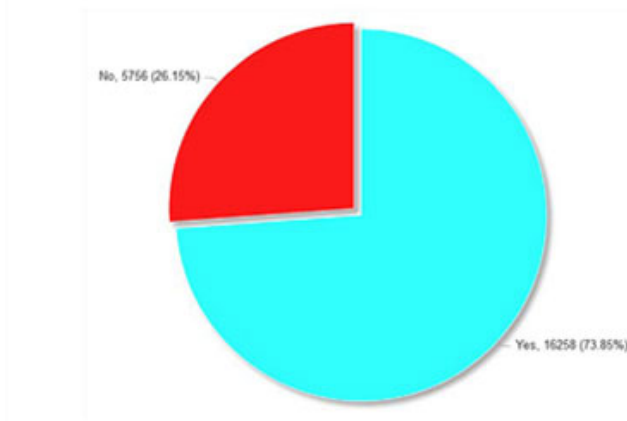
Over **33,000 people** contributed to the survey in one month, demonstrating yet again how effective our Community View survey facility is and providing us all with a substantial response to evidence the effectiveness of both the Alert system and your service when using it.

The summary report is available for you to download on the link below and some of the results include:

- **87%** of respondents find it easier to spot a scam since being on Alert
- **74%** state that being a member of Alert motivated them to be more active in crime prevention and community safety
- **90%** have changed their fraud protection behaviour since receiving Action Fraud messages

- **7236 people** state that they have received a message which has **directly helped protect them** and others because they were better informed!
- **68%** want messages from other organisations

**Q: Has being on the system motivated you to be more active in crime prevention and community safety within your own environment or local community?**



Download the summary, survey report here:

[https://www.neighbourhoodalert.co.uk/images/site\\_images/25540\\_HowAreWeDoingSurveyResultsSummary\\_July16.pdf](https://www.neighbourhoodalert.co.uk/images/site_images/25540_HowAreWeDoingSurveyResultsSummary_July16.pdf)

Thank you once again for all your fantastic support and patience, please do not hesitate to contact me if you need to talk about any issues raised here or in dealing with us.

Best regards

**Mike Douglas**

*Director: Neighbourhood Alert Project*

**VISAV Ltd.**

Sherwood Business Centre  
616a-618a Mansfield Road  
Sherwood

Nottingham  
NG5 2GA  
Company No: 04511143  
Data Protection Registration: Z8862537

Web: [www.neighbourhoodalert.co.uk](http://www.neighbourhoodalert.co.uk)  
Brochure: [www.neighbourhoodalert.co.uk/brochure](http://www.neighbourhoodalert.co.uk/brochure)  
Email: [mike@visav.net](mailto:mike@visav.net)  
Tel: 0115 9245517 Extn. 224  
Mobile: 07771 557788

This message may contain information which is confidential or private in nature, some or all of which may be subject to legal privilege. If you are not the intended recipient, you may not peruse, use, disseminate, distribute or copy this message or any file which is attached to this message. If you have received this message in error, please notify the sender immediately by e-mail, facsimile or telephone and thereafter return and/or destroy the message.