



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 52

Date: 24th March 2020



Note: 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 Practitioners' Group. If you feel you should not be on this list, please reply to feedback@neighbourhoodalert.co.uk and I will remove you.

View an archive of previous updates [here](#)

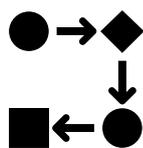
Welcome to this week's Dev Board update bulletin. After what I'm sure you will agree has been a very challenging week for everyone, I hope you will be pleased to read that this bulletin has been officially designated a 'C-word' free zone! Instead, I will be concentrating on all the positive development that has occurred in the past week surrounding V4 as well as some other very positive news relating to our recent National Survey.

Many thanks
Mike

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Version 4 (V4) Progress Update



V4 development has continued to progress well in the last week and with a concerted effort from Jon and the team for the remainder of this week we will be in a position to give the Practitioner Group access to a test system next **Monday 30th March**, as planned. You will find more information later on in the bulletin regarding access to the test system, the features that the Practitioner Group will be able to access and test, and the feedback process.

Practitioner Group Net-Meetings



We held two very productive V4 net-meetings last week which were attended by a total of 25 force colleagues and NW representatives from the designated Practitioner Group. We recorded the second net-meeting session for the benefit of the Dev Board and any Practitioner Group members who were not able to login to either of the sessions. To view this, please click on the image to access the video, or paste the link below into your browser:



<https://www.screencast.com/t/g1y68epGGacx>

V4 Launch Schedule & Phased System Functionality



It will be entirely up to each of our partner organisations to decide in which V4 release phase they want to go live, and the final decision will lie with the Police Force lead for each area (where we have one). Some partners may decide to opt for the more basic functionality of the V4.0 release, whilst others may choose to wait for the enhanced functionality that will be available in V4.1 and V4.2 releases, if they consider specific functionality to be vital to their respective organisation. To enable all our partners to start giving some thought to this we have put together a chart which highlights the functionality that we are currently planning to include in each of the release phases.

Access the initial Version plan

[Spreadsheet](#) (Detailed and simple version)

[PDF](#) (Simple version)

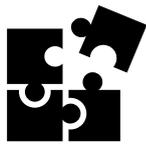
I would welcome any initial feedback that you have to be sent to feedback@neighbourhoodalert.co.uk. If there is a consensus surrounding specific functionality we will obviously do our utmost to ensure this is released as early on in the process as possible. I would however ask you to be mindful that this is a 'national' project and we may not therefore be able to grant all requests.



Practitioner Group Access to the Test System

We plan to have all the error checking and final security pen-tests completed by the end of this week. We will then be able to make the system available to the Practitioner Group from **Monday 30th March** for the testing to commence. We will use each practitioner's contact details that have been provided to create a basic account. A link to the test system will then be sent to each practitioner, along with a temporary password that they will be asked to change at their first login.

The Feedback Process



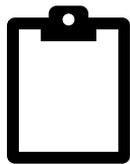
We have requested that all feedback, along with screenshots if possible, be sent to feedback@neighbourhoodalert.co.uk (along with their individual login details we will also include instructions for the Practitioner Group on how to take a screenshot within the system). When feedback is received, our Zendesk ticketing system will automatically notify the project delivery team and myself that new feedback has been received. The feedback will then be transferred to our 'Planner' tool (highlighted in the net-meeting video) to ensure that all feedback is noted and acted upon.

Net-Meeting Diary Dates



We will be hosting a further two follow-up net meetings on **Tuesday 14th April at 10am** and **Thursday 16th April at 2pm** to enable the Practitioner Group to discuss their feedback in a live environment. This will also give us the opportunity to discuss any of the feedback that we will undoubtedly have received by email in the period since system testing began. You are of course welcome to join these sessions if you wish and we will communicate access details nearer the time.

Responses to the February National Survey



We have been truly delighted by the response to the National Survey that was sent to 632,266 registered Alert end-users last month. A phenomenal **104,026 people have completed the survey** which represents a 16.4% response rate and an increase of 17,039 responses on the 2018 survey. This just goes to highlight the power of the Alert system and the high regard that the end-users have for it. I just want to say a massive 'thank you' to all our partners who work proactively on a daily basis to make the Alert system a success, it really is a joint team effort!.....I'm actually welling up!

Over the coming weeks we will be communicating detailed survey response analytics to all our partners. We are just in the process of agreeing internally the best way to present these results to you and I very much hope that you look forward to receiving them.

Of the 104,026 respondents, **37,421 (36%) opted in to be V4 end-user testers** which provides all our partners with a large pool of users to whom test messages can be sent and from whom we can receive responses, as part of the robust V4 Practitioner Group testing process.

Keep Smiling



Given the current circumstances affecting us all I just wanted to share with you an email I received from Maggie Lewis, an MSA at Oxford NW. It simply read:

'Please can I thank you all for keeping communications open for Neighbourhood Watch and other organisations. I do not believe your service has ever been taken for granted but it is even more essential now. Stay safe.'

I would usually write a couple of paragraphs and waffle on a bit now but I think Maggie's words have said it all!

That's it for this week and as Maggie said.....stay safe everyone.

Best regards

Mike Douglas

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