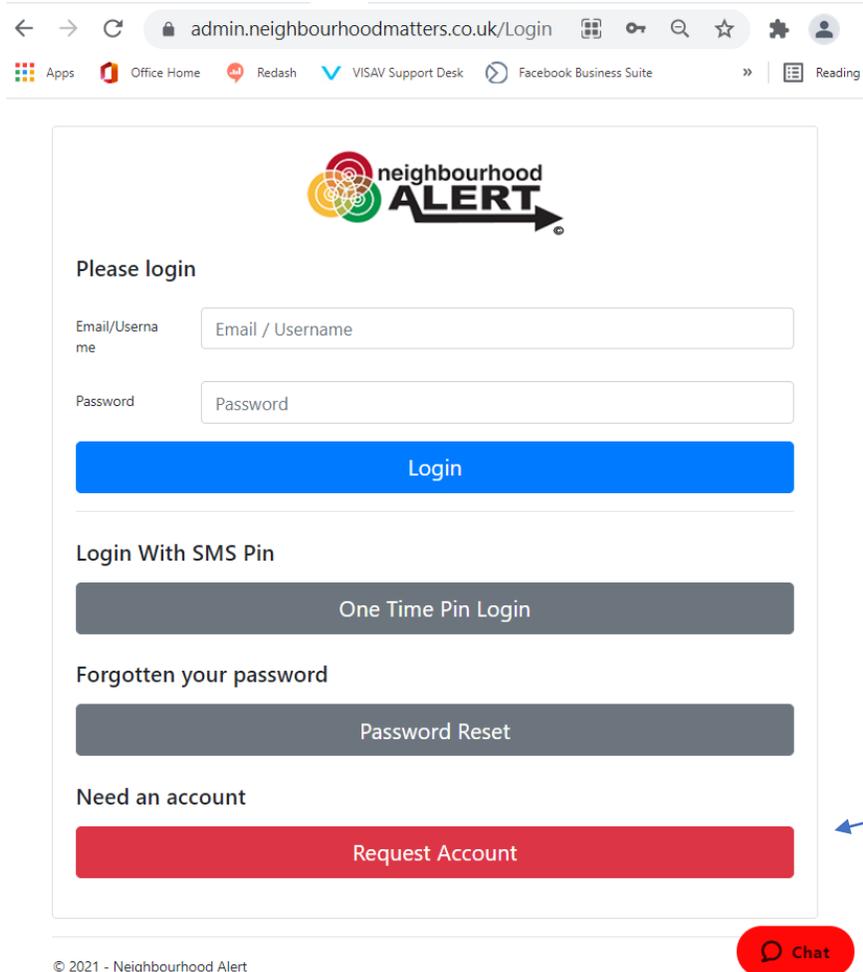




# Delivering the Enhanced Priority Survey

Key requirements to find and deliver the Neighbourhood  
Alert, Enhanced Module, Priority Survey

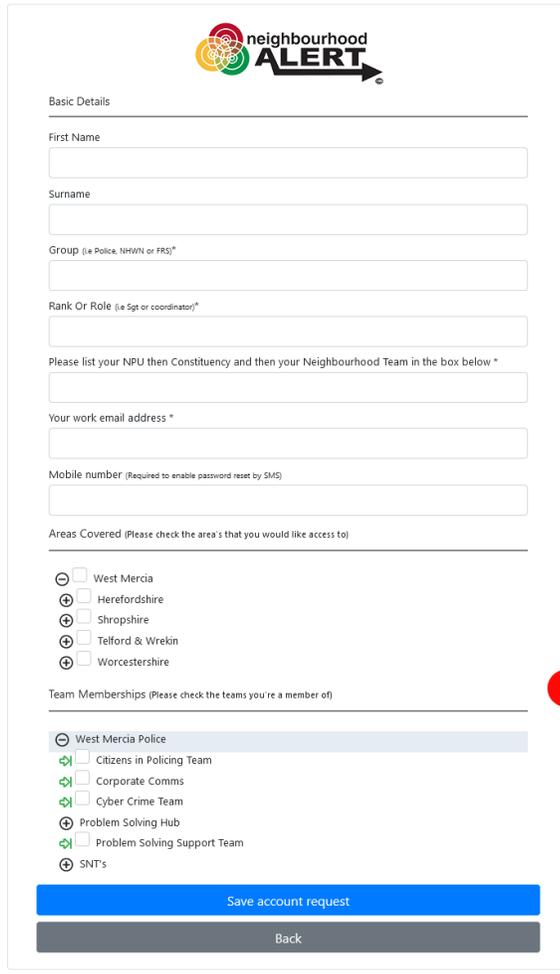
# 1) Ensure you have access to “Rappport”



The screenshot shows the admin login page for Neighbourhood Alert. The browser address bar displays 'admin.neighbourhoodmatters.co.uk/Login'. The page features the Neighbourhood Alert logo at the top. Below the logo, there is a 'Please login' section with two input fields: 'Email/Username' and 'Password'. A blue 'Login' button is positioned below these fields. Underneath, there are three additional options: 'Login With SMS Pin' with a 'One Time Pin Login' button, 'Forgotten your password' with a 'Password Reset' button, and 'Need an account' with a red 'Request Account' button. A blue arrow points to the 'Request Account' button. At the bottom left, there is a copyright notice '© 2021 - Neighbourhood Alert', and at the bottom right, there is a red 'Chat' button.

- Rappport is the secure admin area used to access the Neighbourhood Alert database from a mobile device
- You will need to request an admin account (if you don't already have one), by going to: <https://admin.<Your Website>.co.uk> and clicking the red “Request Account” button

# Request an account



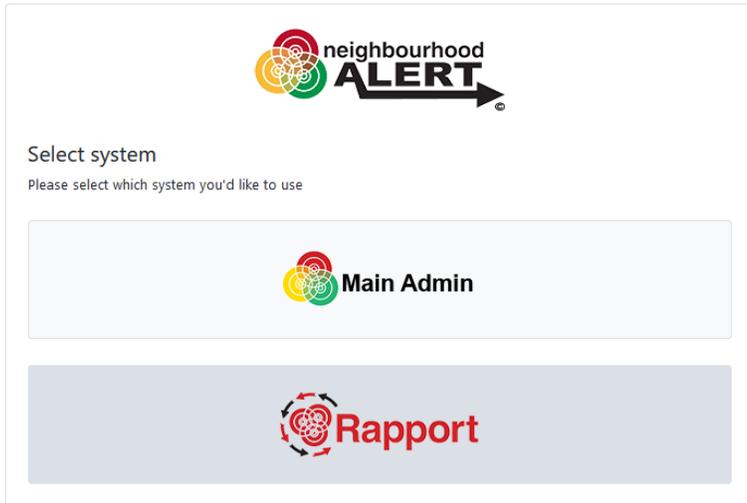
The screenshot shows the 'neighbourhood ALERT' logo at the top. Below it is a 'Basic Details' section with the following fields: First Name, Surname, Group (i.e. Police, NPHW or FRS), Rank Or Role (i.e. Sgt or coordinator), a text box for listing NPU, Constituency, and Neighbourhood Team, Your work email address, and Mobile number. The 'Areas Covered' section has radio buttons for West Mercia, Herefordshire, Shropshire, Telford & Wrekin, and Worcestershire. The 'Team Memberships' section has radio buttons for West Mercia Police, Citizens in Policing Team, Corporate Comms, Cyber Crime Team, Problem Solving Hub, Problem Solving Support Team, and SNT's. At the bottom are 'Save account request' and 'Back' buttons. A red 'Chat' button is visible on the right side of the form.

- Complete the form with your details (no shared email addresses etc)
- In “Areas Covered” drill the options down using the + symbols and tick the areas you cover.
- Under “Team memberships” tick the Team/Department you work in or drill down the SNTs and select each bottom level area you usually cover.



This screenshot shows a dropdown menu for 'Areas Covered'. The menu is expanded to show 'Worcestershire' and 'North Worcestershire'. Under 'North Worcestershire', there are several sub-areas with checkboxes: Abbey, Alvechurch & Wythall (checked), Batchley & Central, Bewdley & Rural, and Broadwaters.

# Select Rapport



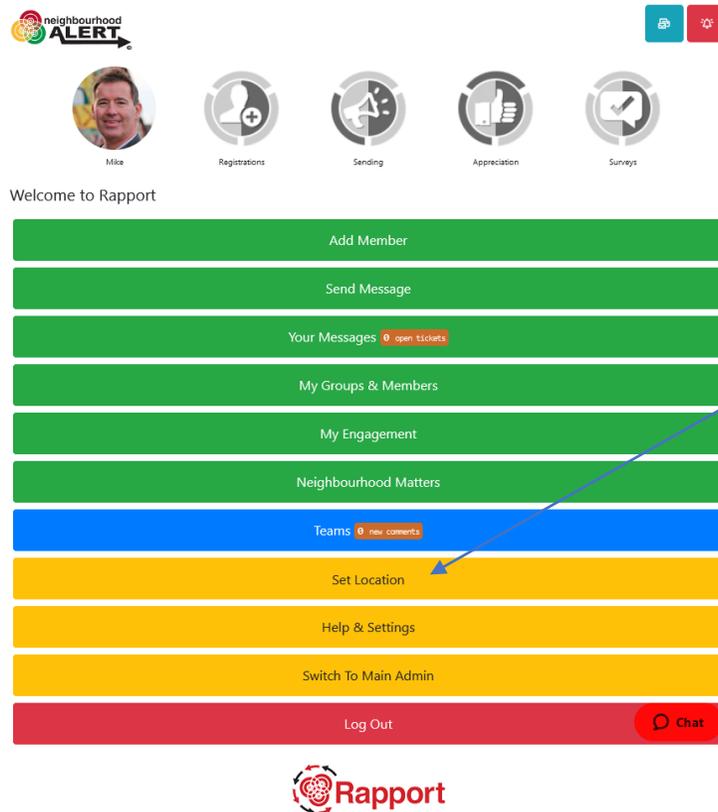
The screenshot shows the 'neighbourhood ALERT' logo at the top. Below it, the text 'Select system' is followed by the instruction 'Please select which system you'd like to use'. There are two buttons: 'Main Admin' with a logo of three overlapping circles (red, yellow, green) and 'Rapport' with a red circular logo containing a white figure.

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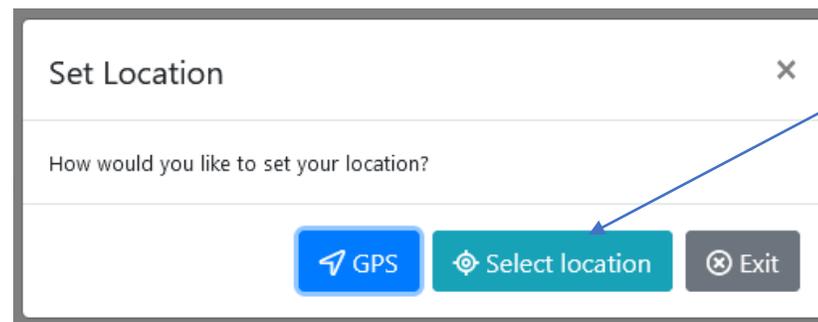
- Once your application is approved, follow the link in the email confirmation and set up your own memorable words and password.
- Find the Admin site by going to: `admin.<Your Website>.co.uk`
- Click on the “Rapport” button

# Set Location

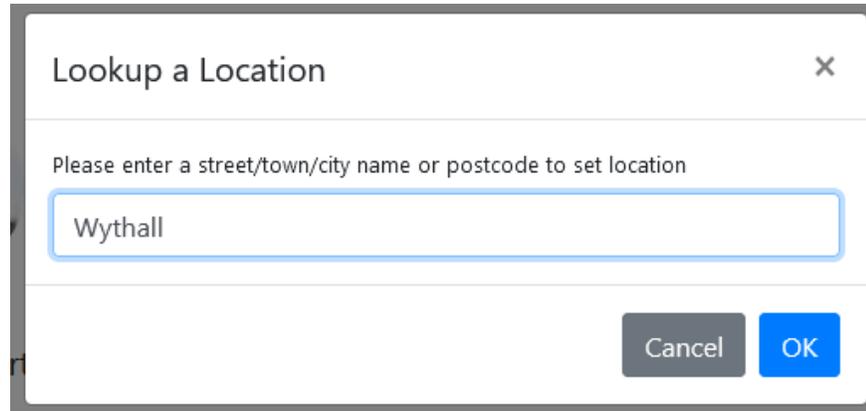
- On the mobile device you are going to use, click the “Set Location” button



If you are on site, use GPS, otherwise, click the “Select location” option



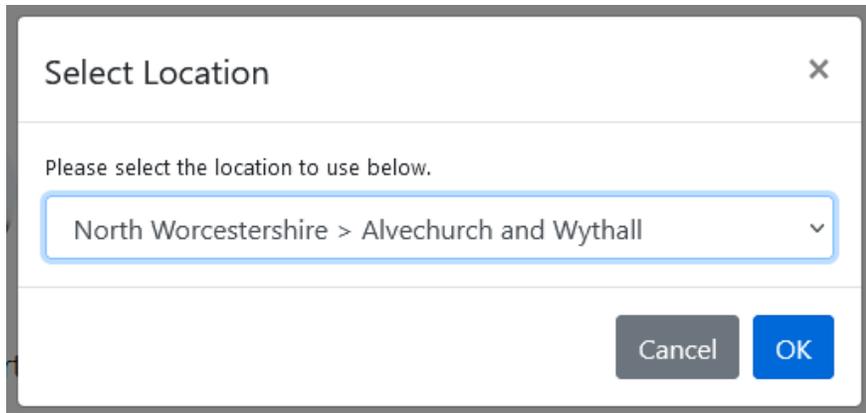
# Set location



Lookup a Location ×

Please enter a street/town/city name or postcode to set location

Cancel OK



Select Location ×

Please select the location to use below.

Cancel OK

- Type the location to search and click OK
- The local Ward area should appear, click OK
- Confirm with OK on the map view

# Find and map the Current Member coverage

Select Areas

- West Mercia
- Herefordshire
- Shropshire
- Telford & Wrekin
- Worcestershire
- North Worcestershire
- South Worcestershire

neighbourhood ALERT

Search by: Name, postcode, email address etc

Search

Details View Selection Mode

List View Map View

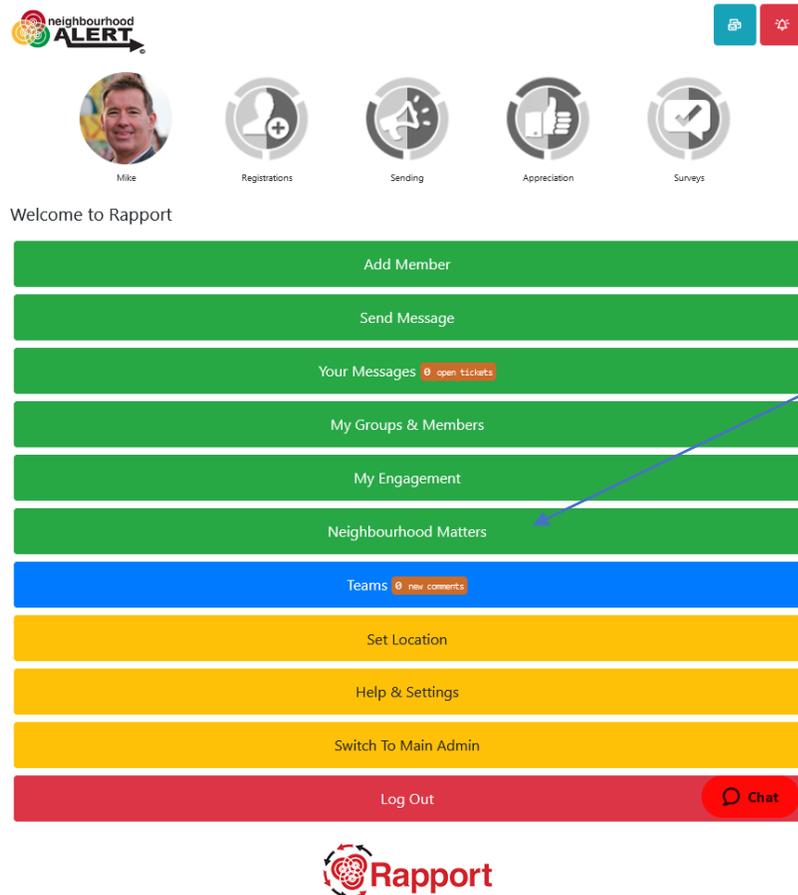


Displaying 500 Users



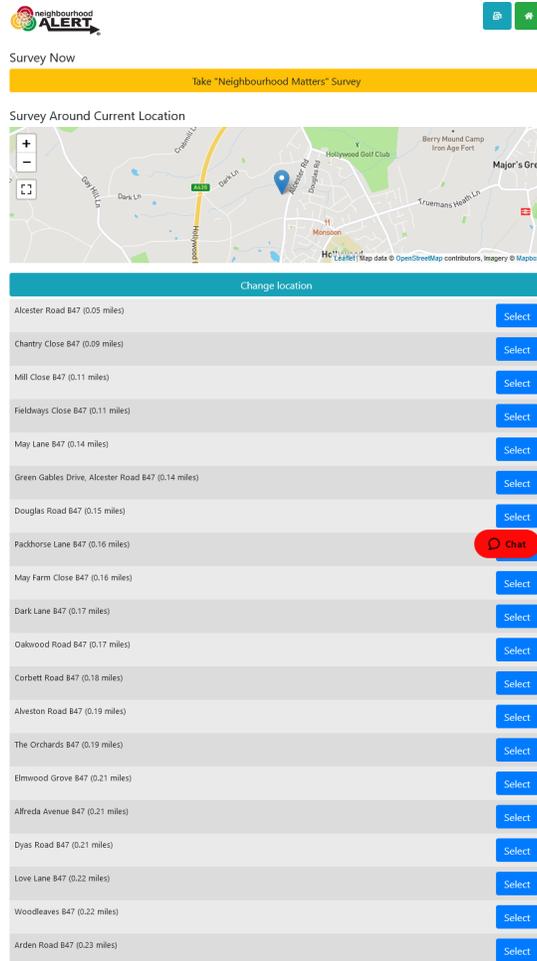
- Click on “My Groups and members”
- Click “View Any Groups Memberships”
- Drill down and click on the black button next to North Worcestershire
- Turn the selected area green and click “Next”
- Scroll all the way down the filter options and click the blue “View list of people” button
- The next screen shows a small map and lists the nearest 500 people to your set location. Click the “Map view” button
- Use the Full screen icon to see a larger map and drag this around to see the current coverage of registered users.

# Find Addresses and deliver the survey



On the Home screen (accessed with the icon in the top right of the screen), click on the button that shows your priority survey name (eg, Humber Talking, Lancashire Talking, Neighbourhood Matters etc)

# Select a Street



The screenshot shows the 'Neighbourhood Alert' interface. At the top left is the logo, and next to it are icons for user profile and home. Below the logo is a 'Survey Now' button and a yellow banner that says 'Take "Neighbourhood Matters" Survey'. Underneath is a map titled 'Survey Around Current Location' showing a street grid with a blue location pin. Below the map is a 'Change location' section with a list of streets and their distances from the current location. Each street name is followed by a distance in miles and a 'Select' button. The 'Packhorse Lane B47 (0.16 miles)' entry has a red 'Chat' button instead of a 'Select' button.

Street Name	Distance (miles)	Action
Alcester Road B47	0.05	Select
Chantry Close B47	0.09	Select
Mill Close B47	0.11	Select
Fieldways Close B47	0.11	Select
May Lane B47	0.14	Select
Green Gables Drive, Alcester Road B47	0.14	Select
Douglas Road B47	0.15	Select
Packhorse Lane B47	0.16	Chat
May Farm Close B47	0.16	Select
Dark Lane B47	0.17	Select
Oakwood Road B47	0.17	Select
Corbett Road B47	0.18	Select
Alveston Road B47	0.19	Select
The Orchards B47	0.19	Select
Elmwood Grove B47	0.21	Select
Alfreda Avenue B47	0.21	Select
Dyast Road B47	0.21	Select
Love Lane B47	0.22	Select
Woodleaves B47	0.22	Select
Arden Road B47	0.23	Select

- This view lists the nearest streets to your set location (which will update when you interact at an address).
- Click on a street that you intend to visit.

# Street View

neighbourhood ALERT

Survey Now

Take "Neighbourhood Matters" Survey

Survey Around Current Location

Back to streets

**May Lane**  
67 Houses · 0 Priority Addresses · 0 Hidden Addresses

View Hidden View Priorities

1 May Lane B47 5NX

Not In Carded Survey Send Declined Remove

2 May Lane B47 5NT

Not In Carded Survey Send Declined Remove

3 May Lane B47 5NX

Not In Carded Survey Send Declined Remove Chat

- This view lists the recommended addresses for you to call on.
- Existing registered addresses, recently visited and declined addresses are not listed.
- A few “priority” addresses may be shown with a red house icon, for various reasons, these are priorities (do not advise the citizen that their address is a priority). You can click the “View Priorities” button to filter the list to just show the priority addresses (if there are any).
- Knock on the door and record the interaction using the button options.

# Street View: Interactions

The screenshot shows the 'neighbourhood ALERT' interface. At the top left is the logo. Below it, a yellow button says 'Survey Now' and 'Take "Neighbourhood Matters" Survey'. A map titled 'Survey Around Current Location' shows a street view of May Lane. Below the map is a 'Back to streets' button. The main section is titled 'May Lane' and shows '67 Houses : 0 Priority Addresses : 0 Hidden Addresses'. There are two buttons: 'View Hidden' and 'View Priorities'. Below this, three addresses are listed, each with a set of interaction buttons:

- 1 May Lane B47 5NX: Not In, Carded, Survey, Send, Declined, Remove
- 2 May Lane B47 5NT: Not In, Carded, Survey, Send, Declined, Remove
- 3 May Lane B47 5NX: Not In, Carded, Survey, Send, Declined, Remove, Chat

- If you click “Not in” the address is removed from everyone's list until 6pm that evening
- If you post a card/flyer/collateral through the door, click “Carded” and this address will be removed for a week
- Surveyed, Send Survey and Declined households are removed for six months
- Remove, takes the address off the database permanently, use this for incorrect, non-household addresses (eg Electrical sub stations, phone boxes etc)

# Perform the Survey



Close and go back to Rapport

Please select one of the below options to start the survey.

 **Go ahead**  
Before you complete the survey, either login or quick-register for a free, secure and private Alert messaging account. Stay in touch and informed with local police & public sector messages.

 **Continue without registering**  
This option will let you complete the survey but we will not know who you are or be able to let you know what we have done about any issues you raise.

## Security and Privacy

We hope you choose to register, it is totally free, your data is stored in a secure, [Cyber Essentials Plus](#) (audited) system, can never be sold or shared without your knowledge and you can update your data sharing permissions or unsubscribe at anytime.

- **Do not call it a “Survey”**, you are there for a “quick chat/conversation and are trying to find out about the area”
- **Set the timeframe**: eg: “It will only take five minutes, I only have five minutes actually as I have been tasked with doing the whole street!”
- **Initial try for registration**: “Would it be OK if we keep in touch with you afterwards, so we can update you regarding anything you mention today?”
- **3 key points**: It’s free, It’s confidential and you can un-subscribe at any time.
- Click either Green or Grey (non-register) Don’t press the point, they have a chance at the end to change their mind.

# Go Ahead... (registration method)



Close and go back to Rapport

## Enter your details

First Name

Surname

Email

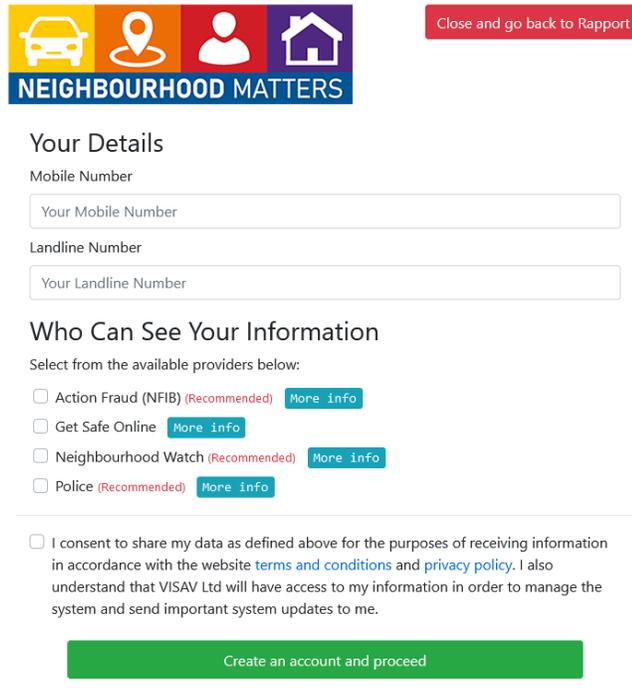
Postcode  
 [Look up postcode](#)

[Next](#)

[Back to options](#)

- Fill in the basic details and click “Next”
- This will check if they are already registered or not.
- If they are registered, it will tell you and send them an email to do the survey in their own time. Ask them to look out for the email and reassure them that the information they provide is important etc.

# Go Ahead... New Registration



Close and go back to Rapport

**NEIGHBOURHOOD MATTERS**

Your Details

Mobile Number

Your Mobile Number

Landline Number

Your Landline Number

Who Can See Your Information

Select from the available providers below:

Action Fraud (NFIB) (Recommended) [More info](#)

Get Safe Online [More info](#)

Neighbourhood Watch (Recommended) [More info](#)

Police (Recommended) [More info](#)

I consent to share my data as defined above for the purposes of receiving information in accordance with the website [terms and conditions](#) and [privacy policy](#). I also understand that VISAV Ltd will have access to my information in order to manage the system and send important system updates to me.

Create an account and proceed

- If the person is not already registered, you will see this screen next.
- Ask for a mobile number, explain that this is only used if we need to let them know that their email has stopped working or if something is really urgent.
- Ask if they will agree to receive information from “Crime and Safety partners”.
- Point out:
  - This is NOT marketing information
  - No data will ever be sold or shared
  - They can turn any partner off at any time from any email

They must have “Police” ticked to receive any service  
“Action Fraud” will warn them about scams and fraud attempts  
“Neighbourhood Watch” will connect them with the local coordinator and enable trusted volunteers to help keep the database updated.

Ask a final time if they agree, tick the box and click create account. (Explain that they will receive an email to confirm)

## Neighbourhood Matters

West Mercia Police wants to know what matters to you.

### 1. What is good about the local area where you live?

Shops

### 2. What are the issues affecting you in your community which would benefit from joint working between police, partners and community members to resolve? (Tick all that apply)

- Alcohol
- Animal Thefts
- Anti-social behaviour – general
- Begging
- Criminal damage (e.g. graffiti, arson)
- Cycle theft
- Dog Fouling
- Drink driving
- Drug dealing
- Drug taking
- Farming Equipment thefts
- Fraud (e.g. bogus callers, courier fraud, cyber-crime)
- Hate Crime (a crime motivated by disability, racial, religious, sexual, or other prejudice)
- Highways obstructions
- House burglary
- I have no issues
- Knife Crime
- Nuisance motorbikes
- Personal theft
- Road Safety Issues
- Rural Crime
- Sexual offences (e.g. exposures, assaults, on-line)
- Shed Breaks
- Street Drinking
- Vehicle crime (theft from or theft of)
- Violent crime
- Wildlife Crime Issues

### From the issues ticked which is your one top issue which is affecting you most.

Please enter your answer here

### 3. Are there any OTHER issues affecting you in your community which would benefit from joint working not listed above?

Please enter your answer here

Continue

# The “Conversation”

- Start with “What’s good”, you are not there to solve every problem they can think of, this is a conversation about what they think about the area.

Q1: Just list a few key words, (Eg, shops, Transport, park), not sentences.

Q2: When safe to do so, pass the device to them, give them time to consider the choices.

- Do NOT influence (“Next door said...”)
- Ideally 3-5 options is fine, if they try to tick all/lots, ask which are their priority ones. “Which ones should be addressed first by Police, locals and partners?”
- There is an “I have no issues” option
- Type one or two words what the top issue is

Q3: Record any other issues that may be added to the list in the future.

# Feelings of safety



Close and go back to Rapport

## Feelings of Safety

### 4. How safe do you feel?

	Very Safe	Fairly Safe	A bit unsafe	Very Unsafe	Don't Know
In your own home	<input type="radio"/>				
In your local area on the street in the daytime	<input type="radio"/>				
In your local area on the street at night	<input type="radio"/>				

Continue

Back



Close and go back to Rapport

## Confidence in West Mercia Police

### 5. How confident are you in West Mercia Police generally?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- Don't know

### 6. To what extent do you agree or disagree with the following statements?

The local police.....

	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree
Listen and understand the issues that affect my local community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are dealing with the things that matter to people in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keep me informed about the things that matter to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are visible in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Complete Survey](#)

[Back](#)

# Confidence

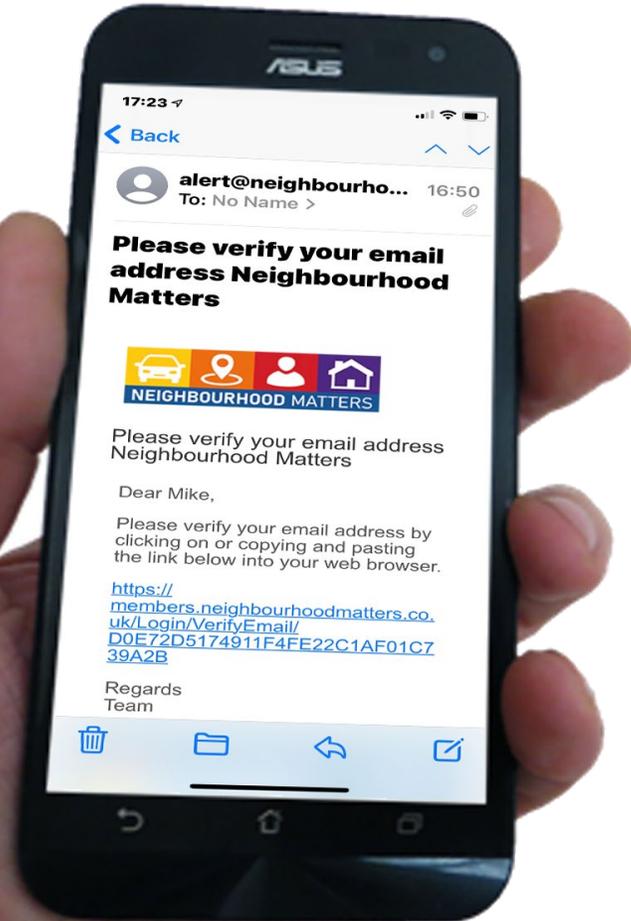
## Q5: Be careful to project “objectivity”

- Avoid leaving them with a feeling of being compelled into giving a better answer. (leaves a feeling of resentment and miss-trust)

- Pass the device to them
- Turn slightly away
- Smile and say “just be honest”

## Q6: Point out it’s the last question

# Important: Email Verification



- It is vital that they click the link in the email that has been sent to them. Otherwise the registration will be deleted.
- Ask: “Do you receive your emails on your mobile? Would you mind checking that you have received one from the Alert system?”
- Ask them to click the link. This will take them to a page to set up passwords etc, they can do that later, the important job is done.

40% of those that said no the first time will register when asked again at the end!

# Final Tip: The second Chance

Thank you for taking the time to complete this survey.

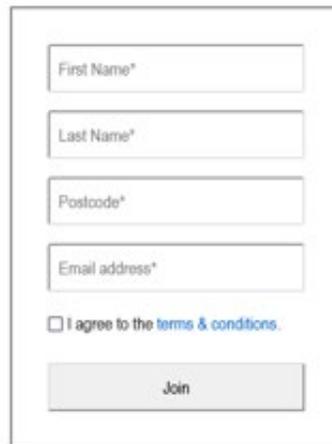
Your input is very much appreciated.

## Stay In Touch

Your answers have been saved, we value your opinions but at the moment we will not be able to keep you in touch with any updates regarding these and other issues. Please consider registering for a free, secure account which will let us keep you in touch. You can unsubscribe at any time. To proceed, please complete the form below.

Officer based registration process (Coming SOON)

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A registration form with the following fields and elements:

- First Name\*
- Last Name\*
- Postcode\*
- Email address\*
- I agree to the [terms & conditions](#).
- Join button

- If people have done the survey “Without registering”, at the end of the survey they have **another chance** to register.
- This will save their answers and mean they can receive updates about the issues raised.
- Don’t be afraid to ask again “You have raised some good points, It would be really helpful if we could keep in touch, could I add you to our Neighbourhood Matters communication system?”
- It’s free, its safe and you can come off anytime if its not for you.

Help & Settings

 Chat



# Support

- [email: Support@neighbourhoodalert.co.uk](mailto:Support@neighbourhoodalert.co.uk)
- Tel: 0115 9245517 (option 1) Mon-Fri 9am-5pm
- Training Link: <https://www.neighbourhoodalert.co.uk/v4training>
- Live Chat: Use the live chat button in Rapport
- Rapport: Visit the help & Settings" section for videos, internal contacts and more