



Four-Day In-Person Training & Support Package



Supporting Effective Community Engagement

The current national policing landscape demands ever greater transparency, legitimacy, and public confidence. Neighbourhood Alert is a proven, secure platform used by 38 UK police forces to directly connect officers and partners with the public.

Our four-day immersive training program helps forces embed Alert tools into daily neighbourhood policing activity, driving measurable impact against the NPCC Neighbourhood Policing Guarantee, ASB Action Plan, Problem-Solving Policing, and the Police Race Action Plan.

This isn't software training — it's culture change in action. Delivered by product experts and experienced former police officers, our programme blends interactive classroom learning with practical in-the-field sessions. The course equips frontline staff with the confidence, understanding, and motivation to use Alert tools as part of everyday engagement and hotspot activity.

Why this training matters

Framework	How Alert Tools Deliver
NPCC Neighbourhood Policing Guarantee (NPG)	Builds authentic two-way communication with communities, demonstrating visible engagement and transparency — a core NPG expectation.
ASB Action Plan	Enables forces to collect, analyse and respond to public perceptions of ASB, understand the impact on communities, and evidence effective action.
Problem-Solving & Hotspot Policing	Officers can identify trends, target interventions, and evaluate public feedback in real time using survey and engagement data to consult and refine deployments.
Police Race Action Plan	Promotes inclusive engagement with harder-to-reach groups by accurately focusing engagement around under-represented, isolated and seldom heard communities and giving them a trusted, safe, transparent route to express concerns and contribute fairly to shaping local policing priorities.
HMICFRS Legitimacy Framework	Demonstrates ethical data use, fairness, and transparency while showing tangible improvement in community trust and confidence scores.

Practical Hands-on Training

This four-day training package gives your officers the practical skills and confidence to deliver effective, targeted community engagement across your force area.

We tailor each package to your priorities, whether that's a focused approach on specific objectives or a broader overview. Our trainers don't just teach in the classroom; they join officers in the field for hands-on sessions, ensuring they can use the tools effectively when engaging with the public.

Designed to accelerate and reinvigorate adoption of Alert's community engagement tools across Neighbourhood and Community Policing teams, and with the backing of a senior officer, you will see:

- More staff making full use of the system
- Increased community sign-ups to receive messages
- Clear team structures established
- A baseline public survey conducted to measure success
- Community group set-up realigned to reflect your current priorities and strategy

We will focus on creating active and representative connections with engaged citizens, delivering a strong return on your investment, both in added value and measurable progress toward HMIC legitimacy targets.

What's Included?

Training and contact days

Four immersive onsite training days, which will deliver:

- Confidence and expertise to use the system effectively and handle common public registration queries with ease
- Mastering all messaging channels and applying best practices for managing replies
- Identifying and resolving internal IT issues
- Hands-on field sessions to ensure correct system use aligned with corporate guidelines
- Nomination and training of local group administrators

Data-driven Engagement

- Increased understanding and proficiency in using the Origins or Acorn data tools to engage with under-represented communities and hard-to-reach groups

Best practice

- Link Alert accounts to official social media to eliminate duplication of work
- Set up beat team structures for efficient communication
- Align community group structures with current priorities and strategy

Force website integration

- Work with web teams to embed localised Alert feeds on ward/beat pages

Promotion Day Support

- On-site support to drive meaningful public engagement
- Expert assistance in answering common questions and delivering practical support as well as live demonstrations

Who Should Attend?

- Neighbourhood policing teams
- PCSOs and Community Engagement Officers
- Supervisors, analysts and problem solvers

Typical Daily Training Agenda



10:00 – 12:00	Morning briefing • Introduction to targeted engagement: background, objectives, and expected outcomes • Sharing examples of best practice from across the UK • Overview of the Rapport system
12:00 – 12:45	Lunch
13:00 – 15:00	Practical training – community walkabout on the streets • The trainer will accompany PCSOs on the streets, offering support, coaching and troubleshooting any issues
14:00 – 15:00	Supervisor Sessions • Online, Teams based sessions for Sergeants and Inspectors covering how to set priority address lists
15:00 – 17:00	Debrief • Review and discuss the results of the practical session • View maps, discuss ideas and explore challenges • Using the Rapport System: messaging, managing replies, and finding people and groups

Follow-up and Analysis

Our support doesn't finish at the end of the week

We will provide:

- Post-event reporting and feedback analysis, to evidence training impact
- Three-month performance review, measuring system usage, survey response rates and local engagement outcomes
- Online refresher session to address challenges and maintain momentum

Results from previous forces show clear impact:

- 83% of officers said training helped them achieve their role objectives
- 80%+ rated it as well-designed and valuable use of time
- Significant increase in local message quality, member recruitment, and survey response rates within three months

Costs

The cost of our comprehensive and customisable four-day training package is £10,000 plus VAT.

Additional training days are available upon request if required. Accommodation costs will be charged at a minimum of £100 per night where distance to the training location exceeds 50 miles of NG5 2GA.

Includes:

- All training materials and delivery
- Capacity for a daily group of up to 30 officers
- Daily Teams sessions for command and analysts
- Evaluation and follow-up reporting

Forces provide:

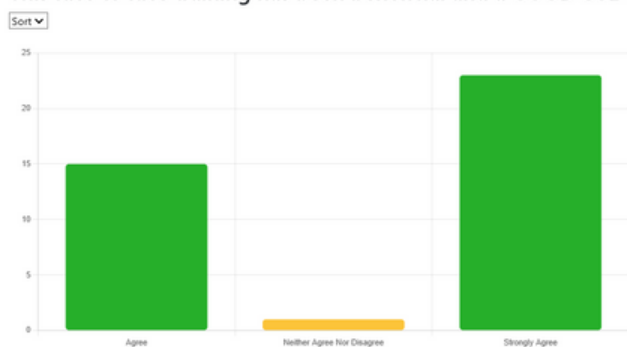
- Suitable training venues and access to mobile devices with the Alert app installed
- Pre-registered user access
- Deployment support for practical sessions

Testimonials

"Going out and signing people up to the portal was interesting and helped me understand the process better." - Dyfed-Powys Police, September 2025

"The practical part of the training has made me feel confident to do it in my area. Also the bullet points on how to approach someone when asking them to register I found helpful, as I was a bit worried about how to approach members of the public that maybe anti police."
- Gwent Police, October 2025

This face to face training has been beneficial and a GOOD USE OF MY TIME



"The benefits of face-to-face training in respect of Let's Talk are evident at every level. At a leadership level it gives the opportunity to fully understand the functionality and how it can be used effectively and to consider how this fits into our current performance framework in terms of delivery. Having a demonstration which is interactive brings the system to life. If we rely on busy people to navigate themselves, we are restricting the ability for them to fully understand how the system works and what they are asking of their staff."

Having Mike to walk with officers (literally) and talk them through the human element of delivery is vital – not all officers are confident in engaging in this way and starting conversations on the doorstep. The speed at which their confidence grows is phenomenal allowing cascade learning from the early adopters.

Put simply face-to-face interaction enables best use of the full functionality of the system and gives leaders an opportunity to put their support behind the initiative and thank the officers personally for their investment."

- Acting Assistant Chief Constable Clare Jenkins, Hampshire & Isle of Wight Constabulary.
"Let's Talk" force wide launch, February 2024.

In Summary

This training embeds Alert as a core part of modern neighbourhood policing — turning data and communication tools into practical, measurable actions that:

Increase public trust and confidence

Strengthen legitimacy

Deliver visible, community-driven policing

Contacts

For further information on our training packages, please contact team@neighbourhoodalert.co.uk