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Propagation ratio	Delivery confirmation score	Interaction score
450%	87.5%	241.7%
86%	70.9%	9.3%
109%	100%	5.6%
202%	100%	51.1%
83%	69.4%	11.1%
83%	62.6%	18.9%
122%	95.6%	16.6%
96%	85.7%	7%
95%	84.6%	7.1%
125%	100%	12.7%

A review of some of the available reports via the Neighbourhood Alert Dashboard Service

Dashboards

Overview
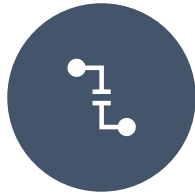
VISAV host the extremely powerful, third party service: Re-dash within the Neighbourhood Alert cluster of servers.

This is a licenced service (it costs us to provide the service on a client by client basis).

No data is shared with Re-Dash or leaves the secure VISAV environment.

VISAV technicians put the various required dashboards together on behalf of clients and are available to add new or modify existing dashboards.

Each dashboard can be accessed via a "Stats site" that VISAV create to host the service, this site is password protected.

Once a suite of dashboards is agreed, these are duplicated for a range of areas/neighbourhoods in order to provide a clear comparison between areas and a true local picture of activity per area.

Dashboards can query all areas of the Alert database servers so can drill into the data to create intuitive reports that refresh at periods as regularly as fifteen minutes.

"Target List" Performance

Monitoring interaction with the target engagement lists provided as part of the enhanced survey tool.

Humber Talking This Week

Admin Name	Not In	Carded	Surveyed ▲	Declined
Hazel Crosse (Police,PCSO,Humberside Community Policing)	0	139	43	1
Lee Eggleton (Police,PC,Preston Road)	0	39	12	2
Rachel ROGERSON (Police,PCSO,Preston Road Police Station)	1	24	12	3
Barbara Carmichael (Police, PCSO, Hull West)	0	2	0	0
Lindsey Leonard (Police, Pcso, Hull West)	0	1	0	0

Humber Talking Previous Month

Admin Name	Not In	Carded	Surveyed ▲	Declined
Peter Armstrong (Police, Community Safety Volunteer, Goole Community Policing Team)	7	297	265	26
Katie Hart (Police, PCSO, Goole South)	3	87	81	0
Siobhan Dearing (Police,PCSO,North Holderness)	4	175	80	8
Jacqueline Cressey (Police, PCSO, Park NPT)	0	87	79	0
Darren Bainton (Police,PCSO,Mid Holderness)	99	397	73	4

Humber Talking All Time Statistics

Not In	Carded	Surveyed	Emailed Survey	Declined	Total
7,361	35,032	18,058	288	3,279	64,018

🕐 16 hours ago

Humber Talking Previous Month (by team)

Team ▼	Not In	Carded	Surveyed	Declined
CommunitesPrestonRoad	36	557	114	64
Communities-OsbourneStreet	7	237	53	4
CommunitiesEastMarsh	2	15	10	1
CommunitiesGrimsbyWest	8	0	7	0
CommunitiesPrestonRoad	0	77	47	10

Humber Talking This Month Return Rate

24.39%

🕐 17 hours ago

- Monitoring every doorstep interaction by each officer
- Columns can be ordered by clicking the headers
- Reports cover a range of periods, daily, weekly, monthly, all time

- Stats can be grouped into teams by using the team emails
- Dashboards auto refresh every day/hour or 15 minutes
- Overall conversation rate compares every interaction with actual registrations
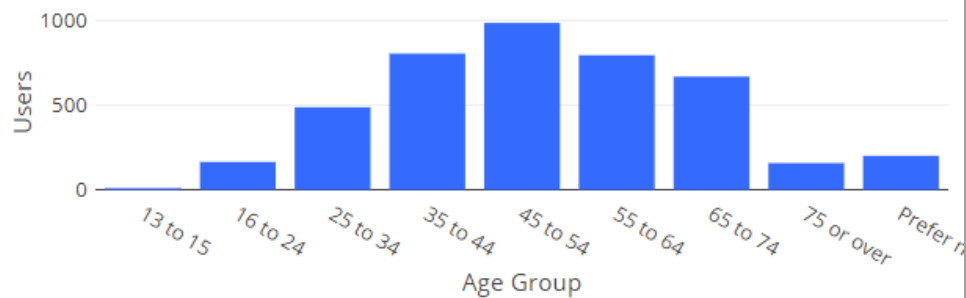
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Demographics

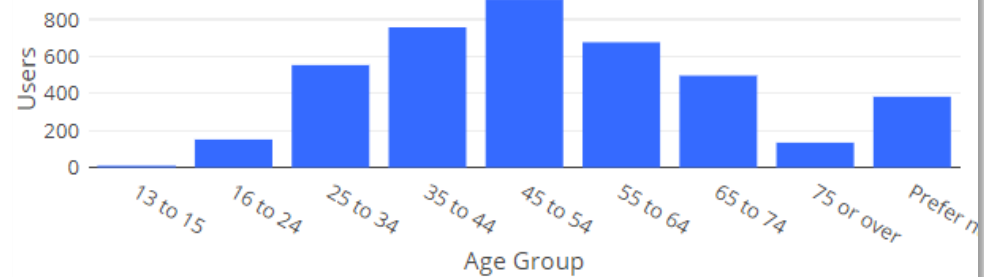Monitoring current picture and changes in any demographic breakdown by area.

Humber Talking - Current users by age group (East Riding)

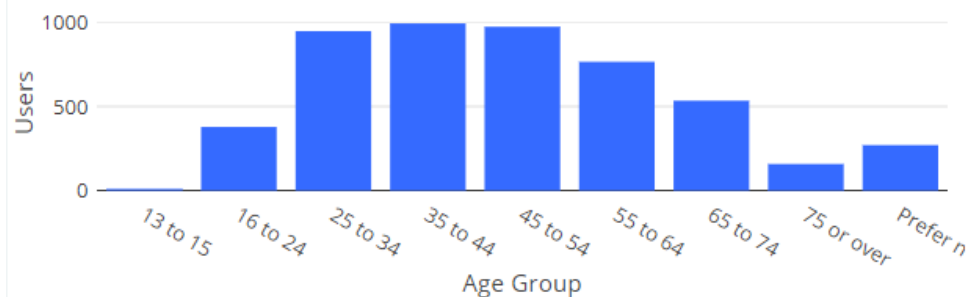The registered users in East Riding, visible to the police, broken down by age group.

Humber Talking - Current users by age group (North Lincs)

The registered users in North Lincs, visible to the police, broken down by age group.

Humber Talking - Current users by age group (Hull)

The registered users in Hull, visible to the police, broken down by age group.

- View age group, gender or any demographic group
- Compare demographic growth or representation by area
- Compare growth or current picture of community group membership

Outgoing Alerts

Instantly review message quality, interaction and reach per area

Humber Talking - Recent alerts (North Lincs)

The most recent alerts sent by the police to users in North Lincs

Alert ID	Sent at	Subject	Sent by	Shared	Number of Recipients	Link	Avg Rating (/6)	Propagation ratio	Delivery confirmation score	Interaction score
294971	11/11/19 08:27	Vehicle Crime	Ian Hayes (Police, PC, Scunthorpe)	Yes	13	View Alert	Not rated	450%	87.5%	241.7%
294968	11/11/19 08:05	Humber Talking	Ian Hayes (Police, PC, Scunthorpe)	Yes	253	View Alert	Not rated	86%	70.9%	9.3%
294967	11/11/19 07:56	PARKING ISSUES	Mark Raper (Police, PC, Isle of Axhol...	Yes	602	View Alert	4.00	109%	100%	5.6%
294965	11/11/19 07:49	BURGLARY IN EALAND	Mark Raper (Police, PC, Isle of Axhol...	Yes	46	View Alert	Not rated	202%	100%	51.1%
294933	10/11/19 13:47	Police surgery	Michael fowler (Police, Pcso, Beverley ea...	Yes	374	View Alert	Not rated	83%	69.4%	11.1%
294932	10/11/19 13:43	Police surgery	Michael fowler (Police, Pcso, Beverley ea...	Yes	207	View Alert	Not rated	83%	62.6%	18.9%
294910	10/11/19 09:27	Sneak in burglary - Hedon	Alex Collins (Police,PC,HOLDERNESS NEIG...	Yes	381	View Alert	6.00	122%	95.6%	16.6%
294897	10/11/19 07:54	Burglary Edward street Withernsea	Victoria Pennington (Police, PCSO, Humberside ...	Yes	1,033	View Alert	5.00	96%	85.7%	7%
294799	09/11/19 08:41	Crosby Ward Crime and ASB Statisics Last 5 days	Mike Gains (Police, PCSO, Scunthorpe ...	Yes	386	View Alert	Not rated	95%	84.6%	7.1%
294583	07/11/19 16:28	offensive graffti	Victoria Pennington (Police, PCSO, Humberside ...	Yes	269	View Alert	6.00	125%	100%	12.7%

- Report displays all outgoing alerts based on delivery footprint to each area
- Colour coded stats highlight performance
- Compare areas at a glance

Click to view the actual Alert (if shared)

Indicates the reach of the message beyond the initial distribution

Indicates the quality of the database, the delivery rate of each message

Message interaction (attachments opened, shares, replies, ratings etc)

Managing Replies

Review number of replies per area, what is still open and average response times

Humber Talking - Replies Summary this month (East Riding)

A measure of the number of and interaction with member replies this month from users in East Riding that are visible to the police.

Month	Total Replies	Still Open	Responded to	Closed without response	Avg first response time
August (To Date)	48.00	23	16.00	11.00	06:01:28
July	181.00	73	67.00	58.00	2d 02:33:29
June	147.00	65	51.00	44.00	3d 14:10:48

Humber Talking - Replies Summary this month (North Lincs)

A measure of the number of and interaction with member replies this month from users in North Lincs that are visible to the police.

Month	Total Replies	Still Open	Responded to	Closed without response	Avg first response time
August (To Date)	44	21	13	11	13:24:43
July	137	58	49	44	2d 04:00:05
June	125	59	45	33	3d 04:57:03

Humber Talking - Replies Summary this month (Hull)

A measure of the number of and interaction with member replies this month from users in Hull that are visible to the police.

| Month	Total Replies	Still Open	Responded to	Closed without response	Avg first response time
August (To Date)	11	5	5	2	02:51:39
July	72	24	24	30	3d 01:21:36
June	62	17	19	28	2d 09:08:29

- Monthly summary of replies generated and handled
- Breakdown per geographical area
- Highlight unmanaged replies
- Highlight those closed without a response
- Compare response times

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Under-represented Ethnicities & Religion

Using Origins to highlight the most under-represented ethnic communities within any area

Representation Index Bar Chart – Humber Talking - Under-represented Ethnicities (Hull)

The ethnicities (origins sub-group) that are under-represented on the system in areas within Hull when registered users that are visible to the police are compared with all adults living in the area. A representation index of 100 means that the proportion of users on the system for this ethnicity is perfectly representative of the adults living in the area. Over 100 means they are over-represented. Under 100 means that are under-represented.
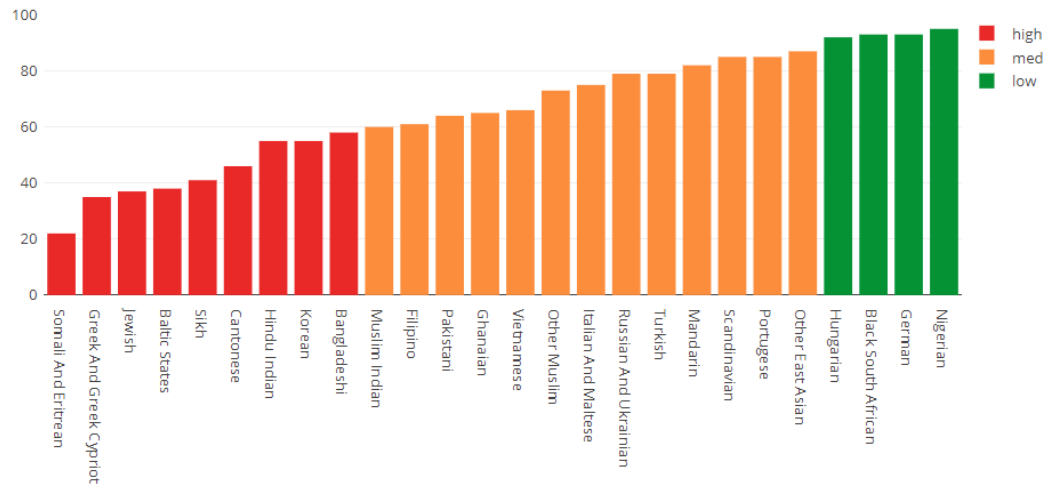
- Ethnicities vary per area based on current registrations compared with the Origins database.
- Colour coded for easy representation

New Users Registered Last Month – Humber Talking - New registrations addressing under-represented ethnicities last month (Hull)
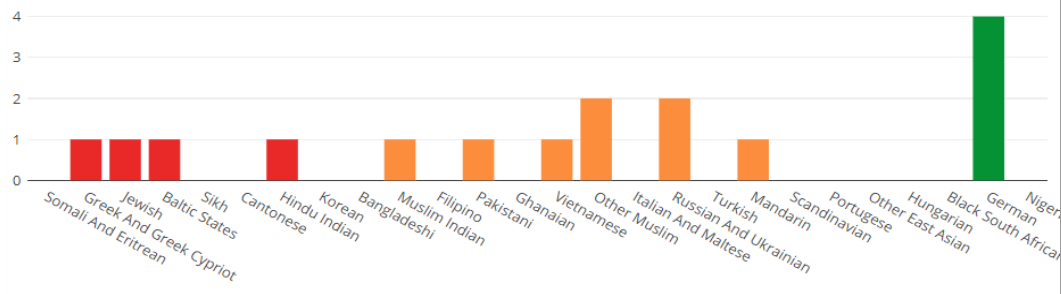
- Comparison report shows which of the priority groups have received registrations