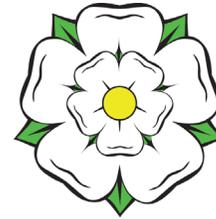


# Delivering the Neighbourhood Matters Priority Survey

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



northyorkshire  
community messaging

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neighbourhood  
**ALERT**

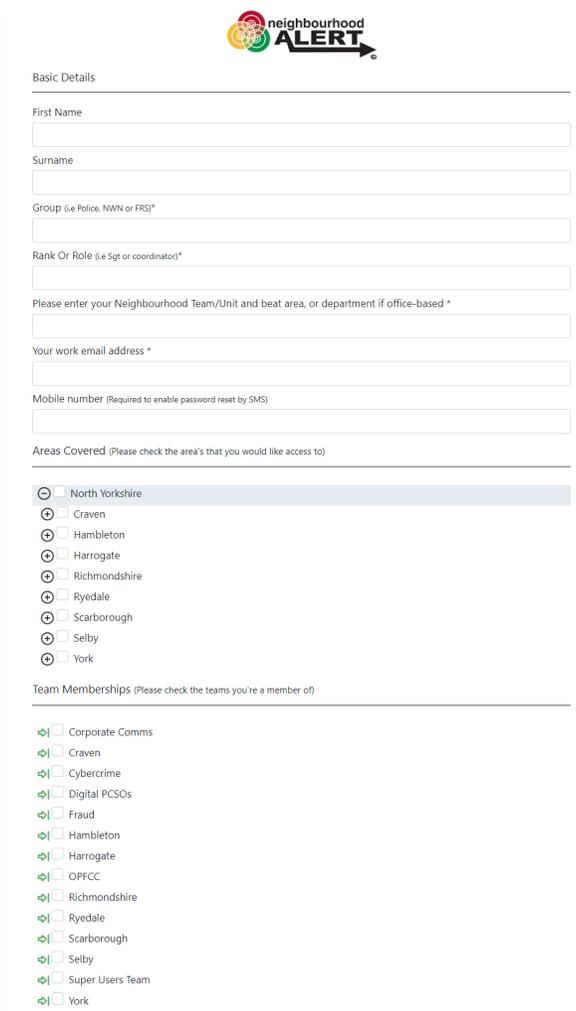
©

# 1) Ensure you have access to “Rapport”



- Rapport 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: [admin.northyorkshirecommunitymessaging.co.uk](http://admin.northyorkshirecommunitymessaging.co.uk)
- Soon this will be admin.nycm.uk (NOT .co.uk)
- Click the red “Request Account” button

# Request an account



**neighbourhood ALERT**

Basic Details

First Name

Surname

Group (i.e Police, NWN or FRS)\*

Rank Or Role (i.e Sgt or coordinator)\*

Please enter your Neighbourhood Team/Unit and beat area, or department if office-based \*

Your work email address \*

Mobile number (Required to enable password reset by SMS)

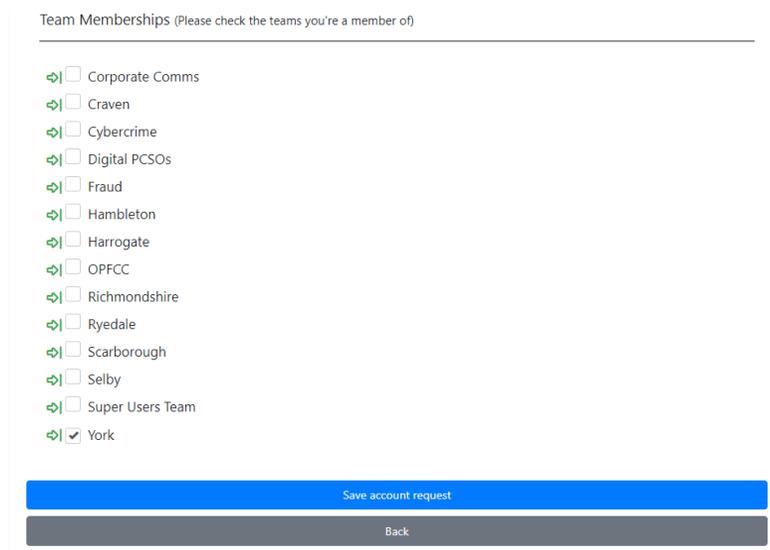
Areas Covered (Please check the area's that you would like access to)

- North Yorkshire
- Craven
- Hambleton
- Harrogate
- Richmondshire
- Ryedale
- Scarborough
- Selby
- York

Team Memberships (Please check the teams you're a member of)

- Corporate Comms
- Craven
- Cybercrime
- Digital PCSOs
- Fraud
- Hambleton
- Harrogate
- OPFCC
- Richmondshire
- Ryedale
- Scarborough
- Selby
- Super Users Team
- York

- 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.



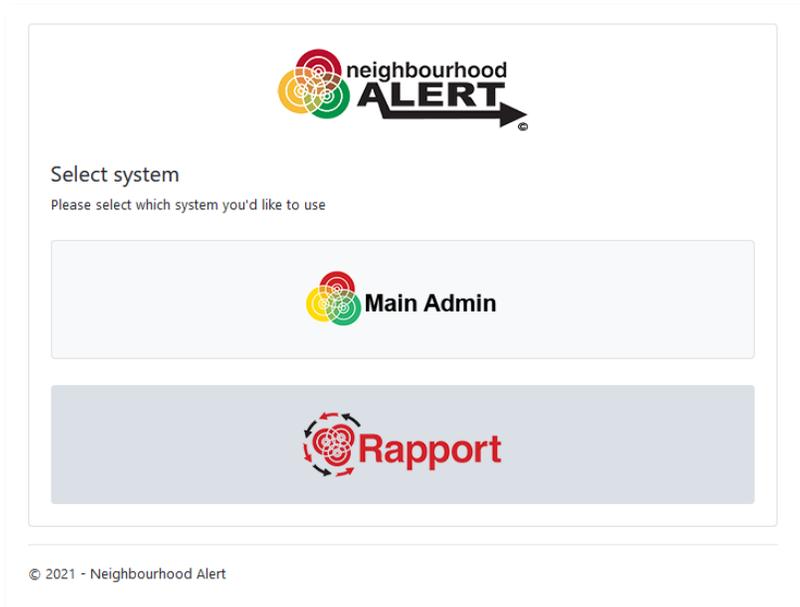
Team Memberships (Please check the teams you're a member of)

- Corporate Comms
- Craven
- Cybercrime
- Digital PCSOs
- Fraud
- Hambleton
- Harrogate
- OPFCC
- Richmondshire
- Ryedale
- Scarborough
- Selby
- Super Users Team
- York

Save account request

Back

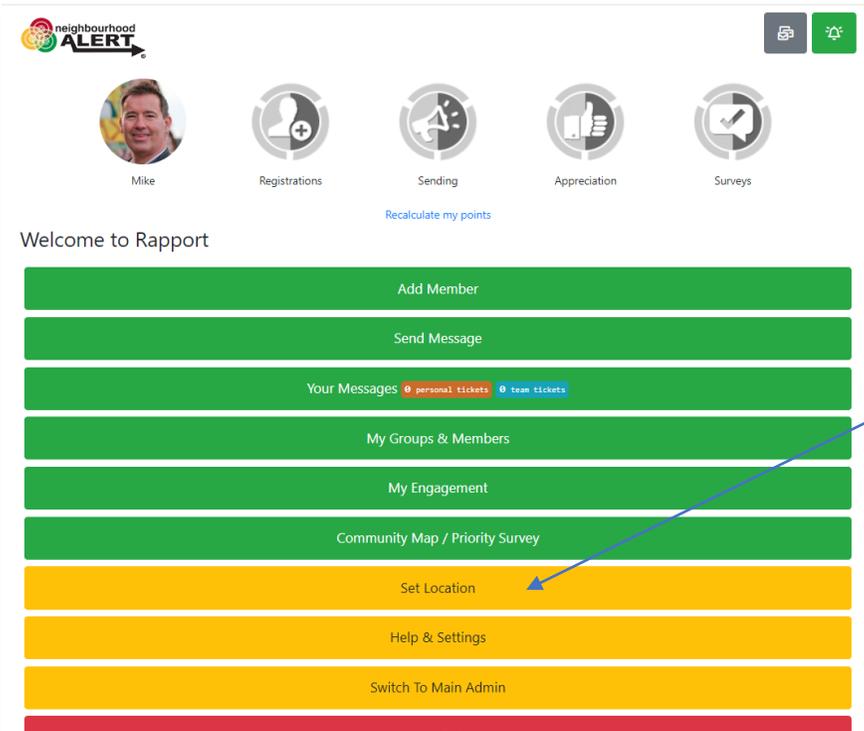
# Select Rapport



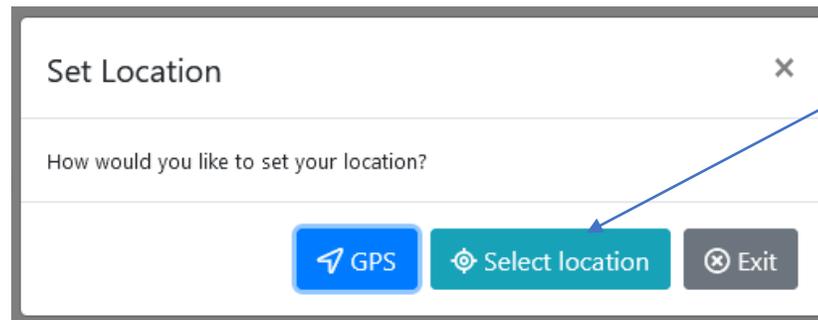
- Once your application is approved, follow the link in the email confirmation and set up your own memorable words and password.
- Find the admin site directly by going to: [admin.northyorkshirecommunitymessaging.co.uk](http://admin.northyorkshirecommunitymessaging.co.uk)
- Click on the “Rapport” button

# Set Location

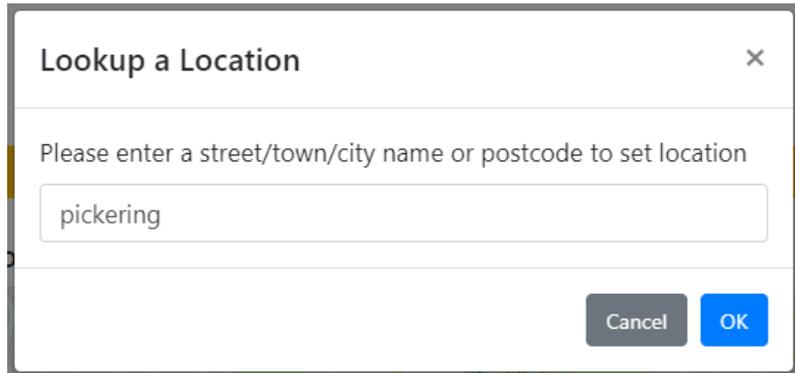
- On the mobile device you are going to use, click the “Set Location” button



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

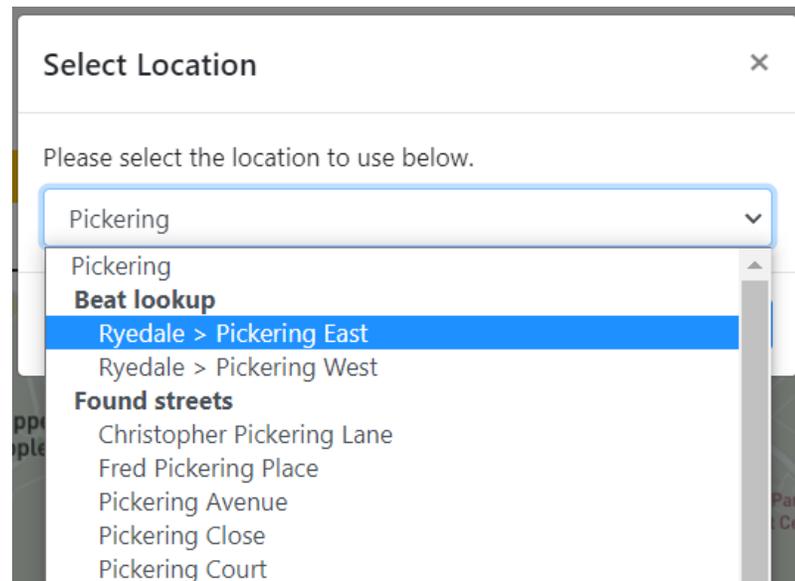


# Set location



The screenshot shows a dialog box titled "Lookup a Location" with a close button (X) in the top right corner. Below the title bar, there is a text prompt: "Please enter a street/town/city name or postcode to set location". A text input field contains the word "pickering". At the bottom right of the dialog, there are two buttons: a grey "Cancel" button and a blue "OK" button.

- Type the location to search and click OK

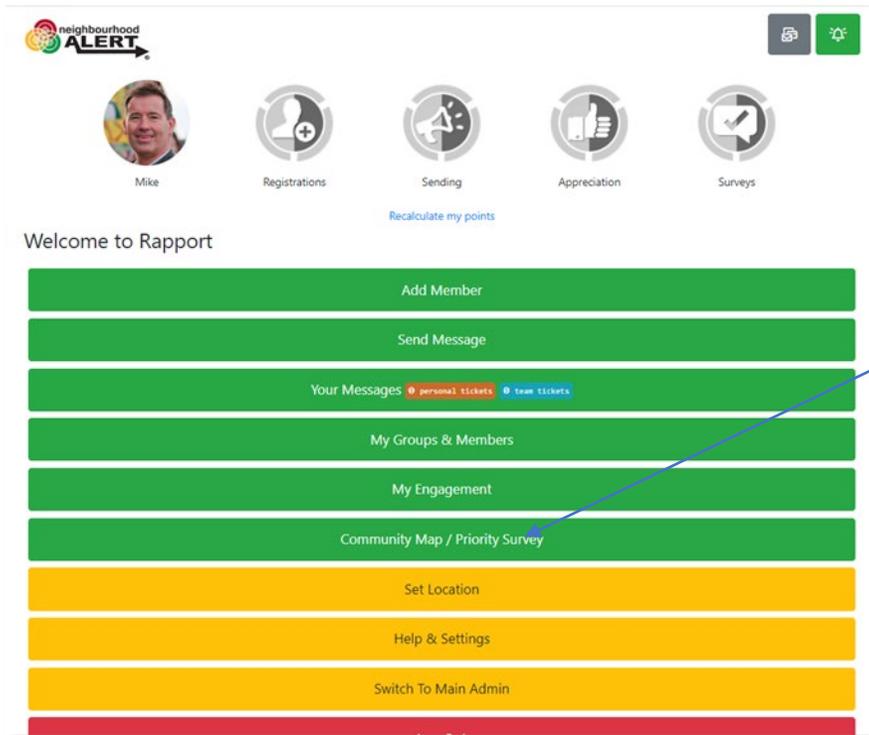


The screenshot shows a dialog box titled "Select Location" with a close button (X) in the top right corner. Below the title bar, there is a text prompt: "Please select the location to use below.". A dropdown menu is open, showing a list of search results. The first item is "Pickering" with a downward arrow. Below it, under the heading "Beat lookup", there are three items: "Ryedale > Pickering East" (highlighted in blue), "Ryedale > Pickering West", and "Found streets". Under "Found streets", there are five items: "Christopher Pickering Lane", "Fred Pickering Place", "Pickering Avenue", "Pickering Close", and "Pickering Court".

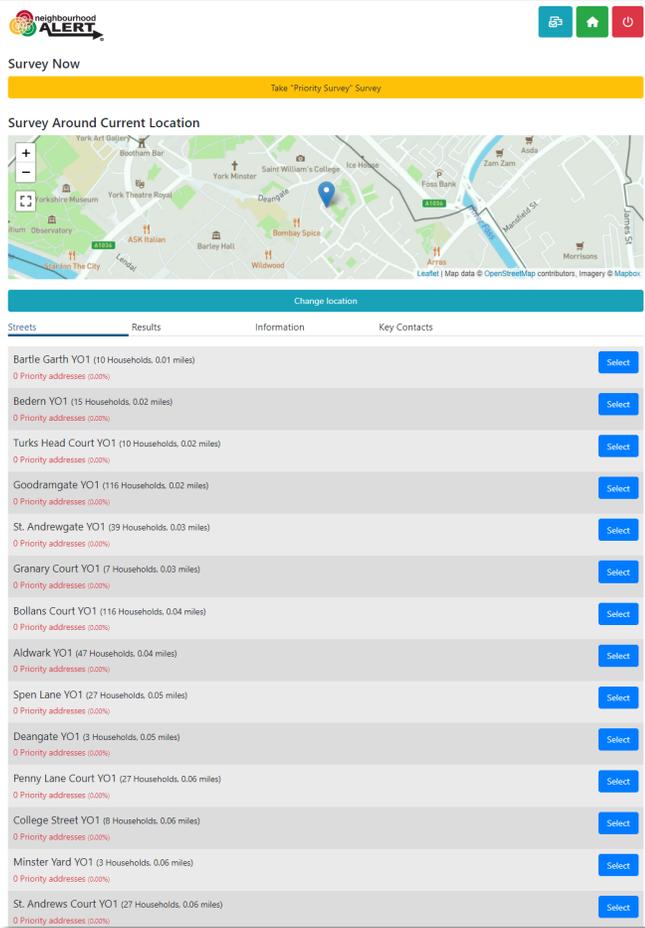
- The local ward area or street should appear, click OK
- Confirm with OK on the map view

# 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



# Select a Street



The screenshot shows the 'neighbourhood ALERT' web application interface. At the top, there is a 'Survey Now' button and a 'Take "Priority Survey" Survey' link. Below this is a map titled 'Survey Around Current Location' showing a street grid in York, England, with a blue location pin. Below the map is a 'Change location' button and a navigation menu with 'Streets' selected. The main content area displays a list of streets with their respective household counts and distances from the current location. Each entry includes a 'Select' button.

Street	Households	Distance (miles)	Priority addresses (%)	Action
Bartle Garth YO1	10	0.01	0.00%	Select
Bedern YO1	15	0.02	0.00%	Select
Turks Head Court YO1	10	0.02	0.00%	Select
Goodramgate YO1	116	0.02	0.00%	Select
St. Andrewgate YO1	89	0.03	0.00%	Select
Granary Court YO1	7	0.03	0.00%	Select
Bollans Court YO1	116	0.04	0.00%	Select
Aldwark YO1	47	0.04	0.00%	Select
Spem Lane YO1	27	0.05	0.00%	Select
Deangate YO1	3	0.05	0.00%	Select
Penny Lane Court YO1	27	0.06	0.00%	Select
College Street YO1	8	0.06	0.00%	Select
Minster Yard YO1	3	0.06	0.00%	Select
St. Andrews Court YO1	27	0.06	0.00%	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 "Priority Survey" Survey

Survey Around Current Location

Back to streets

Default Priority Address Setup

**Old London Road**  
15 Total Houses : 9 Priority Addresses : 0 Hidden Addresses

View Hidden View Priorities

1 Swinfen Cottages Old London Road WS14 9QP

Not In Carded Survey Send Declined Remove

2 Swinfen Cottages Old London Road WS14 9QP

Not In Carded Survey Send Declined Remove

3 Swinfen Cottages Old London Road WS14 9QP

Not In Carded Survey Send Declined Remove

4 Hill Hall Cottages Old London Road WS14 9QW (Priority Address)

Not In Carded Survey Send Declined Remove

- 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' web application. At the top left is the logo. Below it, there are navigation icons (print, home, power). The main content area is titled 'Survey Now' and features a yellow bar with the text 'Take "Priority Survey" Survey'. Below this is a map titled 'Survey Around Current Location' with zoom and pan controls. A blue location pin is on the map. Below the map is a 'Back to streets' button. A dropdown menu shows 'Default Priority Address Setup'. The main section is titled 'Old London Road' and shows '15 Total Houses : 9 Priority Addresses : 1 Hidden Addresses'. There are 'View Hidden' and 'View Priorities' buttons. Below this is a list of four addresses, each with a set of buttons: 'Not In' (red), 'Carded' (yellow), 'Survey' (green), 'Send' (green), 'Declined' (grey), and 'Remove' (black).

Address	Not In	Carded	Survey	Send	Declined	Remove
2 Swinfen Cottages Old London Road WS14 9QP	Not In	Carded	Survey	Send	Declined	Remove
3 Swinfen Cottages Old London Road WS14 9QP	Not In	Carded	Survey	Send	Declined	Remove
4 Hill Hall Cottages Old London Road WS14 9QW (Priority Address)	Not In	Carded	Survey	Send	Declined	Remove
5 Hill Hall Cottages Old London Road WS14 9QW (Priority Address)	Not In	Carded	Survey	Send	Declined	Remove

- 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 (Tips)

Select Language 

Powered by  Google Translate

 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.

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- **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)

Select Language ▼  
Powered by  Google Translate

 Close and go back to Rapport

## Enter your details

First Name

Surname

Email

Postcode  
 Look up postcode

You have selected address: Acomb, City Of York Council, West Offices Station Rise, York, YO1 0SB

Next

Back to options

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- 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

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.

Select Language ▼  
Powered by Google Translate

[Close and go back to Rapport](#)

### Your Details

Mobile Number

Landline Number

### Who Can See Your Information

Only licenced *Information Providers* are able to send messages and you control if they are able to see your details or not. This is a list of all the available *Information Providers* in your area. You will only receive messages from and be visible to the ones you select here.:

- Action Fraud (NFIB) (Recommended) [More info](#)
- Get Safe Online [More info](#)
- Neighbourhood Watch (Recommended) [More info](#)
- Office of the Police & Crime Commissioner (Recommended) [More info](#)
- The 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 VISA V 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](#)

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- 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
  - Your data will **never be sold** or shared
  - They can **turn any partner off** at any time from any email

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

# The “Conversation”

The screenshot shows a web form titled "neighbourhood ALERT". At the top left, there is a "Select Language" dropdown menu and a "Powered by Google Translate" logo. A red button at the top right says "Close and go back to Rapport". The form is divided into three sections:

- 1. What is good about the local area where you live?** This section contains a single text input field with the placeholder "Please enter your answer here".
- 2a. What are the issues affecting you in your community which would benefit from joint working between police, partners and community members to resolve? (Tick top 5 that apply)** This section features a grid of 20 checkboxes, each with a corresponding issue name. The issues are: Alcohol, Anti-social behaviour - General, Criminal damage (e.g. graffiti, arson), cycle theft, Drink driving, Drug taking, Fraud (bogus callers, courier fraud, internet crime), Hate Crime (a crime motivated by racial, sexual, or other prejudice), Highways obstructions, I have no issues, Noise disturbance, Nuisance motorbikes, Parking issues, Road Safety issues, Speeding vehicles, Violent crime, Animal thefts, Burglary (House), Criminal damage/ vandalism, Dog fouling, Drug dealing, Farming equipment thefts, Fraud (e.g. bogus callers, courier fraud, cyber crime), Heritage Crime, House burglary, Knife Crime, Noisy/ nuisance neighbours, Nuisance youths/ teenagers, Personal theft (e.g. pick-pocketing), Rubbish/ litter, Vehicle crime (theft from or theft of), and Wildlife Crime issues.
- 2b. Are there any OTHER issues affecting you in your community which would benefit from joint working not listed above?** This section contains a single text input field with the placeholder "Please enter your answer here".
- 2c. From the issues raised which is your one TOP issue which is affecting you most?** This section contains a single text input field with the placeholder "Please enter your answer here".

- 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: If/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
- Record any other issues that may be added to the list in the future.

# Question Translation

French  
Powered by Google Translate

 [Close and go back to Rapport](#)

1. Qu'est-ce qui est bien dans la région où vous vivez ?

Veuillez entrer votre réponse ici

[Translate Inputted Free Text](#)

2a. Quels sont les problèmes qui vous affectent dans votre communauté et qui bénéficieraient d'un travail conjoint entre la police, les partenaires et les membres de la communauté pour les résoudre ? (Cochez les 5 premiers qui s'appliquent)

- Alcool
- Vols d'animaux
- Comportement antisocial - Général
- Cambriolage (maison)
- Dommages criminels (par exemple, graffitis, incendie criminel)
- Dégâts criminels / vandalisme
- Vol de vélo
- Encrassement de chien
- L'alcool au volant
- Trafic de drogue

- You can select from over 100 languages to translate the questions for a respondent
- A “Translate to English” button will appear next to free text answers so you can translate and check each answer.
- A “Back to English” button also appears to save you having to fiddle with the drop down google translate options.
- It is in development, please feed any issues to our support email.

# Confidence and future message translation

3. How confident are you in North Yorkshire Police generally?

1 (Not at all)

2

3

4

5 (Completely)

4. Do you require future messages to be provided in any other language?

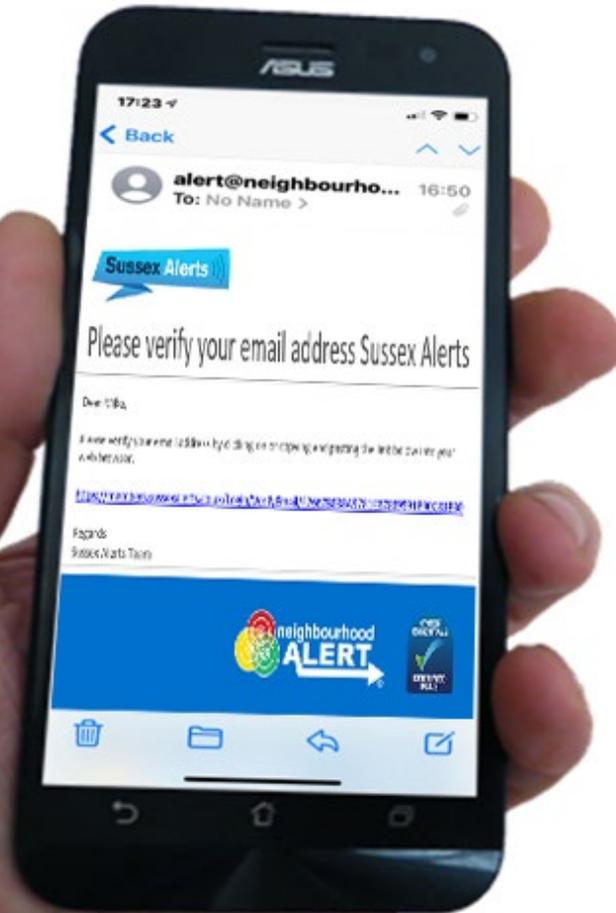
-- Please select an answer --

Complete Survey

Back

- Q3: It is important that the person being surveyed does not feel pressured, say “**just be honest**” and give them time to consider their answer. We want the public to feel that you are genuinely interested in their honest opinion.
- Q4. Auto translates all future Alerts (if they register).

# 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.

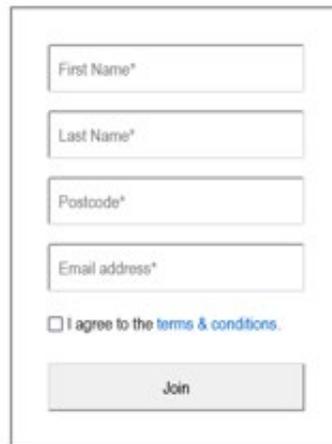
Your input is very much appreciated.

## 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

- 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 messaging system?*”
- It’s free, its safe and you can come off anytime if its not for you.



# Star Points

## Overall

Justin Piercy (North Yorkshire Police, Digital PCSO, North Yorkshire)					
 <b>Justin Piercy</b> 184 points	 <b>Registrations</b> (Level 01) 37 points	 <b>Sending</b> (Level 20) 140 points	 <b>Appreciation</b> (Level 01) 7 points	 <b>Surveys</b> (Level 00) 0 points	
Will Smith (North Yorkshire Police, Corporate Communications Manager, North Yorkshire)					
 <b>Will Smith</b> 70 points	 <b>Registrations</b> (Level 00) 3 points	 <b>Sending</b> (Level 10) 45 points	 <b>Appreciation</b> (Level 03) 22 points	 <b>Surveys</b> (Level 00) 0 points	
James Wilson (Police, Police Constable, York Inner NPT)					
 <b>James Wilson</b> 52 points	 <b>Registrations</b> (Level 02) 52 points	 <b>Sending</b> (Level 00) 0 points	 <b>Appreciation</b> (Level 00) 0 points	 <b>Surveys</b> (Level 00) 0 points	

- A fairer way of identifying great performance
- “Badges” gradually update over the period (Jan-Dec)
- Please add your profile picture (link next to your name at the top)

## Registrations

<b>Mike Douglas</b> 
(VISAV, Administrator, North Yorkshire)

# Star Points



My Engagement i

## Star Points ×

Your Star points accumulate throughout the year as a simple guide to reflect how well your engagement with the Target List is working.  
Points are accumulated on the following basis:

**Registrations**  
(From "Add user", the survey process or from a "Send survey" email)  
With email and is verified = 2  
With mobile No. +1  
With Landline No. +1

**Sending**  
Any (non-test) Alert = 5 pts  
Reach points are gained by your alerts being shared by recipients on social media, forwarded to people and found in search engines.  
Note. reach points only apply to messages sent to 50+ people

**Appreciation**  
Any rating received = 1pt  
Any reply received & closed = 1pt

**Surveys**  
Completed surveys = 4 pts  
Attempts  
Not in, Carded & Send surveys = 1pt each  
Deleted, Removed = 0.5pt each  
No financial reward is or should be inferred by the use of this scheme.

- Click the small “i” to see how the points allocation works.
- Inspectors have access to detailed reports per area

Star Points Per Administrator For All Administrators Between 01/01/2023 - 01/03/2023 📅 📄

Show 25 entries Search:

	First Name	Surname	Quality Score	Sending Score	Survey Score	Registrations Score	Total Score
	Justin	Piercy	7	140	0	37	184
	Will	Smith	22	45	0	3	70
	James	Wilson	0	0	0	52	52
	Sue	Court	0	5	0	39	44
	Darren	Erwin	0	0	0	39	39
	Chris	Ross	7	30	0	0	37
	Carys	Samuel	17	5	0	3	25
	Allan	Skilbeck	0	0	0	23	23
	John	Jakes	0	20	0	0	20

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
- Help Centre: <https://visav ltd.zendesk.com/hc/en-gb>
- Rapport: Visit the help & Settings” section for videos, internal contacts and more