

# Community Group Options

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## Who is this manual for

This manual is for top-level administrators to use in order to gain an understanding about how a county/force area portal and micro-sites can be configured to use the list of community interests. This is ideally a once only operation usually done in close collaboration with VISAV technicians.

## Community Contacts Overview

During registration and afterwards when logged in, registered users of the Alert system can select from a range of interests, watch groups and community groups. They do this in order to enable messages to be sent to them based on the selections they make.

It is important that all users are encouraged to make these selections so that when messages are sent out you can target recipient by their community interest selections. If users have skipped this process or are not given enough options to create an accurate profile you cannot be confident that you are reaching everyone that a particular message is relevant to.

All users want to receive relevant local messages and the best method of sending information out is by identifying users who have selected an interest of community involvement that your message is relevant to.

This section explains the process of activating community interests and grouping them into relevant groups.

These interest groups are not designed to represent properly constituted, formal bodies and are not intended to manage authorised member lists. You can do this by making them hidden groups and closely managing the membership but for the purposes of the community messaging element they are simply allowing users to profile themselves by interests.

The explanation we give to users during registration is as shown below and states “if you are involved with or simply interested in information relevant to any of these groups...”

### Your community memberships

Some messages that we send are only relevant to particular groups and communities, please indicate from the selection below if you are involved with or simply interested in information relevant to any of these groups. This will assist us when targeting messages. (Many more options are available for you to add once you have completed your registration and have logged in.)

## Group options

The Neighbourhood Alert system (Alert) has a central UK register of over 200 different Watch groups, community interests and business types. The current list of available options (as of Aug 2013) is displayed on the following pages.

Key used in list

**Registration questions key**

- Group is used and available for users to join if visible
- Group is visible/hidden in user's member area
- Group / question is displayed on the standard registration
- Group / question is displayed on the mobile registration

For a group to appear at all within your system the orange box has to be ticked. If this is not ticked the choice cannot be used either during registration or when a member logs into their member admin area.

If the orange box is ticked then the option becomes available initially in the member admin area under “Edit your details > Community interests”.



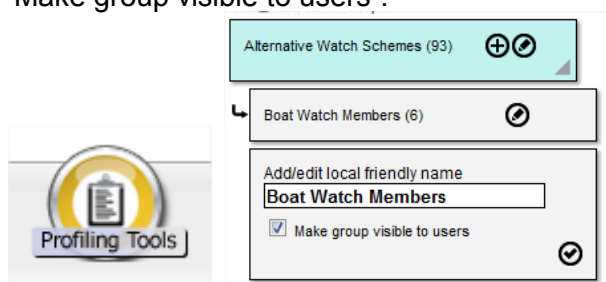
If you would like the option to be offered during the registration process you need to tick the green box as well.

## Hidden groups

Some groups are required but you may not want users to be able to tick them (put themselves in those groups), e.g. “Police Specials” or “Medical Contacts”.

These groups can be made active in your area but hidden from end users. You can then place people in these groups using the Alert admin tools after you have followed your own verification process.

Groups are hidden using the Profiling tools, from the link on the bottom tool bar by un-ticking “Make group visible to users”.



Hidden groups are indicated on the community contacts list by the  icon.

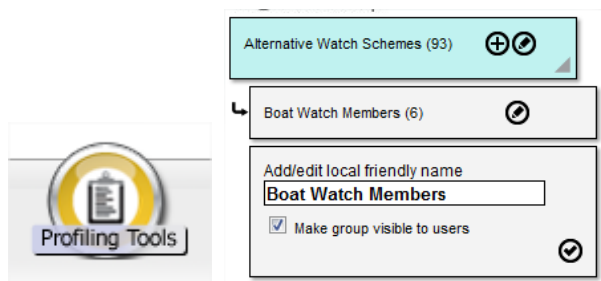
### Local Friendly names

It is highly beneficial to use the central list of available groups rather than adding new ones in each area. This is valuable when tracking growth of particular groups nationally or when sending a cross border message to an interest group.

However interest groups are often called slightly different things in different Force areas: e.g. Dog Watch may be referred to as simply Dog Owners or Farm Watch is referred to as "Country Watch" or in some areas "Farm & Country Watch".

You can use the Alert tools to rename any of the existing groups with a local "Friendly" name that matches your local understanding, marketing etc. It is important that the general implication of the new name matches the original group but you can give this group any name that you choose.

Groups are renamed using the Profiling tools, from the link on the bottom tool bar by clicking on the pencil icon next to the group name and simply re-typing the friendly name in the box. NB: Only top level administrators have permissions to do this.

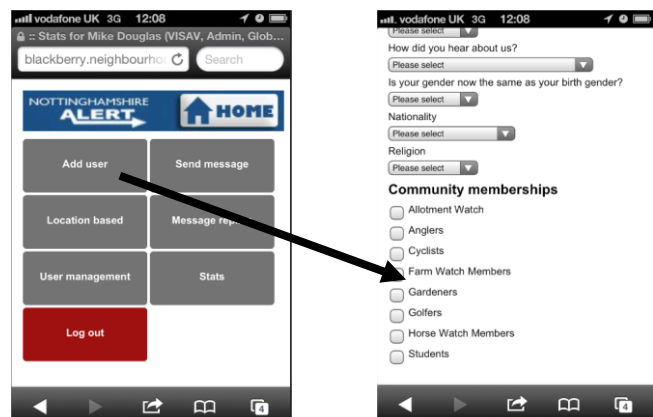


### Mobile options

The key elements of the Alert administration system can be accessed using a smart phone or blackberry by visiting [mobile.neighbourhoodalert.co.uk](http://mobile.neighbourhoodalert.co.uk)

This system enables various facilities for quickly sending messages, finding users and adding users. If you tick the grey/blue box next to an interest type, ( Anglers) then this group will appear in the list of options offered to users being signed up by an administrator via a mobile device or the Alert Kiosk.

It is advisable to only have a few important options on this screen.



## National Community Contact Groups

### Community contacts

The list below shows the contact groups that are used or available in your region:

#### Registration questions key

- Group is used and available for users to join if visible
- Group is visible/hidden in user's member area
- Group / question is displayed on the standard registration
- Group / question is displayed on the mobile registration

#### Alert System Administrators

- Administrators
- NHWN Local admins
- Super-Admins
- NHWN County & Force admins
- NHWN Regional Admins

#### Alternative Watch Schemes

- 4x4 Vehicle Watch
- Boat Watch Members
- Campsite Watch
- Caravan Watch / Owners
- Countryside Watch
- Dog Watch
- Farm and Country Business Watch
- Forecourt Watch
- Hotel Watch Members
- Park Watch
- Rail Watch
- Shop Watch schemes
- Allotment Watch
- Bus Stop Watch
- Canal Watch Members
- Church Watch
- Cycle Watch
- Education Watch
- Farm Watch Members
- Horse Watch Members
- Metal Watch
- Pub Watch Members
- Senior Watch

#### Business Groupings

- Agriculture, forestry and fishing
- Catering and accommodation
- Leisure and tourism
- Office Based
- Wholesale (Large quantity sales)
- Arts, sports and recreation
- Industrial Estates
- Licenced Premises
- Retail, Hire and Repair

#### Business Types

- Activity Centres
- Antiques
- Bike Shops
- Builders merchants
- Car Parks
- Chemist
- Community Centre
- Convenience store / Supermarkets
- Dental Surgeries
- Electrical Outlets
- Estate Agents
- Flight training
- Funeral Directors
- Garages
- Gift Shops
- Guest Houses
- Hair and Beauty
- Hotels
- Leisure Centres
- Library
- Market Traders
- Off Licences
- Other business watch
- Plant / Tool Hire
- Public Houses (Pubs)
- Recycling facility
- Scaffolding
- Scrap Metal Merchants
- Skip Hire
- Tourist Information Centres
- Veterinary Surgeries
- Wholesale Sales Outlets
- Amusement arcades
- Banks
- Bookmakers
- Car Dealership
- Charity Shops
- Clothes store
- Construction / Building
- Couriers
- DIY Store
- Engineering Companies
- Farms
- Forecourts
- Game Keepers
- Garden Centres
- Golf Clubs
- Gymnasiums (Gyms)
- Haulage
- Jewellers
- Letting Agents
- Manufacturing Companies
- Newsagents
- Opticians
- Outdoor Clothing Store
- Post Offices
- Quarries
- Restaurants / Cafes
- Schools
- Security
- Takeaways
- Travel Agents
- Warehouse
- Youth Hostels

#### Business Watch Members

#### Education contacts

- Adult education
- High Schools & Community Colleges
- Primary Schools
- Sixth Form Colleges
- Universities
- Upper Schools
- Further Education Colleges
- Pre-School & Nursery Schools
- Secondary Schools
- Students
- University Contacts
- Youth Clubs and Groups

#### Educational Interest

- Parent
- Work in Education
- Student

#### Emergency Planning

- Emergency Road Closures and Disruptions
- Flood Warnings / Alerts

#### Faith Group Contacts

- Christian contacts
- Hindu Contacts
- Jewish contacts
- Churches
- Imams
- Sikh Contacts

## Community contacts

The list below shows the contact groups that are used or available in your region:

### Registration questions key

- Group is used and available for users to join if visible
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- Group / question is displayed on the mobile registration

### Hobbies & Interest Groups

- |   |   |
|---|---|
| <input type="checkbox"/> Anglers          | <input type="checkbox"/> Antiquing                  |
| <input type="checkbox"/> Arts & Crafts    | <input type="checkbox"/> Bird Watching              |
| <input type="checkbox"/> Cooking          | <input type="checkbox"/> Cricketers & Cricket Clubs |
| <input type="checkbox"/> Culture and Arts | <input type="checkbox"/> Cyclists                   |
| <input type="checkbox"/> Football         | <input type="checkbox"/> Gardeners                  |
| <input type="checkbox"/> Geology          | <input type="checkbox"/> Golfers                    |
| <input type="checkbox"/> Motor racing     | <input type="checkbox"/> Performing                 |
| <input type="checkbox"/> Photography      | <input type="checkbox"/> Rugby                      |
| <input type="checkbox"/> Sailing          | <input type="checkbox"/> Shooting and Archery       |
| <input type="checkbox"/> Volunteering     |   |

### Key Community Contacts

- Area partners

### Local Authority Interests

- |   |   |
|---|---|
| <input type="checkbox"/> Bereavement Services                 | <input type="checkbox"/> Bins, Recycling and Waste Management |
| <input type="checkbox"/> Children & young people's activities | <input type="checkbox"/> Community Group Grants and Funding   |
| <input type="checkbox"/> Community Safety                     | <input type="checkbox"/> Elections                            |
| <input type="checkbox"/> Environmental Health                 | <input type="checkbox"/> Environmental Issues                 |
| <input type="checkbox"/> Events, Activities and Festivals     | <input type="checkbox"/> Fostering and Adoption               |
| <input type="checkbox"/> Gritting Updates                     | <input type="checkbox"/> Health                               |
| <input type="checkbox"/> Housing                              | <input type="checkbox"/> Jobs and Skills                      |
| <input type="checkbox"/> Leisure & Culture                    | <input type="checkbox"/> Libraries                            |
| <input type="checkbox"/> Markets                              | <input type="checkbox"/> Parks and Countryside                |
| <input type="checkbox"/> Road works                           | <input type="checkbox"/> Social Care                          |
| <input type="checkbox"/> Sport and Physical Activity          |   |

### Medical Contacts

- Clinics
- Hospitals
- GP's

### Neighbourhood Return

- Neighbourhood Return Volunteers
- Neighbourhood Return Carers

### Other Community Contacts

- CCTV Operators / Owners
- Military Bases (RAF & Other)
- Neighbourhood Action Groups (NAG)
- Street Wardens

### Partner Agency contacts

- Councils Housing
- Fire Service
- Health and social care services
- Housing Association
- Trading Standards

### Police Contacts

- Beat Manager
- PCSO
- Police Authority
- Police Officer
- Police Volunteers
- Special Police

### Professional/Occupation Interest

- |   |  |
|---|--|
| <input type="checkbox"/> Animals            | <input type="checkbox"/> Armed Forces (serving or veteran personnel) |
| <input type="checkbox"/> Carers / Home help | <input type="checkbox"/> Charity                                     |
| <input type="checkbox"/> Commercial         | <input type="checkbox"/> Construction                                |
| <input type="checkbox"/> Emergency Services | <input type="checkbox"/> Engineering                                 |
| <input type="checkbox"/> Farming            | <input type="checkbox"/> Finance                                     |
| <input type="checkbox"/> I.T.               | <input type="checkbox"/> Legal                                       |
| <input type="checkbox"/> Manufacturing      | <input type="checkbox"/> Media                                       |
| <input type="checkbox"/> Medical            | <input type="checkbox"/> Motor trade                                 |
| <input type="checkbox"/> Performing Arts    | <input type="checkbox"/> Political                                   |
| <input type="checkbox"/> Religious leader   | <input type="checkbox"/> Sales                                       |
| <input type="checkbox"/> Sport              | <input type="checkbox"/> Trade                                       |
| <input type="checkbox"/> Water Bailiff      |  |

### Public Authority

- City Councillors
- Community Safety Partnership Members
- County Councillors
- District Councillors
- MPs
- Parish clerks
- Parish councillors

### Public Houses

### Research/Public consultation

- Consultation events
- Feedback requests
- Focus groups
- Surveys

### Resident Association Contacts

### Retail Watch Schemes

### Transport

- Bus drivers / Contacts
- Haulage drivers / Contacts
- Taxi / Cab contacts
- Train and Station workers
- Jewish contacts
- Sikh Contacts

## Putting Contact Options into Groups

As well as selecting the community interest options that you require you can also create a number of groups, call them anything you like and place any interest options in any of them.

This additional flexibility will enable you to place items together in groups that make sense to the user during registration.

The groups appear at stage 4 or registration and in the member login area in small boxes containing up to 8 options in each box. :

### Registration progress 4 of 10



### Your community memberships

Some messages that we send are only relevant to particular groups and communities, please indicate from the selection below if you are involved with or simply interested in information relevant to any of these groups. This will assist us when targeting messages. (Many more options are available for you to add once you have completed your registration and have logged in.)

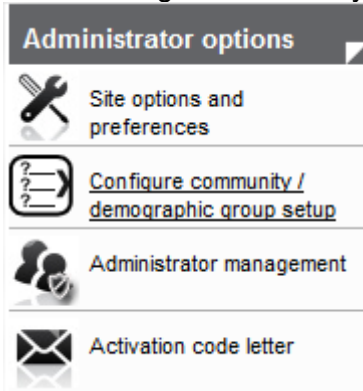
<p><input type="checkbox"/> <b>Watch groups:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Allotment Watch</li><li><input type="checkbox"/> Caravan Watch / Owners</li><li><input type="checkbox"/> Church Watch</li><li><input type="checkbox"/> Dog Watch</li><li><input type="checkbox"/> Farm Watch Members</li><li><input type="checkbox"/> Forecourt Watch</li><li><input type="checkbox"/> Horse Watch Members</li><li><input type="checkbox"/> Pub Watch Members</li></ul>	<p><input type="checkbox"/> <b>Me working in:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Agriculture, forestry and fishing</li><li><input type="checkbox"/> Armed Forces (serving or veteran personnel)</li><li><input type="checkbox"/> Charity Shops</li><li><input type="checkbox"/> Hospitals</li><li><input type="checkbox"/> Hotels</li><li><input type="checkbox"/> Jewellers</li><li><input type="checkbox"/> Public Authority</li><li><input type="checkbox"/> Scrap Metal Merchants</li></ul>	<p><input type="checkbox"/> <b>My position as a:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Driver (Public Transport)</li><li><input type="checkbox"/> Carers / Home help</li><li><input type="checkbox"/> Charity volunteer</li><li><input type="checkbox"/> Media Contact</li><li><input type="checkbox"/> Medical Contacts</li><li><input type="checkbox"/> MPs</li><li><input type="checkbox"/> Police Volunteers</li></ul>
<p><input type="checkbox"/> <b>My neighbourhood:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Bins, Recycling and Waste Management</li><li><input type="checkbox"/> Community Safety</li><li><input type="checkbox"/> Consultation events</li><li><input type="checkbox"/> Environmental Issues</li><li><input type="checkbox"/> Leisure Centres</li><li><input type="checkbox"/> Research/Public consultation</li></ul>	<p><input type="checkbox"/> <b>Emergency planning</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Community Safety Partnership Members</li><li><input type="checkbox"/> Emergency Road Closures and Disruptions</li><li><input type="checkbox"/> Flood Warnings / Alerts</li><li><input type="checkbox"/> Gritting Updates</li></ul>	<p><input type="checkbox"/> <b>My interest in:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Fishing</li><li><input type="checkbox"/> Antiquing</li><li><input type="checkbox"/> Cycling</li><li><input type="checkbox"/> Gardening</li><li><input type="checkbox"/> Golf</li><li><input type="checkbox"/> Photography</li><li><input type="checkbox"/> Sport</li></ul>

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How to configure (VISAV only)

Select Configure community group setup.



Click the link to add new groupings or use this screen to order them.

## Site level configuration / Groupings

From the currently selected community contacts groups that are available to join during the registration process, groupings i.e. Fun & Leisure.

To alter the configuration of the local groups please [click here](#)

### Grouping name

Watch groups:	<a href="#">Move down</a>   <a href="#">Remove Group</a>
Me working in:	<a href="#">Move up</a>   <a href="#">Move down</a>   <a href="#">Remove Group</a>
My position as a:	<a href="#">Move up</a>   <a href="#">Move down</a>   <a href="#">Remove Group</a>
Me as a:	<a href="#">Move up</a>   <a href="#">Move down</a>   <a href="#">Remove Group</a>
My neighbourhood:	<a href="#">Move up</a>   <a href="#">Move down</a>   <a href="#">Remove Group</a>
Emergency planning	<a href="#">Move up</a>   <a href="#">Remove Group</a>

Add each group name, then click configure.

## Site level configuration / Groupings

### Add a new Grouping

Group name :  [Save grouping](#)

### Grouping name

Watch groups:	<a href="#">Configure included groups</a>
Me working in:	<a href="#">Configure included groups</a>
My position as a:	<a href="#">Configure included groups</a>
Me as a:	<a href="#">Configure included groups</a>
My neighbourhood:	<a href="#">Configure included groups</a>
Emergency planning	<a href="#">Configure included groups</a>



Tick the options that you require in each group. Only options that are ticked in the community group list (orange tick-box) are available to select here.

NB: You can give a friendly name to any group using the Profiling tools but the original name will appear here in the admin set up screen.

### Grouping name

Watch groups:

[Configure included groups](#)

Me working in:

[Configure included groups](#)

- |   |   |
|---|---|
| <input type="checkbox"/> Administrators                       | <input checked="" type="checkbox"/> Agriculture, forestry and fishing           |
| <input type="checkbox"/> Alert System Administrators          | <input type="checkbox"/> Allotment Watch  |
| <input type="checkbox"/> Alternative Watch Schemes            | <input checked="" type="checkbox"/> Armed Forces (serving or veteran personnel) |
| <input type="checkbox"/> Bins, Recycling and Waste Management | <input type="checkbox"/> Business Groupings                                     |
| <input type="checkbox"/> Business Types                       | <input type="checkbox"/> Caravan Watch / Owners                                 |
| <input type="checkbox"/> Carers / Home help                   | <input type="checkbox"/> Charity  |
| <input checked="" type="checkbox"/> Charity Shops             | <input type="checkbox"/> Church Watch   |
| <input checked="" type="checkbox"/> Community Safety          | <input type="checkbox"/> Community Safety Partnership Members                   |
| <input type="checkbox"/> Construction                         | <input type="checkbox"/> Consultation events                                    |
| <input type="checkbox"/> Dog Watch                            | <input checked="" type="checkbox"/> Educational Interest                        |
| <input type="checkbox"/> Emergency Planning                   | <input type="checkbox"/> Emergency Road Closures and Disruptions                |
| <input type="checkbox"/> Environmental Issues                 | <input type="checkbox"/> Farm Watch Members                                     |
| <input checked="" type="checkbox"/> Finance                   | <input type="checkbox"/> Flood Warnings / Alerts                                |
| <input type="checkbox"/> Focus groups                         | <input type="checkbox"/> Forecourt Watch  |
| <input type="checkbox"/> Gritting Updates                     | <input checked="" type="checkbox"/> Health                                      |
| <input type="checkbox"/> Horse Watch Members                  | <input checked="" type="checkbox"/> Hospitals                                   |
| <input checked="" type="checkbox"/> Hotels                    | <input checked="" type="checkbox"/> Jewellers                                   |
| <input type="checkbox"/> Leisure and tourism                  | <input type="checkbox"/> Leisure Centres  |
| <input type="checkbox"/> Local Authority Interests            | <input checked="" type="checkbox"/> Media                                       |
| <input type="checkbox"/> Medical Contacts                     | <input type="checkbox"/> MPs  |
| <input type="checkbox"/> Parks and Countryside                | <input type="checkbox"/> Police Contacts  |
| <input type="checkbox"/> Police Volunteers                    | <input type="checkbox"/> Professional/Occupation Interest                       |
| <input type="checkbox"/> Pub Watch Members                    | <input type="checkbox"/> Public Authority                                       |
| <input type="checkbox"/> Research/Public consultation         | <input type="checkbox"/> Road works   |
| <input checked="" type="checkbox"/> Scrap Metal Merchants     | <input checked="" type="checkbox"/> Security                                    |
| <input type="checkbox"/> Shop Watch schemes                   | <input type="checkbox"/> Sport  |
| <input checked="" type="checkbox"/> Work in Education         |   |

Save configuration