Nottinghamshire Neighbourhood Watch ®
NOTTSWATCH

MSA Plan following meeting 9 October 2019 2-4pm VISAV, Sherwood

Attending:	**Apologies:**
Joe Holmes – Training Lead	Bob Vaughan-Newton – North Gedling
Sue Sambells – Broxtowe South	Paul Macey – Newark
John Duke – Ashfield & Mansfield	Sarah Dickinson – East Leake
Peter Voysey - Hucknall	
Bob Carlisle – Stapleford	
Ning Yang – Membership Coordinator	
Graham Shepard – Woodhouse Assn	
John Lennard – Rushcliffe & City	

The purpose of today's meeting was to receive training and agree an action plan to effectively and consistently, as a team, deliver the objectives of the MSA role.

MSA guidance states the role includes:

- Correct Comms Issues and Incommunicados

- Identify schemes within your area that have not been mapped.

- Identify schemes within your area that do not have a coordinator registered on the system.

- Approve schemes within your area

- Deal with user queries

Additional discussion points

- Action List

- Feedback – consistency of acknowledgement/address issues

- Survey Tool – understanding to enable issue and effective interrogation to support NottsWatch's aims and objectives.

Documentation

At the previous MSA meeting in May 2018, it was agreed MSAs should sign the declaration (Administration Access Agreement) annually. John L has copies of our agreements. Paul M will bring his to the AGM. Graham will complete after discussion with Chelsea. **Action: JCL to increase Bob Carlisle's area to all of Broxtowe.**

ACTION LIST

Comms Issues and Incommunicados

Any cases without a mobile no. that are 12 months + - delete.

If you notice several recent issues with the same service provider, contact VISAV for support.

Check for simple errors on emails if new registration/update such as incorrect punctuation.

Suspended User Process

We agreed there is little point solely activating the deletion process. Do this in conjunction with sending the following email from your NottsWatch email address.

**Suspended users' email
(SEND THIS EMAIL FROM YOUR NOTTSWATCH EMAIL ADDRESS NOT VIA ALERT)**

Your Notts Watch Alert registration (message header - change as appropriate)

Dear…………..,

You registered with Nottinghamshire Alert on 00/00/2019 to receive crime and community Alert messages from us. You are not receiving any messages at present because you have not activated your account.

On signing up you will have received from us one or more emails containing a link which you need to click in order to activate your account. I will resend this email for your convenience. If it does not arrive in your inbox, please check your junk/spam box as some email service providers may have considered the message suspect as it is generated automatically.

If our email did go to your junk/spam folder please add alert@neighbourhoodalert.co.uk to your address book to make sure that you do receive our future messages.

Please contact me at NottsWatch email address If you are still having problems or call me any evening on - add tel. No. (optional)

We will presume that you no longer wish to receive the messages that you selected and remove your details from our system, if your account is **not activated within 14 days.**

Kindest regards,

Name
Alert System Administrator

Identify schemes within your area that do not have a coordinator registered on the system:

Dear XX,

Some years ago, a Neighbourhood Watch scheme was set up around your area but, unfortunately, now there isn't an administrator to look after the scheme. It would be good if someone would like the opportunity to keep your area safer and better informed.

Hope you are able to help.

Thanks,

XXXXXXXXX

Scheme > Scheme overview & Scheme management shortcuts

Approve schemes within your area

Approve the lead-coordinator

Sending messages

If sending to all of your allocated area, from home page > Communication (top green box) > send to all
To select an area, from home page > Communications (grey drop down menu on left) > options to predefine an area – to drag the pin, click just outside of it and apply filter.

To add a salutation at the start, use mail merge (icon next to yellow folder)

To add a document – before creating message, use Site management > File manager > add file to existing district folder or create new stand-alone folder or folder within existing folder. From message > add an attachment option below message.

Opinion Gathering

Survey > Create a new survey

Campaigns > Current/Upcoming/Ended

Email yourself the link to check survey before sending out.

Update: see guidance

Suggestion – Use survey tool to find out what is important to residents in your area and share the evidence with local authority/police/other partners.

Use enhanced survey tool to contact users who haven't provided phone numbers to provide an alternative means of contact. – **Can VISAV do this?**

Actions

VISAV

- Can VISAV clear all records with comms issues plus landline only over 12 months old? JOE TO ASK
- Can VISAV enforce an alternative method of contact – i.e. phone number? DEV BOARD TEAM JOE TO ENQUIRE
- VISAV to add a global footer to all alerts issued within Notts Alert. Suggestion:

When you change your mobile number or email address, please remember to update your account or send us a message through www.nottswatch.co.uk and we can do that for you. JOE TO ACTION

- Recommendation to reduce message types to simplify for sender and recipient. Eg. Crime, Event, Community update, Community emergency, National news. SUE TO RAISE WITH MIKE

Future improvements with updates version of Alert

- Annual renewal for all users.
- Pending users will be extended to 28 days then deleted. JOE TO ADVISE