

Thank you to everyone that shared their views on our Neighbours WhatsApp group and how it's used. I am pleased to say the overwhelming response was very much in favour of continuing with the group.

The group will continue as before, but with the following guidance:

- 1. Please be considerate and minimise chatter for the 90+ Neighbours by using "Reply Privately" when messaging just one person;**
- 2. Use Mute if you want to switch off notifications for a period;**
- 3. You can leave the group yourself at any time, but please stay with us, as you never know when you might need it, or we may need you.**

The primary purpose of this group continues to be to help us support each other in emergency or other extreme situations.

The group was generally seen as a positive force, with outcomes cited including:

- Introducing neighbours that may not otherwise have got to know each other;
- Sharing useful and at times live information;
- Helping keep spirits up and providing support through lockdown;
- Finding out what is going on in a power cut or a bee swarm.

There were a number of concerns, observations and suggestions which I've summarised below:

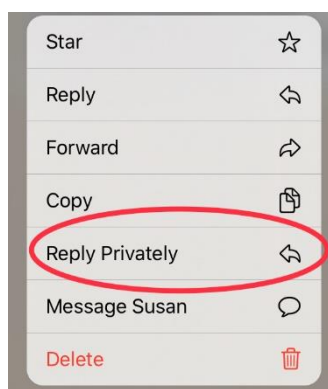
❖ *Lots of conversations that aren't relevant to our part of the Parish; could we have different groups for different areas?*

Response: Any active group is never going to have every post being of interest to every person. We do need to be tolerant as readers and considerate when sending out or replying to messages. If we can Reply Privately when just communicating to one person, we can cut out a lot of noise. You can also "Mute" any WhatsApp Chat Group so you can turn off notifications for a set period, and review when convenient (see below).

The group was set up to ensure everyone in the Parish could be supported through lockdown and isolation. Creating multiple groups would make communication and maintaining the Group harder, would put some people in arbitrary sub-groups they may not like, and would reduce the power and reach of the group when it is really needed to support each other.

- ❖ *A lot of annoying chatter*
- ❖ *Not enough use of "Reply Privately"*

Response: Everyone will have a different view of what is welcome or unwelcome chatter. If we can Reply Privately when we are responding to just one person we can keep the chatter visible to all to a minimum.



- ❖ *Just talks about recommendations for services and tradespeople. There are other platforms for that.*

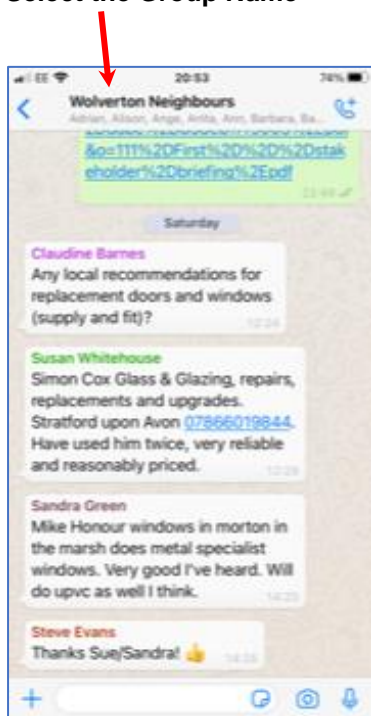
Response: There are a lot of “Recommendation” conversations at times although there were a lot more supportive comments than negative. I don’t want to be too restrictive on how we use the group, so it can evolve over time, and we can find different ways of using this valuable communication channel.

You are likely to have more confidence in recommendations from people you have a local connection with, and it’s also good to know others that may have had similar issues as yourselves.

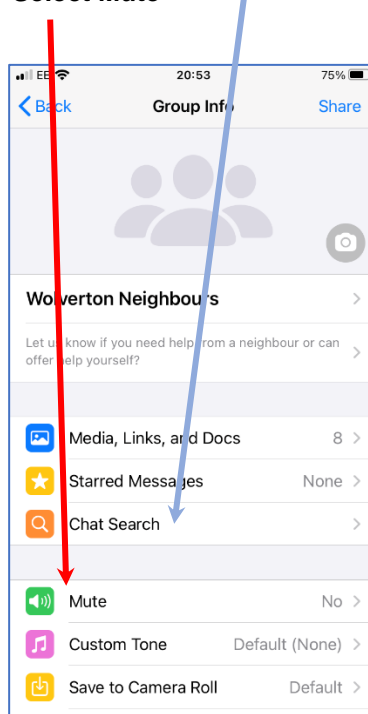
If you want to find a recommendation for something, you can search back through the Group Chat rather than asking the group again. Use Chat Search (see below) and type in the word you want to search for e.g. Guttering. You can then message an individual in the group directly for more information.

To Mute a WhatsApp Chat Group

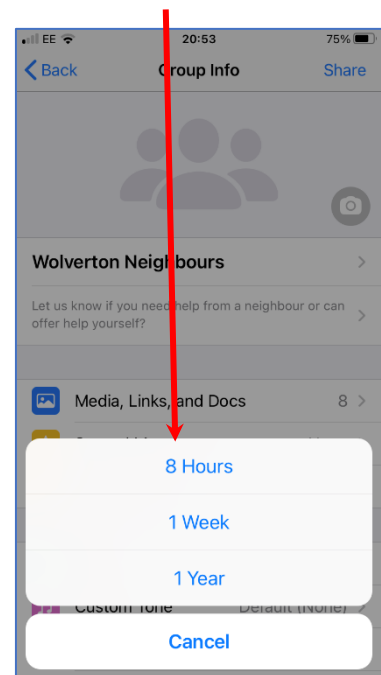
Select the Group Name



Select Mute



Select how long you want to Mute



For Android phones finding *Reply Privately* / *Mute* / *Chat Search* may be slightly different.

Reply Privately on Android phone

- Tap and hold the message you want to reply to
- Tap on the options button in top right hand corner (3 dots)
- Select ‘Reply privately’

Chat Search on Android phone

On the Chats screen:

- Select the chat you want to search
- Open the menu top right (3 dots)
- Select Search
- Type in the search bar that appears at the top of that specific chat