



Response Date: 27/11/2025

2025/1178 - Survey Tool Platforms, Licensing, and Annual Costs

In response to your recent request for information regarding;

1) Do you use a survey platform?

Community Alert (CA)

2) If so, what tools do you use?

We use a community alert system to interact with the public.

This is an email based system that allows member of the public to register and receive 'neighbourhood alerts' from their NPT areas.

The surveys are sent out either locally from NPTs to gauge local priorities.

The Community alert system is also used for larger force surveys that cover the whole force.

Examples of messages could be:

Community team engagement event with local community – bike marking, older people advice, Cyber

Community Alerts for appeals for localised incidents

Sharing Good news stories from local policing areas.

[North Wales Community Alerts | North Wales Police](#)

3) How much do you spend annually on a survey platform?

Average spend per annum over a 5-year period for this system (which isn't a dedicated survey platform) equates to £ 36,909.80.

4) Which month & year does your contract with your supplier end?

Current agreement expires 31.03.26.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 26/11/2025

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