



Response Date:12/08/2026

2026/731 - Neighbourhood Alert

In response to your recent request for information regarding;

1. What information does the force hold that relate to Neighbourhood Alert or its parent company VISAV? This includes, but is not limited to, contracts, user manuals, data about users and records of use. For each document, database, spreadsheet or other collection of records, please provide a title and brief description of what it is.

I can confirm we use VISAV? (supplier no 4745)
The past 12 months expenditure is £22,204

Data about users – (Members – section) information is stored on the database held by VISAV, any administrator in North Wales Police (NWP) will have access to that information, name, address, email, date registered, there is an audit facility which administrators have access to which shows, what activity there has been on that individuals account, and what emails have been sent to them.

There is an admin section – contains information of officers with access to the system, officer details, station and contact phone number

Neighbourhood watch section – contains information of those who are in a NHW group and for what area

Message section – shows what messages have been sent by officers in NWP and the amount of engagement and any replies

Reports section – shows officer information – how many emails they have sent out, how many sign ups they have had and how many people have read these

Surveys – this section shows what engagement there have been with previous surveys and the responses. (has not been used for 2 years)

2. For any databases or collections of records relevant to Q1, please provide the names of the overall system and the titles of any relevant items, as well as a brief description of the different types of data that are stored within.

Answered in Q1

3. For any data held in a spreadsheet or table, what are the headings or categories? Please provide a brief description of what each heading means (unless self-evident: e.g. date).

All information listed above can be downloaded into a spreadsheet, this information is still stored on the VISAV platform.

4. If there is a finite list of inputs under any heading for Q3, please provide the full list of the multiple-choice options.

What statistical information, if any, is compiled from the data the force holds relating to Neighbourhood Alert and/or VISAV.? Please indicate where this information is routinely released and where it is kept for internal use.

All information is stored within the database on VISAV.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 07/08/2026