

## Draft Development Board Notes

10:00 – 11:00 on 04 December 2025, via Teams.

The recording from the meeting can be viewed [here](#)

### Attendees

#### VISAV

Chris Davis, Managing Director; Mike Douglas, Product Director; Jon Shaw, IT Director; Jo Hudson, Executive Assistant (Notes); Kate Algate, Strategic Director

Graeme Barbour - Hampshire

Steven Brown – Durham

Abi Butler – Northants

Peter Caldwell - Cheshire

Paul Denison – West Yorkshire

Alan Earle – Northants

Adrian Goodsall - Kent

Kerry-Louise Halliwell - Lancashire

Terri Harrison – Dyfed-Powys

John Horton - Lincolnshire

Sam Hunt - Nottinghamshire

Nicholas Markwick - Lancs

Paul Mawson - Durham

Daniel McManus - Hertfordshire

Katryna Malinowski-Evans – South Wales

Ian Moffat – Neighbourhood Watch Scotland

Emma Ray - Staffordshire

Marc Sharman – Devon & Cornwall

Alex Smedley - Hertfordshire

Dominic Smith - Dorset

Joey Spears-Smith – Lancashire

Cheryl Spruce – Neighbourhood Watch

Robyn Walsh – South Wales

- 1) **Welcome, introductions and apologies– Chris Davis, Managing Director**  
Chris welcomed everyone to the meeting.

### 2) **Actions from the previous meeting – 11 September 2025**

Date	Action	Update
08/02/24	For the forces who have not already done so to set up their escalation process and contacts (free to do).	The forces below do not have the escalation tool in place: Hampshire; Police Scotland; Staffordshire; Sussex; South Yorkshire; Warwickshire
08/02/24	For VISAV to agree a set of pre-agreed central groups and survey questions.	<b>In progress</b>
18/07/24	For VISAV to review the term ‘targeted household, to ‘priority household’.	<b>Pending</b>
06/03/25	For VISAV to set up a webinar regarding the engagement tracker.	Replaced with a webinar focusing on the requirements of the NPG. If there is still a requirement for this please contact Jo. <b>Complete</b> – no requests received.
06/03/25	Dedicated QR codes to identify officers when signing people up.	To discuss with Dev board – possibility of a QR code being misused to generate signups via social media or posters/flyers.
11/09/25	Mike/Chris to share National Survey timetable.	<b>Pending</b> along with national messaging strategy.

11/09/25	Mike/Chris to share the admin survey with the Dev Board by email so it can be shared internally within Police teams.	<b>Pending</b> – the survey was not sent to admins.
11/09/25	Jon to investigate the capability of assigning several officers to an engagement within the tracker, as well as re-assigning an event to another officer.	<b>In Progress</b> – positioned second on the development planner.
11/09/25	ALL to ensure Neighbourhood Alert emails are whitelisted to ensure emails can get through to officer.	<b>Ongoing - All to action</b>
11/09/25	A working group will meet in April 2026 to discuss future development projects. ALL to confirm their interest in joining the working group by contacting Jo@visav.co.uk	<b>Complete</b> – Joey, Alex and Alan to discuss on 04 December 2025
11/09/25	Mike/Jo to send face-to-face training agenda to those who request it.	<b>Complete</b> – anyone who would like further information about bespoke, in-person training sessions should contact <a href="mailto:jo@visav.co.uk">jo@visav.co.uk</a> .

**3) Engagement Benchmarking and Best Practice Working Group (Alan Earle, Alex Smedley, Joey Spears-Smith)**

Alex Smedley explained that he, Joey Spears-Smith and Alan Earle have established a Practitioner Working Group to discuss the Neighbourhood Policing Guarantee (NPG) guidelines, including the 72-hour response requirement. The group aims to address the challenges arising from these standards, as well as sharing best practice and reviewing Neighbourhood Alert development plans. The first Working Group meeting was held last week, with representatives from 14 forces in attendance.

**Action: To be included in future Engagement Benchmarking and Best Practice Working Group meetings, please contact [jo@visav.co.uk](mailto:jo@visav.co.uk)**

VISAV representatives attended the second part of the meeting, which included discussion on Neighbourhood Alert development, giving each suggestion a RAG rating to indicate its importance. This process will help VISAV colleagues to prioritise the most urgent improvements that will have the widest impact.

Going forward, the meetings will take place periodically (either quarterly or bi-monthly), and the outcomes will be fed back into the Development Board meetings. It will also be a useful group for forces who do not have experience utilising the system as they can ask questions to gain working knowledge from other Officers. All members of the Working Group can submit agenda items for discussion.

Kate and Chris both thanked Alex and the team for initiating the Working Group, adding that it will be a valuable group for both Officers and VISAV colleagues.

**4) Conference and Awards Update (Jo Hudson, Kate Algate)**

Kate explained that conference planning is running slightly behind schedule due to conflicting priorities. The Conference will now be two days – Tuesday 03 and Wednesday 04 March 2026, co-hosted by Humberside. The agenda is currently being completed and will be shared before Christmas. The planned third COMAH day will no longer take place – apologies for any inconvenience this may cause. Tuesday 03 March will include an evening social, formal dinner, and awards ceremony. Details of the awards will be shared next week and the deadline for nominations (including self-nominations) is 12 January, please share the information, when you receive it, with colleagues.

**Action: All Dev Board members to share details of the National Awards nomination process with Comms teams and internal networks.**

**5) Potential NPCC national survey (Kate Algate)**

Kate noted that the NPCC are planning to implement a national survey for England and Wales (Scotland and Northern Ireland are currently not included in this). Due diligence is being undertaken, and we are awaiting to hear the outcome. The survey will be quarterly, but it is currently unclear if it will be conducted nationally or at local force level. The questions will be managed by Paul Quinton from the College of Policing.

Mike added that the Neighbourhood Alert National Survey has now closed, with a total of 141,000 replies. The team is currently breaking the data down – contact Mike if specific data is required. Preliminary responses should be available over the next few weeks.

**6) Peer and account review service (Kate Algate)**

Kate explained that a Neighbourhood Alert account review had been offered to all Chief Constables in the country. Four forces have accepted this so far. Members of the Development Board will be included in this process to highlight how the system is used in their area. They will also have sight of the desk-based assessment prior to it being sent to senior leaders. Details of the new Peer Review service were also shared with CC's, and an email outlining this service has been sent to Development Board members.

**7) VISAV team update (Kate Algate)**

Kate updated the group with details of VISAV new starters, including an Apprentice Support team member called Harley Hamar, who will be answering support tickets. This will release Joe and Sam from some of their support duties so they can focus on development work. A new Data Analyst will also be joining the team from mid-January, who will be able to help forces utilise their data sets.

**8) KPI Webinar – 12 December 2025**

Chris noted that there will be a KPI webinar on Friday 12 December which will be an open forum for Development Board members to ask questions and feedback on metrics they would be like to see included in KPI reports. Jon added that all forces should have received theirs with the new data visualiser.

**9) Future Development Board Meeting Dates – Jo Hudson**

Dates for your diary:

- KPI Report Discussion – 12 December 2pm
- Community Engagement Conference – 03 – 04 March 2026
- Dev Board Meeting – 25 June 2026

**10) AOB**

Jon explained that he continues to work on the development of the Single Online Home incoming contact channel, including reading and distribution of emails. Jon requires someone to work with to provide feedback on the workflow and rules required. Alex Smedley volunteered to support Jon with this work.

Mike emphasised the importance of forces agreeing to data processing agreements in order to utilise the contact channel. With heightened scrutiny around data processing regulations, it is crucial that



any forces currently holding draft agreements expedite their review and approval process. This will enable them to participate in testing and ensure compliance.

Kate added that the College of Policing are running a piece of research on community intelligence. Kate will share details via email, and VISAV will be holding a workshop to share what community intelligence processes you have in force currently.

**Action: Kate to share details of the College of Policing community intelligence research, and to Jo to arrange a workshop to investigate current community intelligence processes.**