



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 64

Date: 20th December 2021



Note: You are receiving this email circular because you are listed as a key contact involved with your organisation's Neighbourhood Alert system, including senior administrators and members of the Practitioners' Group. If you feel you should not be on this list, please reply to feedback@neighbourhoodalert.co.uk and I will remove you.

View an archive of previous updates [here](#)

Hello from all at VISAV.

Tis the week before Christmas, so this is a quick update to thank you for your ongoing and valuable custom and for all that you do to keep people safe (it's not always appreciated) and to wish you a fabulous 2022.

2021 at VISAV

It has been a challenging year for us at VISAV, COVID has caused its fair share of obstacles as the whole development team now work from home but, I must say they have taken this on admirably.

Losing Andrew came as a huge shock to us all as he was such a life force. Thank you to everyone that responded to my last message with condolences, I duly passed those on to Andrew's widow, daughters and extended family during the epilogue I was honoured to present at his celebration of life service. We are adjusting to working life without Andrew's driving force, but Sue Sambells is doing a great job picking up with the renewals' role.

We have delivered just over **100 million emails** on behalf of our (now) 30 forces during 2021, another new record. We have also broken the **1 million registered members** target which is amazing. Our small team have received and dealt with 25,712 support tickets and % have been marked as excellent". Jon and the dev team have also spent a bit of time on something called V4, which I suppose deserves a mention 😊.

Finally, those amazing MSAs at Neighbourhood Watch have spent an estimated 50,000 hours on the database keeping it accurate and useful for you, this equates to a volunteer contribution of £445K nationally! I will pass on your thanks to them.

Privacy Policy Update National Message

I mentioned in my last message that we are due to update the Privacy Policy and Web Terms across the whole system, this means sending a message to every registered user on the system. Most of the message will be via email but we will also be delivering a recorded voice or text message to those without email.

FYI the links to the two updated documents are as follows:

Privacy policy: <https://www.neighbourhoodalert.co.uk/PrivacyPolicy>

Web Terms: https://member-registration.neighbourhoodalert.co.uk/member_screens/tncs.asp

The message will be delivered tomorrow (Tuesday 21st) as part of our Christmas update. Occasionally national messages generate a few calls to your contact desks so you may want to make them aware that the message is genuine.

2022 Dev Board Conference and Dinner



The dates for the event are **Thursday 24th March and Friday 25th March 2022.**

We will hold the Dev Board meeting on the Thursday with the client presentations on the Friday. The event as usual is free to clients, will feature speakers from client forces and if you are a volunteer speaker, we even cover your accommodation.

Please pencil this date in your diary and advise any colleagues who may benefit from attending, to avoid disappointment.

Sue Sambells (sue@visav.co.uk) is leading on the administration and will be sending a confirmed agenda with all the detail as soon as we have things tied down. We, like everybody else are waiting until the New Year to see how any COVID measures may impact our plans.

Simple Support Contact

In addition to my Calendly link under my details below, we have now opened up the self booking "Calendly" service to enable you and your colleagues to **book a Microsoft or Zoom meeting with our support team at any time**. Please circulate this as you require and use when you feel a quick face-to-face meeting would help solve an issue. This is part of our commitment to provide superb, effective support face-to-face (vis-à-vis)

<https://calendly.com/visavsupport>

Very best regards

Mike Douglas

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Schedule a meeting with me: <https://calendly.com/visavmike>

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