

Development Board Minutes V1

10:00 – 12:00 on 11 September 2025

Held virtually on Teams.

The recording from the meeting can be viewed [here](#) (contact jo@visav.co.uk if you cannot view)

1) Attendees

VISAV

Chris Davis, Managing Director; Mike Douglas, Product Director; Jon Shaw, IT Director; Joe Chadbourne, Infrastructure and System Support Supervisor; Jo Hudson, Executive Assistant (Notes)

Abi Butler – Northants Police	Logan Bristow – Lincolnshire Police
Alan Earle – Northants Police	Marc Sharman – Devon and Cornwall Police
Alex Smedley – Hertfordshire Constabulary	Mark Lovell – Humberside Police
Angela Knight – Met Police	Neil Tipton – Warwickshire Police
Cheryl Spruce – Neighbourhood Watch	Paul Denison – West Yorkshire Police
Claire McGrady – North Wales Police	Peter Caldwell – Cheshire Police
Dan Steele – Met Police	Rebecca Malpass – Derbyshire Constabulary
Emily Presland – Dorset Police	Robyn Walsh – South Wales Police
Emma Ray - Staffordshire Police	Sam Burton – Norfolk Constabulary
Gareth Parry – North Wales Police	Sam Hunt – Nottinghamshire Police
Graeme Barbour – Hampshire Police	Sandra Jackson – Hertfordshire Constabulary
Julie Armstrong – Warwickshire Police	Sian Battle-Welsh – Warwickshire Police
Julie Dale – Warwickshire Police	Sophie Olive – Lincolnshire Police
Katryna Malinowski-Evans – South Wales Police	Steven Brown – Durham Constabulary

2) Apologies

Kate Algate – Director

3) Welcome and introductions – Chris Davis, Managing Director

Chris welcomed everyone to the meeting.

4) Actions from the previous meeting – 06 March 2025

Date	Action	Update
08/02/24	For all Information Providers who have yet to set up internal support contacts, please consider implementing this, as it provides efficiencies and enhanced use and outcomes across the organisation (more information can be found here).	There are still a lot of IPs which have not set this up. Please contact us if you need help with this, as it does help with admins if they have a problem to know who they should contact within their org, as we sometimes can't help.
08/02/24	We have a large array of virtual online training options, which can be found here . Please link to the training centre on organisations intranets as its free and kept-up to date. Any bespoke online training is available for free on request via Support.	For all to action
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: Bedfordshire; GMP; Hampshire; Durham; Police Scotland; Norfolk; Nottinghamshire; Staffordshire;

		Sussex; South Yorkshire; Gloucestershire; Warwickshire
08/02/24	For Chris to include a view of the escalated messages to be added to the dev bucket, so that the sender still sees it and can be seen by the escalation team.	In progress
08/02/24	For VISAV to agree a set of pre-agreed central groups and survey questions.	In progress
18/07/24	For VISAV to review the term 'targeted household, to 'priority household'.	Pending
18/07/25	VISAV will provide free, basic video and Teams training for the new message-sending process via Support.	Complete
18/07/24	For VISAV to look at the UX experience with confusion on the branding and the login experience.	Related to Rapport vs Main Admin login
18/07/24	Meeting to be set up with Derek regarding how the new message sending process will impact the search teams.	To be scheduled now the new process is ready to launch
18/07/24	VISAV to host a KINS working group to get the development undertaking. Steve Palmer and Molly Wright are interested in participating in the working group.	KINS development is nearly complete – to be discussed today. Complete
18/07/24	If you would like to use the Rapport App, please send Jon your Google Play Store ID so you can access it.	Forces yet to provide ID: Hampshire; Kent; Lancashire; Leicestershire; North Wales; North Yorkshire; Nottinghamshire Police Scotland; South Yorkshire; Staffordshire; Thames Valley; West Mercia; West Yorkshire Wiltshire Provided ID but not yet implemented: Durham; GMP; Northants; Surrey
18/07/24	The DPIA needs to be updated due to the offline functionality.	
06/03/25	DPIA to be circulated with the board	Template DPIA based on Hertfordshire's comprehensive document was circulated Complete
06/03/25	Jon to check whether abstractions are being counted within the star points.	They are specifically excluded from the star points. Complete
06/03/25	For VISAV to clarify how to gather star point data within the Power BI overview reports.	Star Points data is now available as a Power BI data point and also inside the API Complete
06/03/25	For VISAV to set up a webinar regarding the engagement tracker (requested from Paul Dennison).	Replaced with a webinar focusing on the requirements of the NPG. If there is still a requirement for this please contact Jo.
06/03/25	Dedicated QR codes to identify officers when signing people up.	Can be done and is on the dev list.

11/09/25	Mike/Chris to share National Survey timetable.	
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.	
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.	
11/09/25	ALL to ensure Neighbourhood Alert emails are whitelisted to ensure emails can get through to officer .	All to action
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	
11/09/25	Mike/Jo to send face-to-face training agenda to those who request it.	

5) Incoming Contact Channel in line with the NPG – Mike Douglas

For several years, VISAV colleagues have supported message management within Alert by filtering and escalating relevant messages to Policing colleagues when needed. To help Police teams meet the 72-hour response time outlined in the NPG, VISAV have explored ways to extend this support to Police inboxes.

As this extension of services involves the sharing of data between police and VISAV teams, it is essential to have a robust **Data Processing Contract** in place to ensure full compliance with UK GDPR. Once the contract is agreed by forces, incoming contact from members of the public via SOH can be routed into Alert to ensure they are time-stamped, audited and subject to escalation if required.

This will allow enable us to:

- Escalate urgent messages more efficiently
- Monitor and report on response times
- Support teams in delivering measurable results

6) National Survey Planning – Mike Douglas

Mike explained that as the system continues to grow and the number of users increases, it is important to plan ahead to avoid overwhelming users with duplicate questionnaires or excessive emails.

In October our NA National Survey will be sent to users. Additionally, Neighbourhood Watch and Action Fraud distribute nationwide surveys throughout the year. To support effective planning and ensure a smooth ser experience a calendar of major surveys will be shared with the Development Board. This calendar will help:

- Avoid overlapping or duplicate surveys
- Minimise survey fatigue among users
- Ensure surveys are spaced appropriately for maximum engagement

Action: Mike/Chris to share National Survey timetable.

7) Product Development Schedule – Chris Davis

Chris shared the Product Development Plan, which outlines the key projects the team will be working on over the coming year, this is shared at **Appendix 1**.

KINS – This has been developed in collaboration with Humberside Police, it is almost ready for sign-off. A full update on this development will be shared at **item 8**.

ASB Action Plan – A full update will be shared at **item 9**.

Incoming Contact Manager – update shared at **item 5**.

Whatsapp testing – this is ready for testing, and once this is complete Jon can make this live.

Static Inbox – As the suite of modules has grown, the team is exploring ways to streamline the system. One upcoming improvement is the introduction of the static inbox which will help mailings and engagements run smoothly on the system. This change will not affect how the system operates for end users.

During discussions, several enhancements to the Engagement Tracker were proposed:

- Mark Lovell highlighted the value of being able to assign engagement events to multiple areas, which would help avoid cross-posting by multiple users. Jon confirmed that officers will be able to post engagement events to all areas that they have access to.
- Alex Smedley added that the ability to assign engagements to multiple officers and to re-allocate events would be extremely helpful.

Action: 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.

Stop Press Function – To improve visibility of outstanding actions, the team is exploring a new Stop Press function. Instead of the current 'Your Messages' section within Rapport, a new 'Your Tasks' button is proposed. This will act as a central hub for users to review all tasks requiring attention (e.g., training, email replies, teams and local priority actions etc.) in one place.

This enhancement will also introduce a reporting feature to:

- Highlight which users are actively engaging with the tools
- Identify those who may benefit from additional training or supervision
- Support supervisors in managing their teams more effectively

During the discussion, the following points were raised:

- Robyn Walsh suggested that admins be consulted regarding the Rapport homescreen and usability.
- Mike agreed and plans to send out a survey to all front-line officers. The survey will include free-text options and be anonymous to encourage honest feedback.
- Alex Smedley noted that sharing the survey internally would be helpful, as Alert emails can sometimes be missed.

Action: Mike/Chris to share the admin survey with the Dev Board by email so it can be shared internally within Police teams.



Welsh Translation – Mike noted that Gwent and Dyfed-Powys forces are currently onboarding. The new priority message templates rely on Google Translate for Welsh translation which is not compliant with the Welsh Language Act. Templates are currently being compiled and will be translated to Welsh and added to the system.

Multiple Alerting Areas – Jon noted this is a significant piece of work that will require considerable development time due to many factors. One key consideration is determining how far up the chain a user with a second home should receive messages, for example should they receive Alerts at ward, district, or county level? This needs to be carefully thought out to ensure messaging remains relevant and manageable for users while maintaining consistency.

Static Reporting Base – This is a background functionality project aimed at improving reporting outputs and increasing system speed. This enhancement will support more efficient data handling and better performance across the platform.

Mike emphasised that all development work is directly informed by client requests for improvements. If anyone has ideas or suggestions they should contact Mike or Chris.

Alan Earle proposed forming a small group of five Development Board members to review future Development projects and help the team prioritise effectively.

Action: 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

8) KINS Functionality Update – Jon Shaw

The KINs module offers similar functionality to the original module but is specifically designed for businesses and organisations such as places of worship, shops, pubs, schools, and nurseries. It enables these groups to keep their keyholder information up to date on the system, along with other relevant details such as CCTV operators.

A key feature of the KINs module is that officers can add users based on their work address rather than their home address. These users will only receive KINs-related emails, unless they choose to opt in to other notifications. This targeted approach is intended to reduce the volume of messages, helping to prevent KINs contacts from removing their details due to overload.

Within the module, there are extensive search functions, the capability to create targeted hotspot areas, and it allows KIN-specific or type-specific engagements or surveys (e.g., surveys targeting alcohol license holders or educational organisations only). It also allows different tiers of access so sensitive information will only be accessible to authorised personnel. Local authorities may have their own limited-access logins so they can see primary contacts and create their own engagements.

Mark Lovell commented that their bespoke KINs survey had 500 responses, which was helpful in identifying hotspots within city centres. The responses were shared with Neighbourhood Inspectors who were able to utilise this information to make action plans and apply for additional funding.

Jon noted that it will not be possible for keyholders to sign up to the KINs module themselves – they must be added to the system by an officer. However, individuals will be able to remove themselves from the KINs network, which is a requirement under UK GDPR. Periodically, KINs will be contacted to request them to review and update their details. Mark Lovell noted that it is important that, even if someone removes themselves from the KINs list, officers are still able to contact them in emergency situations.



Chris confirmed that the KINS module will be an additional cost to the basic modules.

Mike explained that the team are also working closely with Humberside and other clients on a COMAH module. The requirements for planning in emergencies are being reviewed. Holding the key contacts for schools, GPs etc will be vital if there is a hazardous chemical spill or gas leak, for example.

Mike shared that the team is currently working with Hampshire on a School project aimed at engaging young people aged 14-16. The initiative will allow students to complete surveys and have their voices heard.

In addition, the Hotel Watch initiative is being developed to assist in the prevention of child exploitation and identification of missing persons. Alex Smedley noted will support the work of the School surveys and Hotel Watch, as he has previously conducted significant work on both issues.

9) ASB Action Plan Update – Mike Douglas

A webinar was hosted in August to highlight the functionality of this new development. It identifies areas of anti-social behaviour that have been highlighted through user surveys. Rather than highlighting where the survey respondent lives on the map, it also highlights where the problem areas have been reported, making hotspot targeting more accurate. Follow-up surveys can be created which will allow individuals to give their ideas on how to counteract ASB in their area and it will be possible to create reports on improvements/satisfaction. Mark Lovell suggested that it would be helpful to input ASB victims, so they are able to feedback on their satisfaction after any reported incidents, if that is permissible under UK GDPR law. Mike noted that this should be considered 'legitimate interest' under the Data Processing Contract that is currently being drafted.

10) Face-to-face Training Package – Mike Douglas

Mike informed the group that recently he, along with Kate Algate, Carole Woodall, Andy Baines and Alan Earle have conducted many in-person training sessions. Over 5,000 officers attended the Met onboarding sessions, and last week Andy Baines delivered training to Dyfed-Powys teams. These training sessions are useful for onboarding of new teams but is also a good way of sharing best practice amongst officers who have used the system for some time.

The training sessions include a product overview in the morning, followed by a session going out on the streets to talk to communities and sign people up to receive Alerts. This gives an opportunity to build confidence and give feedback. The afternoon is sharing reflections after the door-to-door session. In addition to this, Supervisors receive a separate training session on how they can utilise the system to drive performance and how to use the reporting functions. Anyone who would like to receive an outline of the training should contact Jo and Mike. Robyn and Marc Sharman both requested the training document.

Action: Mike/Jo to send face-to-face training agenda to those who request it.

11) Annual IT Health Check and New Log-in Process– Jon Shaw

Jon confirmed that the annual IT Health Check for both web and internal systems was completed in August. The results were very positive, with only two remedial actions identified, both of which have already been addressed.



One of the most significant areas of vulnerability for any online systems are usernames and passwords. To improve security and simplify access, the team has developed a password-free login system using Magic Links.

- Users log in by entering the email address they are registered with.
- A secure link is sent to their email, which, when clicked, logs them in directly.
- If users need to access sensitive data, they will be prompted for secondary authentication via their mobile number.

This approach enhances both security and user experience. Once the system is ready to go live, members will be contacted with further details.

12) Conference Update – Chris Davis

The Conference website is live, and below are the links to view the latest agenda and to register attendance of the event:

This link includes the outline agenda, and a link to the hotel where the evening events are taking place: <https://neighbourhoodalert.co.uk/Content/Pages/AlertConference2026>

Register for the conference here:

<https://survey.neighbourhoodalert.co.uk/Survey/HASH/BE07C655F2E26F332946521AF0E6C809>

13) Future Development Board Meeting Dates – Jo Hudson

Dates for your diary:

- Dev Board Meeting – 04 December 2025
- Community Engagement Conference – 03 – 05 March 2026
- Dev Board Meeting – 25 June 2026

14) AOB

There was no AOB points raised.