



NATIONAL REACH, LOCAL IMPACT
Leading innovation for effective public engagement within policing since 2008

Current Available Modules

Available as bespoke packages, to suit local approaches and budgets

Secure CRM & Messaging Tool	Basic Survey Tool	Enhanced Survey	Targeted Engagement Tool	StreetWatch	AddressBase
Two-way secure email system	Online surveys	Targeted lists of unsurveyed / priority addresses	Create local priority targeting setups based on single or multiple criteria: Area Survey responses Community groups Demographics Origins ethnicity data Own data sets	Manage every aspect of a StreetWatch program	OS Data FOC Database of all addresses
Two-way recorded voice messaging	Email & text	Doorstep engagement coverage maps	Team based priority household tasking	Local Area Pages Easy access ward / beat information	Origins Ethnicity / religion DB Postcode or household level
Two-way text (SMS) messaging	Graphical reports	Automated location follow-up questions	Performance reports per targeting setup	Translation Tool Auto deliver translated messages	Acorn Socio-Economic profile tool
Send by group, interest, demographic	CSV data exports	Live local results		Statistic Dashboard Range of live data dashboards	Incoming Contact Channel Direct incoming email contact with local beat teams
Import all existing force area KML data	Trickle feed surveys	Survey schedules for repeat surveys		API Access Alert data, auto send 101 & Victim survey	
ROI, growth and engagement reports	Chase uncompleted	Send "messages by priority" facility			
Rate, reply and share messages	Direct link to surveys	Management Information			
Social media integration included	Quick registration on start				
Secure, encrypted registration website	Anonymous options				
Neighbourhood Watch integration	Survey chaining				
	Responses update group membership				

Coming Soon

PowerBI integration

Digidesk

Key Individual Networks

Force Control Room Integration

WhatsApp Integration

Engagement Tracker

Record all community engagement events and abstraction in one place, and invite the public to attend. Includes a full reporting suite.



Please scan this code and read more about Neighbourhood Alert Modules

Security Infrastructure

VISAV Ltd. continues to ensure security is paramount to its systems by consistently passing Cyber Essentials/PLUS, IASME Gold, and ICA L1/L2 over the last 10 years and hardening its systems to NIST/CIS standards, including Cyber Security Framework v2.0.

In addition, the annual CHECK-approved IT Health Check (ITHC) will continue to ensure strict compliance and improvement. New/emerging threats are tracked using threat intelligence, which utilises a risk analysis model.

Continued security compliance at VISAV Ltd. includes working towards ISO27001/27002, which we aim to achieve by the end of the first quarter of 2025. For more information please visit our Help centre or contact us.



www.visav.co.uk/accreditations



Quick glance at key information

Information Provider (IP)	An IP is an organisation that has a licence to use the platform and with which Registered Members may consent to share their information.
Licence Type	As standard, the police service for each of the Home Office defined force areas are the 'master' licence holder, with any other authorities or organisations having a 'sub-licence'. The permission of the police is sought for any sub-licences within their area.
Basic Alert	The IP can see the Registered Members who have shared their details with them, send messages to a distribution list, and receive direct, secure messages back. Other features include an escalation tool for replies, community interest groups, and contact options for reaching CCTV owners and Neighbourhood Watch Co-ordinators.
Engagement Tracker	Co-designed with West Mercia Police and rolled out for free to all police forces. It captures community engagement events, and broadcasts them to websites and as targeted Alert messages, and it provides management reports in line with the NPC and COP Neighbourhood Policing Framework.
Basic Survey Tool	Provides IPs the ability to design and send out basic surveys to Registered Members (RMs) who share their information with them. IPs can view the results based on geo-referencing of their choice (permission level permitting) and by community groups etc.
Enhanced Survey	Provides local priority survey features with automated follow-up surveys. It can be used with the Origins dataset for targeted engagement.
Targeted Engagement	Co-designed with Humberside Police, this combines enhanced survey, Origins and other external datasets to provide priority households for engagement. The module provides a mobile-first app to highlight priority areas and households, with a digital 'carding' process to monitor and manage engagements and consent.
Translation Tool	This module enables any RM to respond to a survey question or request 'additional language' for Alerts in over 100 languages.
Statistics Dashboard	Provides Management Information (MI) reports via Enhanced Reporting section on the platform.
API	Provides secure connections to other software or transfer of data for reporting including PowerBI.
Local Area Pages	An enhanced public facing feature for the local Alert websites, co-designed by West Mercia Police.
Incoming Contact Channel	Co-designed with West Mercia Police, this module improves contact between the public and their local policing teams.
Internal Messaging	Provides secure messaging for internal communication between officers and staff.
Street Watch	Co-designed with West Midlands Police, developed for managing volunteers to undertake Citizens in Policing activities.
Origins	Origins is a segmentation system which classifies consumers according to the part of the world from which their forebears are most likely to have originated. VISAV has an exclusive licence for policing which can be purchased as a separate module.
Acorn	A geodemographic segmentation of the UK's population dataset. Police may have access to this external dataset and use it for targeted engagement.



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