

19 August 2026

FOI Ref 23135

Request - You asked Staffordshire Police (SP) the following:

I am writing to request information under the FOI Act 2000. Please share the following:

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.
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.
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).
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.

SP received your request on 16/07/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds some of the requested information.

- 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. - **Partially disclosed, a contract is held with VisaV however this is marked as 'commercially confidential', please see the below exemption regarding any further information.**
There is also a monthly performance report titled 'Staffordshire Police KPI Report [month] [year]' that show levels of engagement and captures analytics provided by VisaV. Please see the below link for further information.
- 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. - **Please see the below link. No further information is held. All documentation is hosted on the VisaV site.**

- 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). - **No information held.**
- 4. If there is a finite list of inputs under any heading for Q3, please provide the full list of the multiple-choice options. - **No information held.**
- 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. - **No information held.**

All Freedom of Information request responses are published on the SP website although personal details are not included.

The following exemptions have been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for parts of this particular request.

- Section 21(1) - Information reasonably accessible by other means.

Section 21 is an absolute, class-based exemption and as such there is no requirement to quantify the harm that may arise from the disclosure, nor is there a requirement to perform a Public Interest Test.

- Section 43(2) Commercial Interests

This is a prejudice based qualified exemption which means there is a requirement to provide evidence of harm and a public interest test needs to be considered.

Harm:

The information relating to specific contracts that are considered 'commercially confidential' if released into the public domain, would harm SP's negotiating position with regards to future contracts for equipment or services. There are commercially confidential clauses within the VisaV contract which are not permitted to be shared to the wider public.

Public Interest Test

Factors favouring disclosure under Section 43(2)

Disclosure of the requested information would allow the public to be aware of how public funds are spent or allocated and thereby would provide transparency and accountability, showing that funds from the public purse are used appropriately and proportionally.

Factors favouring non-disclosure under Section 43(2)

Through disclosure of the requested information, SP would find that its negotiating position would be greatly impaired through the release of details that would not only likely be prejudicial to SP but also to the agencies/companies involved. Releasing this information would be expected to have a detrimental effect on their ability to be competitive in the future and would be exceedingly likely to deter further enterprises submitting offers for tender in the future. This then would impede SP obtaining the most competitive or appropriate services in the future and negatively impact upon the public purse.

Balance test

It is the responsibility of SP, when dealing with commercial businesses, to not only protect their commercial interest but also that of SP. Commercial interests must be protected so that the best possible value for money is obtained through open competition, both for businesses and SP. This would not be achieved if full details were to be made available to the market.

Although the use of public funds must be open and transparent, SP is accountable for the money that it spends and utilises and if to release the information means the force is unable to negotiate future tendering and have the ability to secure value for money due to business relationships having been impaired, then this would not be in the public interest.

Having considered the public interest test factors, we are required to determine whether, on balance, the factors favouring disclosure outweigh those which are against disclosure. It is our view that the factors favouring disclosure do not outweigh those which favour withholding the details. Therefore, SP declines to provide the information for the reasons stated above.

Advice and assistance

In order to comply with our obligations under Section 16 of the Act, the obligation to provide advice and assistance, please find below links to the information requested.

- <https://visavltld.zendesk.com/hc/en-gb>

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from SP, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

IAT@staffordshire.police.uk

Or by Post to:



STAFFORDSHIRE
POLICE

Information Access Team
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Information Access Team within two months of the SP response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a supervisor who is independent from the original Decision Maker. The Information Access Team will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to forty working days.

The independent supervisor will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team