

23 September 2026

FOI Ref 23335

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

Please provide any of the following that you have in relation to the Neighbourhood Alert platform:

1. The total value of any current or past contracts with VISAV for the Neighbourhood Alert platform, and any payments made to VISAV that are not part of a contract. If some contracts/payments are publicly available but others are not, please still provide a total figure. Please also provide dates that contracts cover, and dates of any non-contract payments.
2. A data-protection impact assessment
3. An equalities impact assessment
4. A user guide
5. Demographic information about members of the public that have signed up for the platform – (i.e. what percentage of the public in each area are using the platform, and what is their gender/ethnicity/age makeup?). Please provide your response to this question in the form of a spreadsheet
6. Any surveys sent to members of the public with the Neighbourhood Alert platform in the past year (please only provide single copies of identical surveys, even if they have been shared multiple times). Where surveys were only sent to particular groups, please indicate what filters were used.
 - 6a. Data on survey responses
7. Any community safety messages shared in the past 3 years. Where messages were only sent to particular groups, please indicate what filters were used.
8. Any appeals for information shared in the past year. Where appeals were only sent to particular groups, please indicate what filters were used.
9. What actions has the police taken in the past year in response to survey results or information gleaned through appeals for information?
10. A description of any ways the force has used the Origins modules within the platform since the force adopted Neighbourhood Alert.
11. A description of any ways the force has used the Acorn modules within the platform since the force adopted Neighbourhood Alert.
12. A description of any ways the force has used the KIN modules since the force adopted Neighbourhood Alert, and how the force identifies and engages with key individuals.

13. Have there been any instances of misuse of the Neighbourhood Alert system by police officers or other employees of the force? If so, how many incidents, and what were they? (e.g. using the platform to look up information about members of the public without a policing purpose, communicating inappropriately with members of the public through the platform)

SP received your request on 02/09/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

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

The following exemption has been applied:

- Section 12(1) where the cost of compliance exceeds the appropriate limit.
- Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the prescribed limit'.

The above information has been withheld for the following reasons:

There is no method by which SP can readily retrieve information from local police systems to answer questions 7 and 8 of this request. Messages on the Neighbourhood Alert system can only be accessed from 28th July 2026 onwards of which there are 962 messages. To ascertain any community safety messages or any appeals for information shared on the system would require each message having to be manually reviewed to establish whether they fit the criteria of the request. To extract this data would therefore require a very labour-intensive manual trawl through each message.

From dip sampling, it has been estimated that it would take approximately 3 minutes to review each record to answer this request, this would equate to over 48 hours. To achieve this task would therefore exceed the 18-hour time and cost threshold of the Freedom of Information Act by a considerable margin.

Advice and assistance

Section 16 of the Act places an obligation upon the Authority to provide advice and assistance, to comply with this obligation please see below.

In order to refine your request, data can be provided for questions 1, 2, 4, 5, 6 and 13 however, please be advised that further exemptions may apply. Please note that there is no information held with regards to questions 3, 9, 10, 11 and 12. Please be advised that further exemptions may apply.

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

Freedom of Information Request Appeals Procedure



STAFFORDSHIRE
POLICE

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:

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 Force's 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 20 working days. In more complex cases the review may take up to 40 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