

Reply to: Leah Smith

Tel No: 01953 423506

6 June 2022

Dear Member of Public,

Freedom of Information Request FOI/OPCCN/210

I am writing in connection with your email dated 10 May 2022, in which you requested the following information:

“Please provide me with the following information

- 1. The qualitative and quantitative research you have undertaken (surveys, focus groups, depth interviews) that have focused on public or victim perceptions of policing and crime in 2020/21 and 2021/22**
- 2. What the outputs of any qualitative and quantitative research was in 2020/21 and 2021/22 and a copy of these**
- 3. A breakdown of the budget and total costs for these surveys in 2020/21 and 2021/22**
- 4. if production of this is outsourced or if any part is provided by an external supplier and who that supplier is**
- 5. Details of any other spend on polling or surveys relating to police and crime”**

I have reviewed our records and I can advise the following:

1. None of the surveys conducted in the years 2020/21 and 2021/22 by the Office of the Police and Crime Commissioner for Norfolk focused directly on public or victim perception of policing and crime but rather focussed on victim services.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. The OPCCN holds a monthly subscription to Smart Survey at £60 inclusive of VAT in order to carry out any surveys required.

Yours sincerely

L. Smith

Leah Smith
Complaints and Compliance Officer and FOI Decision Maker
Office of the Police and Crime Commissioner for Norfolk

Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write within 40 days of the date of the response to:

Mark Stokes
Chief Executive
Office of the Police and Crime Commissioner for Norfolk
Jubilee House
Falconers Chase
Wymondham
Norfolk
NR18 0WW

Telephone: 01953 424455

Email: opccn@norfolk.police.uk

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at www.ico.org.uk