



Reply to: Leah Smith

Telephone: 01953 424455

Date: 1 September 2025

Dear Member of public,

RE: Freedom of Information Request FOI/OPCCN/256

I am writing in connection with your email dated 18 August 2025, in which you requested the following information:

The information that we require, under the Freedom of Information Act, is as follows:

- 1) Do you use a Citizen Engagement platform?**
- 2) If so, what tools do you use?**
- 3) How much do you spend annually on a Citizen Engagement tool?**
- 4) Which month & year does your contract with your supplier end?**

A citizen engagement platform is a digital tool or system designed to facilitate communication, interaction, and participation between citizens and government or public institutions. Its goal is to make civic involvement easier, more transparent, and more effective.

These platforms can be used by governments, cities, or organisations to:

**Collect feedback on policies, services, or community issues
Conduct surveys and polls
Enable reporting of local issues, like potholes or graffiti
Share updates, news, and documents with the public
Encourage participatory budgeting or co-creation of solutions
Examples include tools like Granicus (EngagementHQ), CitizenSpace, SurveyMonkey, Qualtrics or Commonplace
They can play a major role in increasing transparency, accountability, and trust in public decision-making.**

I have reviewed our records and can advise the following:

- 1.Yes.**
- 2.The Office of the Police and Crime Commissioner for Norfolk (OPCCN) uses SmartSurvey.**
- 3.The OPCCN pays £3150 per annum for use of SmartSurvey.**
- 4.The subscription to SmartSurvey renews annually in November.**

Yours sincerely

L. Smith

Leah Smith

Complaints and Compliance Manager 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
Building 7
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