



Reply to: Leah Smith
Telephone: 01953 424455
Date: 05 December 2025

Dear Member of public

RE: Freedom of Information Request FOI/OPCCN/259

I am writing in connection with your email dated 10 November 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 survey platform?**
- 2) If so, what tools do you use?**
- 3) How much do you spend annually on a survey platform?**
- 4) Which month & year does your contract with your supplier end?**

Surveys may be utilised to gather public perceptions, inform policy, gain general understanding and drive further decisions internally.

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.

I have reviewed our records and can advise the following:

Section 21 of the Freedom of Information Act exempts the Office of the Police and Crime Commissioner's Office for Norfolk (OPCCN) from having to provide you with this information, because it is already reasonably accessible. It can be found on our website at the below link: [FOI response 256](#)

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