



Nottinghamshire

POLICE & CRIME COMMISSIONER



Ref: 8900/17

07 November 2017

Dear

Re: Request under the Freedom of Information Act 2000 (FOIA)

Thank you for your request for information, which was received by the Nottinghamshire Office of the Police and Crime Commissioner on 09 October 2017.

Information Requested

Under the statutory responsibility to consult with the public in relation to setting the 2013/14 Police budget and precept (the amount of Council Tax which goes towards paying for policing) and identifying the priorities for their 2013-17 Police and Crime Plan, including the closing of various police stations, a telephone survey was commissioned.

In relation to this consultation:-

1. Could you please confirm whether this is:-
 - a) the normal way of consulting with the public on any given matter
 - b) how this company was selected
 - i) when the decision was taken on the strategy to consult with the public
 - ii) when the surveys began
 - iii) when the survey results were returned to the Notts PCC
 - iv) how the results supplied by SMSR were verified as being genuine
 - were any of the survey results audited by the Notts PCC
 - if so, what proportion of them were audited
 - v) whether you were aware of the negative image of this company
 - due to the fact that it employed cold calling
 - also their dire financial state, as in staff were not being paid
 - c) which other companies tendered for this work

- d) the total cost of
 - i) the telephone survey
 - ii) any additional canvassing
- e) whether other methods of consulting are ever employed
- f) if so, what are they and who determines what method will be used, based on what criteria.

2. Could you please confirm:-

- a) how the number of 400 was arrived at for the number of members of public to be telephone surveyed was arrived at
 - i) is it a percentage
 - ii) if so, what percentage does it represent
 - iii) if not, what does this number represent
- b) how the representative sample of 400 members of the public were chosen
- c) the details of those members of the public
 - i) postcodes, or partial postcodes, districts, wards etc
- d) whether these were provided to SMSR by the Notts PCC
 - i) if so, did this breach data protection rules
- e) if not, how they were gleaned by SMSR
- f) the details of the 3 focus groups and
 - i) when the surveys began
 - ii) when the survey results were returned to the Notts PCC
- g) can you say what this sentence actually means –
"There will and additional focus groups, including victims of crime and young people, undertaken by staff from the Nottinghamshire Office of the Police and Crime Commissioner"
- h) Can you confirm the additional numbers canvassed under the above criteria
 - i) when these surveys began
 - ii) when these survey results were complete
- i) Could you provide a copy of the survey questions referred to in 1 and 2 above
- j) If not, why not

3. Could you confirm:-

- a) the number of people who completed the questionnaire on the Nottinghamshire PCC website

- b) how people would know that there WAS a questionnaire on the Nottinghamshire PCC website
- c) the figures for the traffic on the Notts PCC website in each year since the creation of this office
- d) whether the questionnaire on the Notts PCC website had the same questions as the telephone survey or if not, in what way they differed.
- e) the additional numbers of people canvassed by staff from Notts office of the PCC
 - i) how they were
 - a) chosen
 - b) contacted
 - ii) Whether they were asked exactly the same survey questions as in 1 and 2 above

Response

Under S 1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that the Nottinghamshire Office of the Police and Crime Commissioner does hold some of the information you have requested.

Please see attached document.

I would like to take this opportunity to thank you for your interest in the Nottinghamshire Office of the Police and Crime Commissioner.

Should you have any further enquiries concerning this matter, please write or contact the Freedom of Information Officer on telephone number 0115 844 5998 or e-mail nopcc@nottinghamshire.pnn.police.uk.

Yours sincerely



Katy Owen
Business Support Manager

Freedom of Information Request

1 a The normal way of consulting – please refer to the Consultation and Engagement Strategy.

<http://www.nottinghamshire.pcc.police.uk/Document-Library/Public-Information/Decisions/2012-012-Consultation-and-Engagement-Strategy.pdf>

This shows that we use various methods of consultation and for the precept and Police & Crime Plan priorities for 2013-14 can confirm that we did the following:

- Consultation at public events
- Holding public meetings
- Meetings with specific groups (eg Women/BME/Youth Council/Victims services advocate)
- Direct mailing of consultation to key stakeholders and partners
- Telephone surveys
- Online surveys
- Focus group surveys
- Consultation through partner surveys – Respect Survey (City and Residents Survey (County)
- Business Engagement

The results and feedback of these forms of consultation are provided in the Police and Crime Plan 2013-18.

1 b i) We are statutorily required to consult

ii) Some consultation was undertaken at Summer events in 2012. The main bulk of survey work and consultation started in December 2012.

iii) All survey results were collated the first week in February 2013 for the final reports.

iv) Unable to confirm if the survey results were audited at the time, as the staff that were responsible are no longer employed by the PCC. We had no reason to doubt their validity from previous work with this company and the results did not conflict with the results we were obtaining ourselves.

v) We were not aware of any negative image of this company

1 c This appointment was made following good work done previously by this company.

1 d i) the survey cost was £8,700

ii) additional canvassing cannot be costed as this was done by staff employed within the OPCC.

1 e Other methods employed – see the strategy and Police & Crime Plan and 1 a above.

1 f The Consultation and Engagement strategy approved by the Commissioner.

2 a We do not have the information on how 400 was derived. This would be based upon what the company could effectively offer and a price that we would be willing to pay for.

As a minimum the total number of responses aimed for is in excess of 1100. This includes direct responses, on line responses, telephone survey responses, responses received in the mail and at meetings.

- 2 b The 400 telephone responses would be made from random selection.
- 2 c We do not hold this information
- 2 d SMSR were appointed to make the random selection. We did not provide any data.
- 2 e see 2d
- 2 f The 3 focus groups had one meeting each. These were geographically spread across the County and City. The meetings were held in December and January.
- 2 g Unable to respond to this as unsure from where you are quoting – it could be a draft report.
- 2 h Please refer to the Police & Crime plan. All surveys were undertaken in December and January to inform the reports required in February for the precept and March for the final Police & Crime Plan.

<http://www.nottinghamshire.pcc.police.uk/Public-Information/Police-and-Crime-Plan/Police-and-Crime-Plan-2013-2018.aspx>

- 2 i&j The survey questions used by SMSR were linked to their website. These questions will have been supplied by our staff at that time and cleared by the commissioner. The staff that created these questions are no longer employed by the OPCC and a search of archived records would be costly in officer time.

- 3 a 400 telephone surveys, 500 online surveys and 550 other survey responses were received.
- 3 b Our PR company issued a press release. Key stakeholders were contacted directly and word of mouth.
- 3 c We only have data from August 2013 as there were problems prior to this, which were not resolved until August. This is the summary of traffic since then.



Copy of Analytics All
Web Site Data Overv

- 3 d We did not have the questionnaire on the website but a link to a page created by SMSR. The questions were the same.
- 3 e See previous answers, the Police & Crime Plan and Consultation and Engagement Strategy. All questions were created by the OPCC not by SMSR or any other organisation.