

FREEDOM OF INFORMATION REQUEST

REQUEST NUMBER: 5 - 2021

REQUEST DETAILS:

Please could I request under the Freedom of Information Act a summary of the qualitative and quantitative research you have undertaken (surveys, focus groups, depth interviews) that have focused on public or victim perceptions of policing generally or your force specifically, covering 2019 and 2020 calendar years. Ideally, I would like to see the outputs of the research, but if that is not possible then a simple summary of what research has been undertaken would suffice.

RESPONSE

The office of the Police and Crime Commissioner (OPCC) for Suffolk has not directly commissioned any specific research in 2019 or 2020 with regards surveying the public, focus groups or interviews.

This office does undertake a survey relating to understanding the public opinion on the proposed council tax precept decision. This is a 'yes' and 'no' survey to state whether the user agrees or disagrees with the proposed increase. The outcome of these is detailed below:

FINANCIAL YEAR	NO OF RESPONSES	YES %	NO %
21/22	1113	70	30
20/21	956	69	32
19/20	871	69	31
18/19	961	66	34
17/18	962	66	34
16/17	409	68	32
15/16	1676	79	21
14/15	freeze - no survey		
13/14	freeze - no survey		

Suffolk Constabulary has undertaken regular work in 2019 and 2020 to determine satisfaction with service levels in respect of victims of hate crime, on-line crime, business crime, rural crime and domestic abuse. This work is commissioned by Suffolk Constabulary in order to report to the PCC on performance. This information is presented within the Accountability and Performance Panel as part of the Victim Satisfaction and Confidence report. All these reports are published within the OPCC website with the latest report available via the following link:

https://suffolk-pcc.gov.uk/wp-content/uploads/2021/01/AP21_05-Victim-Satisfaction-and-Confidence.pdf



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The majority of the consultation work conducted by the OPCC within our communities remains informal. This includes public meetings, on tours events and on-line webchats with the Chief Constable and PCC.

The OPCC is aware of some victim satisfaction work completed by our commissioned services i.e. IDVA and Norfolk and Suffolk Victim Care. However, this work is not directly relating to policing.