| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2854  Responded to: 23 September 2025 |
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Your recent request for information is replicated below, together with our response.

1. **The total amount spent by Police Scotland on the "Your Police" survey for the financial years 2020/21, 2021/22, 2022/23, 2023/24, and 2024/25. Please provide a breakdown of costs by year, including any associated expenses (e.g., survey design, distribution, analysis, or reporting).**

The information sought is not held by Police Scotland and section 17 of the Act therefore applies.

To explain, Police Scotland’s Your Police survey is designed, facilitated and analysed by our small in-house professional Research and Insight team. No one in the four-person public insight team focus solely on the Your Police survey and therefore it is impossible to quantify accurate budget spend on the survey against each of these four posts.

The Survey is provided on our [Engagement Hub](https://consult.scotland.police.uk) which is Citizen Space by Delib. Delib also provides our Dialogue platform which is used for participatory engagement approaches. The total cost per annum of both platforms (which are provided to us as a package) is £29,995 excluding VAT. Your Police is only one engagement activity that is provided on the platform. The platform provides a secure, accessible and robust tool for all public and community engagement and consultation activity in support of policing priorities and our 2030 Vision.

There are no further direct costs associated with the design, delivery or reporting of our Your Police survey.

1. **The total amount paid by Police Scotland to Progressive Partnership Ltd for services related to the "Your Police" survey and any other user experience surveys (e.g., Local Policing User Experience Survey, Professional Standards User Experience Survey) for the same financial years (2020/21 to 2024/25). Please provide a breakdown of payments by year and by survey project, if available.**

Progressive Partnership Ltd. are our supplier, commissioned via public procurement, to deliver market research services in relation to user experience for Police Scotland. Progressive do not deliver any activities in relation to our Your Police survey, this is delivered entirely by our in-house team as outlined above.

The contract provides the following services to Police Scotland:

* Local Policing National User Experience Survey – 14,000 text messages sent to people who have contacted Police Scotland each month. Around 1,200 participants who take part by providing their feedback each month. The survey asks about individuals’ experience at key touchpoints throughout the user journey from first contact, to officer attendance and follow-up.
* Local Policing National User Experience Follow-up – A follow-up survey issued to everyone who completes an initial user experience survey, issued three months after reported crime/incident. Survey tracks service quality through the user journey following first contact with Police Scotland.
* Complaints National User Experience Survey – a survey sent to a proportionate sample of people who have made a complaint against the police. Supporting ongoing areas of improvement within Professional Standards Department.
* Hate Crime National User Experience Survey – a carefully designed national standardised approach which builds on good practice within Highland and Islands Division highlighted in a previous HMICS inspection. This survey is issued by text message to all individuals who report a hate crime or incident to Police Scotland, equating to 283 responses between May and August 2025 overall.
* Custody User Experience Survey – a survey is sent via text message to a sample of people who have been in police custody each month. This asks questions regarding care and welfare, treatment by staff, areas of good practice and about onward referral and support provided by external support services in local communities. 66 responses have been gathered in the first 10 months since the survey launched.
* Trust Index – A quarterly panel base survey issued to a broadly representative sample of around 1,000 adults in Scotland. The questions relate to our policing approach, testing this against our Values and Human Rights as well as key topical areas that are of relevance each quarter.
* Three to four qualitative research projects each year with public/communities/colleagues and stakeholders – Projects are responsive to emerging insights from our surveys and evidence gaps to support the delivery of effective policing for all communities. This enables the small in-house Research and Insight team to maximise delivery and impact opportunities.

In relation to total amount paid/ breakdown of payments for above projects, the information sought is held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the following exemptions apply:

## Section 33(1) (b) – Commercial Interests

Such information will not be disclosed whilst remaining relevant, as it is considered to be commercially sensitive. Disclosure of this information would give a competitive advantage to companies in any future tender process, resulting in loss of value for money, which would not be of economic value to police Scotland or the public.

Disclosure could reduce the number of companies tendering for the supply of goods and services, they being aware that Police Scotland will disclose commercially sensitive information. This is likely to negatively impact on the tendering process used by the service to ensure it purchases the most efficient and cost effective services in the future and prejudice the commercial interests of Police Scotland.

Police Scotland is a publicly funded organisation and therefore the Service has an obligation to obtain best value for money with particular services. Further, in order to do this, it is essential to maintain working relationships with companies that tender their services.

As such, Police Scotland will not disclose any information that would impact on the ability to do both. The public interest would not be served if it were no longer possible to engage companies in a tender offer if they believed that conducting business with Police Scotland would result in this financial information being released.

## Copies of any contracts or agreements between Police Scotland and Progressive Partnership Ltd for the provision of services related to the "Your Police" survey or other user experience surveys, including details of the scope of work, duration, and agreed costs.

The information sought is held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the following exemptions apply:

## Section 33(1) (b) – Commercial Interests

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## Any internal reports or evaluations detailing the cost-effectiveness or outcomes of the "Your Police" survey and the partnership with Progressive Partnership Ltd.

There is no single report or evaluation which show the effectiveness of our Your Police public confidence survey or our user experience user insight approach with Progressive, as such the information sought is not held by Police Scotland and section 17 of the Act therefore applies.

However, this is an area that has been recently independently scrutinised as part of the Best Value Audit of Police Scotland and Scottish Police Authority which is due to report publicly early in 2026. The benefit of our public insight programme is felt operationally by local policing teams as an example – where they are able to review and respond to feedback from the public at a local authority, division, council ward or other geographic area on a weekly basis.

Data is reported via PowerBI dashboards to ensure maximum usability of this insight to meaningfully be utilised within the Service. Similarly, our user experience survey equips decision-makers with relevant data and feedback from victim-survivors and others who contact Police Scotland so that we can monitor standards of service and adjust our approaches accordingly at local and/or national levels.

A recent practical example of the use of these products is our Local Policing Service Delivery Review where our ability to provide practical insights to support the changes within local policing design and delivery was enhanced and enabled through quick access to robust insight provided as ‘business as usual’ by our in-house Research and Insight team. The roll-out of our new community policing model as part of our 2030 Vision has therefore been informed with public feedback and insight at the heart.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible.   
If you require this response to be provided in an alternative format, please let us know.