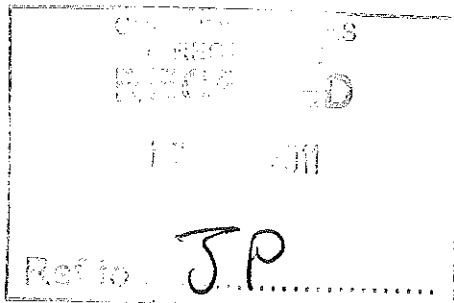




Mr John Polychronakis  
 Chief Executive  
 Dudley MBC  
 The Council House  
 Priory Road  
 Dudley  
 DY1 1HF



**POLICE STATION**  
 Bank Street  
 Brierley Hill  
 West Midlands  
 DY5 3DH

Switchboard: 0345 113 5000\*  
 Please Ask For: Chief Supt. K. S. Baldwin  
 Station & Tel. Ext. Brierley Hill Ext. 6003  
 Direct Telephone No: (0121) 626 8027  
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Crimestoppers: 0800 555 111  
 Our Reference: KSB/RP  
 Your Reference:

14<sup>th</sup> November 2011

Dear *VSZ*,

I wanted to take this opportunity to brief you on developments regarding our estates portfolio and proposed changes to the opening hours of some front offices as part of an ongoing commitment to modernise the force.

Through our strategic change programme Paragon, aimed at shaping the organisation for the future, we are undertaking a review of policing in the West Midlands and, coupled with the financial pressures we are facing, are seeking ways to operate more effectively. We have already streamlined management and command structures to help us continue to deliver quality front-line services.

The force is committed to maintaining officers in neighbourhood roles and to maintaining accessible public enquiry offices. We are also determined that they should be located at the very heart of the communities they serve. However, for reasons already outlined, we are exploring new ways of running front offices and working with our partners to share buildings, reduce costs and make services more joined up.

The estates review has found that some of our buildings are no longer suitable or fit for purpose – many are either too expensive to maintain or are in the wrong location to provide the best service to our communities. None of the buildings being considered are open to the public and the cost of running them could be better spent on front line policing.

The review of front offices found that public demand is very low in the evenings and overnight and recommended that staff be redeployed back into contact centres to increase the efficiency of call handling. As a result of the review, in January next year we are proposing changes to the opening times of 12 front offices, nine of which are currently open 24/7, with three open between 7am-10pm. Over the next 12 months we are also proposing to cease working from some buildings across the force.

The opening hours are as follows:

Front Office	LPU	Current opening	New opening
Halesowen	Dudley	24/7	1000x1800
Stourbridge	Dudley	24/7	1000x1800
Dudley	Dudley	0700x2200	1000x1800
Aston	Bham West & Central	24/7	1000x1800
Handsworth*	Bham West & Central	24/7	0800x2000
Harborne	Bham South	24/7	1000x1800
Wednesfield	Wolverhampton	24/7	1000x1800
Chelmsley Wood	Solihull	0700x2200	1000x1800



Our Vision: **Serving our communities, protecting them from harm**  
[www.west-midlands.police.uk](http://www.west-midlands.police.uk)

\*Calls may be monitored and/or recorded for security, quality control or training purposes

Foleshill	Coventry	0700x2200	1000x1800
Kings Heath	Bham East	24/7	1000x1800
Bloxwich	Walsall	24/7	1000x1800
Willenhall	Coventry	24/7	1000x1800

Under the proposals, 11 front offices will remain open 24/7, 21 will open between 10am-6pm, one will be open 8am-8pm daily and a further 22 will remain open to the public at other times, dependent on local needs.

### **BRIERLEY HILL POLICE STATION WILL BE OPEN 24 HOURS EACH DAY.**

In total, West Midlands Police will continue to provide **65 front offices open to the public**; a service to local communities far wider than most other police forces offer across the country.

Under the new arrangements, *the households will never be more than four miles from a 24/7 police station across the region.*

We must stress that this does not mean we will be withdrawing policing services from communities – quite the opposite. Local neighbourhood teams will continue to play a critical role within local communities to identify and solve issues of concern. As part of our longer term strategy, we are now identifying more appropriate and relevant locations for people to interact with officers from. These could include partner bases, local shops or libraries.

At the same time we are modernising our approach to contact, such as making more use of social media such as Facebook and Twitter, which a growing audience use to communicate with us.

We have also established a new diary appointments system, which means that in many cases our officers will come to you, rather than members of the public having to come to us and wait at front offices.

To ensure that members of the public can still access the police at those front offices with amended opening hours, we will be installing external telephones linked straight to our 24/7 Force Contact Centre. The proposed change to the estate portfolio and alteration to opening times come at a time when the force needs to review and rationalise its services as part of its modernisation programme, amid a backdrop where it has to save £126 million over a four year period.

It has involved an examination of the force's considerable and wide ranging estate.

We need to provide a service that is right for the people we serve and not carry on working in a particular way simply because it's the way we always have. The latest proposed changes are an opportunity to drive out inefficiency and to ultimately offer a better service to the public.

We will also be liaising with local stakeholders regarding the proposed changes to our portfolio and changing of opening hours to front offices.

We are presenting our proposals at a Police Authority meeting on Thursday 01 December and would be keen to hear your feedback.

I would be particularly interested in hearing any feedback you may have on our proposals to amend the opening hours of some of our front offices and your thoughts on the provision of shared services in the heart of the community.

Please do not hesitate to contact me as above if you have any further queries.

Yours sincerely,



P.P Keith S. Baldwin, Chief Superintendent,  
Dudley LPU Commander