

West Mercia Police modernises public contact and front counter services

A stakeholder update from West Mercia Police

August 2014

Introduction

As a major stakeholder to West Mercia Police, we would like to inform you that we are introducing a more modern and effective way of operating our public counter services in Shropshire to reflect how the public are choosing to access the police.

Shrewsbury (Monkmoor)

From 1 September 2014, Shrewsbury Police Station front counter will be open to the public from 8am-4pm Monday to Friday, 9am-5pm Saturday and 10am-4pm on Sundays and bank holidays.

Shropshire Police Stations

From 1 September 2014, Bridgnorth, Church Stretton, Ludlow, Market Drayton, Oswestry, Shrewsbury Town, Wem and Whitchurch Police Stations will have no front counter provision but contact points installed to connect the visitor to a police call taker 24/7 via telephone intercom.

Why make these changes?

Public attendance at front counters has reduced significantly, with some having just one visitor per day as other ways of engaging with police services have developed. This provided the opportunity to look at how we deliver front counter services by making it easier for the public to contact the police when they need to whilst meeting the demands of the Government's Comprehensive Spending Review.

Improving public contact

Communities will notice no difference in local or reactive policing.

Where front counters are being replaced, local Safer Neighbourhood Teams will be increasing their visibility and accessibility to offer support, reassurance and advice through increased patrols, drop in surgeries, community meetings and forums, and meetings with police officers or staff by appointment as well as via email and Twitter.

Mobile police stations, monthly newsletters and local notice boards also help police and communities to stay in touch.

Clear consistent signage will be installed around police stations advising visitors of available methods of contact. Websites will be also be updated.

Safer Neighbourhood Teams

For SNT details and dates of local meetings please visit www.westmercia.police.uk/saferneighbourhoods/

Next steps

If you need more information or a meeting arranged please contact 101