



Lancashire Constabulary

police and communities together

DECISION PAPER

DECISION REF: 2017/23	DATE: 2 OCTOBER 2017
TITLE: CLOSURE OF THE FRONT COUNTER PROVISION AT CLITHEROE POLICE STATION	
REPORT BY: IAN DICKINSON	

Executive Summary:

The Police and Crime Commissioner and the Chief Constable will recall that they previously authorised the closure of the front counters at 10 police stations with the exception of the front counter provision in Clitheroe Police Station until the outcome of the on-going engagement with Ribble Valley Borough Council have concluded.

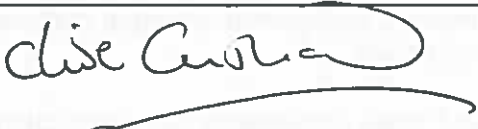
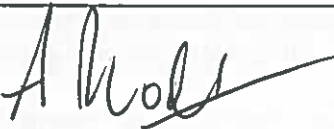
Those discussions have now concluded and this report advises the Police and Crime Commissioner and the Chief Constable of the outcome and any appropriate recommendations.

Recommendations:

- The Police and Crime Commissioner and the Chief Constable are recommended to authorise the closure of the front counter at Clitheroe Police Station, thereby reducing the number of front counters in Lancashire from 13 to 12.

NB A new front counter will be introduced in Blackpool Town Centre following the opening of the new Divisional Headquarters bringing the total number of front counters to 13.

- The Police and Crime Commissioner and the Chief Constable are asked to note the on-going engagement with Ribble Valley Borough Council to determine if it is possible to create joint working spaces and meeting rooms within the public sector estate within Clitheroe.

Signature 	Signature 
Police and Crime Commissioner	Chief Constable
Date 2nd October 2017	Date 2/10/17

PART I

1. Background and Advice

The Police and Crime Commissioner will recall that on the 24 August 2017 they authorised the closure of the front counters at 11 police stations, with the exception of the front counter provision at Clitheroe Police Station whilst further conversations took place with Ribble Valley Borough Council.

On Tuesday 12th September 2017, representatives from Ribble Valley Borough Council met with officers from Lancashire Constabulary and the Office of the Police and Crime Commissioner (OPCC) at County Hall, Preston.

The discussion involved Police and OPCC representatives providing information and assurances with regards to the long term intentions for Clitheroe Police Station to remain an operational policing base. This included information with regards to building maintenance works already being planned for the imminent future.

Discussions continued with regards to the Borough Council's suggestion of the police station housing their CCTV function and the possibility of combined staff to monitor CCTV and provide an ancillary desk service. It became apparent during the discussions that there was not an estate requirement for the relocation of CCTV as the Borough Council had identified estate within the plans for the new market complex in Clitheroe.

Further, the floor space requirements for the CCTV was greater than the ground floor space that would be made available as a result of the front counter closure. This made the CCTV / desk hybrid impracticable. In addition, the staff operating the CCTV are employed by a third party company which would cause issues in terms of security for the police station.

These factors established that there was no workable solution whereby the Borough Council could provide staff to operate a desk service within the police station.

Officers discussed the possibilities of creating joint working spaces and meeting rooms within the public sector estate within the town, although this discussion commenced with the police station it quickly identified other viable public estate for such use. The meeting concluded with an agreement that the Borough Council and the Constabulary's Estate's Department would commence conversations to look at options.

There was unanimous agreement that the front counter closure at Clitheroe would proceed as originally planned with no alternative offered.

Following the meeting correspondence has been received from Councillor Paul Elms confirming that he has been informed of the outcome of the meeting and agreed with the decisions made.

2. Proposed timescales

If the recommendation is agreed the closure of the front counter at Clitheroe Police Station will be incorporated in to the Implementation Plan to be submitted to the Constabulary's Strategic Management Board for approval. That would be followed by a period of formal staff consultation prior to HR policy restructure procedures being progressed.

To allow time for these mechanisms to complete and make preparatory arrangements prior to desk closures it is expected the new model would actually take effect from April 2018.

3. Link to Police and Crime Plan

The recommendations broaden the range of contact options Lancashire Constabulary offers to our local communities. This will allow the Constabulary to improve the services it can provide to the public of Lancashire and external customers and should provide appropriate communication mechanisms to the needs of all members of our community.

4. Consultation

Consultation has taken place with officers of Ribble Ribble Borough Council.

5. Implications:

If not implemented there is a risk the Constabulary will not redesign public contact channels in line with modern customer expectations nor deliver required savings.

There is some risk associated with proceeding related to public confidence and perception of police presence in communities. However the proposals do not result in any police estate assets actually closing – only the closure of some front counters. The risk relates to perception rather than reality because the proposal is based on a robust evidence base of the type and volume of demand dealt with by front counters.

5.1 legal considerations:

There are no legal implications relating to this decision.

5.2 Financial considerations

Implementation of the proposals for all front counter closures are planned to commence in April 2018, with a recurrent full year revenue budget savings of £1.4m.

5.3 Equality considerations:

A General Duty Equality Assessment was completed on 12th April 2017. This identified key issues and potential impacts. At that time there were no major changes to the recommended business model identified as being necessary.

Officer declaration	Date
LEGAL IMPLICATIONS – As above	
FINANCIAL IMPLICATIONS – As above	
EQUALITIES IMPLICATIONS – As above	
CONSULTATION – As above	

Director to the Office of the Police and Crime Commissioner (Monitoring Officer)

I have been informed about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner for Lancashire.

Signature:  Date: 2nd October 2017