

Appendix to Item 11 - Estates and Front Counter Proposals

Summary of Key Points

- 1.1 As part of the Estates Strategy and the “Designing the Future” project, a full review of the estate and front counter provision is being undertaken. The purpose of the estate review is to provide a fit for purpose, flexible and sustainable estate, enabling savings of £2.4m to be delivered over 3 years. The proposals are summarised below:-

Estates Proposals

- 1.2 The estates proposals arising from the review are summarised in the tables below. They are presented in two separate tables grouped as proposals already approved and those that are currently subject to consultation.

1.3 Approved Proposals

Base	Proposal
Beeston	Relocate officers and staff to the Broxtowe Borough Council Offices. Sell Beeston Police Station. (Proposal already implemented).
Eastwood	Create a shared facility with the NHS and Nottinghamshire Fire and Rescue Service at the Hilltop House site, Eastwood. Eastwood Police Station would then be sold. (Joint Working Group set up with NHS and NFRS and plans being developed).
Harworth	Relocate officers and staff to Harworth & Bircotes Town Council on Scrooby Road by extending the council building. Harworth Police Station would then be sold. (Design and tender process complete and small extension works commenced).
Mansfield Woodhouse	Relocate the Neighbourhood Policing Team to 2, Market Place and relocate Response and CID to Mansfield Police Station. Mansfield Woodhouse Police Station would then be sold. (Discussions taking place with Mansfield DC re Heads of Terms for 2, Market Place. Minor

	alterations at Mansfield Police Station to accommodate CID and Response completed).
Arrow Centre	Convert to Regional Forensics Centre funded by the Region and relocate conference facilities to Sherwood Lodge. (Design work complete and tender documentation now issued).
Sherwood Lodge	Free up space and vacate/demolish majority of old Huts through greater use of hot desking and agile working on the remainder of the site. (Huts now vacated, staff relocated and demolition to take place shortly).

1.4 Proposals currently subject to public consultation

Base	Recommendation
Sneinton	Relocate officers and staff to St Ann's Police Station. Open a Sneinton base in a community facility for the Neighbourhood Policing Team. Sneinton Police Station would then be sold.
Meadows	Relocate officers and staff to Riverside. Open a Meadows base in a community facility for the Neighbourhood Policing Team. Meadows Police Station would then be sold.
Arnold	Relocate officers and staff to Sir John Robinson House (former Home Brewery Building) and create a shared service with Gedling Borough Council and Nottinghamshire County Council. Arnold Police Station would then be sold.
Carlton	Relocate local officers and staff to a smaller, lower cost community police station in Carlton and relocate other (non local) officers and staff to other police buildings. Carlton Police Station would then be sold.

Front Counter Proposals

1.5 Current Establishment

Central Hub	Radford Rd Hub	Carlton Hub	Mansfield Hub	Worksop Hub
Central 8am to 8pm Mon to Sun	Radford Rd 8am to 8pm Mon to Sun	Carlton 8am to 8pm Mon to Sun	Mansfield 8am to 8pm Mon to Sun	Worksop 8am to 8pm Mon to Sun
St Anns 10am to 6pm Mon to Fri	Oxclose Lane 10am to 6pm Mon to Fri	Beeston Shared Service 8.30 to 5pm Mon to Thurs 8.30 to 4.30pm Fri	Sutton 8am to 8pm Mon to Sun	Ollerton 10am to 6pm Mon to Fri
Clifton 10am to 6pm Mon to Fri	Broxtowe 10am to 6pm Mon to Fri	Newark 8am to 8pm Mon to Sun	Hucknall 10am to 6pm Mon to Fri	Retford 10am to 6pm Mon to Fri
	Bulwell 10am to 6pm Mon to Fri	West Bridgford Shared Service 8am to 6pm Mon to Fri 9am to 1pm Sat		
	Eastwood Virtual Front Counter			

	10am to 6pm Mon to Fri			
--	---------------------------	--	--	--

NB. Both Beeston and West Bridgford front counters are now operating as a Shared Service facility.

The service at the Meadows Police Station was withdrawn in Jan 2014.

Central front counter currently opens 8am to 8pm.

- 1.6 A trial of a Virtual Front Counter at Eastwood Police Station from April this year has proved successful and has generated very positive feedback from its users. The feed for Eastwood goes directly to Radford Road Front Counter where an Enquiry Officer deals with the customer in real time, face to face via a TV screen. There is potential to expand this service based on demand and community requirement.
- 1.7 We are currently developing an e-portal service. This will allow customers to access our services via laptop, tablet or mobile phone. This service can also be installed at Shared Service sites in the form of an interactive screen. This will give the opportunity for a more self service approach and would be staffed in the same way as our Virtual option. It will also offer greater flexibility to site location, as this could be installed almost anywhere.
- 1.8 A more extensive use of the technology available to us helps us manage our resources more efficiently, effectively and economically.
- 1.9 Delivery of our front counter service will change and adapt in line with demand, current trends and budgetary constraints - we will adjust our service provision accordingly and seek to find alternate ways to ensure our customers' needs are met in the most efficient and cost effective manner. This will also support the force's strategic aims by reducing costs to achieve the financial savings required as part of the austerity measures. It will achieve this in tandem with improving the accessibility of our services within communities.
- 1.10 Our demand profile shows the under-utilisation of current resources at front counters. A customer mapping process has been undertaken which shows that current service provision is provided at locations where there is very little demand. The below proposals outlined will reduce the number of counters across the force through co-location and the implementation of technological solutions and will ensure that the service is provided where it is most needed.

1.11 2014 – 2015 Service

City	County
Central	Mansfield
8am to 8pm	8am to 8pm

Mon to Sun In discussion for Shared Service	Mon to Sun
Radford Road 8am to 8pm Mon to Sun	Worksop 8am to 8pm Mon to Sun
Clifton * 10am to 6pm Mon to Fri	Newark 8am to 8pm Mon to Sun
Broxtowe In discussion for Shared Service	Sutton 10am to 6pm Mon to Fri In discussion for Shared Service
	Beeston Shared Service 8.30 to 5pm Mon to Thurs 8.30 to 4.30pm Fri
	West Bridgford Shared Service 8am to 6pm Mon to Fri 9am to 1pm Sat
	Eastwood Virtual Front Counter 10am to 6pm Mon to Fri
	Sir John Robinson House/Arnold Civic Centre In discussion for Shared Service

1.12 Withdrawal and subject to consultation

Phase1	Phase2 – *Sept 2014	Phase3 – *Jan 2014
Meadows - withdrawn Jan 2014	Broxtowe – in discussion for Shared Service	St Anns
Eastwood - now a Virtual Front Counter April 2014	Ollerton	Retford
Bulwell *	Oxclose – discussion in conjunction with Sir John Robinson/Civic Centre alternative	Hucknall
Mans Woodhouse – withdrawn Jan 2014		Carlton – in discussion for Shared Service
24hr service Central - temp 8am to 8pm June 2014		

* the changes to the Force's Management of Change policy could possibly affect timelines.

1.13 We continue to work with local authorities to pursue further Shared Service opportunities which could change the current proposals. Using the demand profile, we will look to provide the appropriate, customer led service to communities across Nottinghamshire.