

**Police and Crime
Commissioner
North Yorkshire**



REPORT FOR A DECISION/DISCUSSION

Front Counter Opening Times

1. Report Purpose

- 1.1. Following the 2015/16 review of Business Administration Services (BAS) (review attached), which included a comprehensive analysis of demand for services, it was initially proposed that the York, Scarborough and Harrogate station front counters should close at 8pm. Feedback from colleagues and internal stakeholders challenged the proposed opening times and it was felt that a 10pm closing time would more appropriately meet the needs of both our internal and external customers.
- 1.2. The decision was taken to implement a 10pm closing time, but to closely monitor the demand for services during this time. In 2016 the opening times were amended to 10pm.

2. Key Information including Implications

- 2.1. Over the last two years, these changes have been monitored and North Yorkshire Police (NYP) have conducted a further review to assess what the public require from our front counter services. A snapshot of visitors to front counters, taken during a 5 week peak period over the summer 2018, shows that, on average, the number of customers visiting Fulford Road, Harrogate and Scarborough police stations between 8pm and 10pm was as follows:

Average no. of visitors per hour, per day (8pm – 10pm)	
Fulford Road, York	2.75
Scarborough	1.47
Harrogate	1.22

- 2.2. There continue to be only a small number of people requiring access to front counter services between 8pm and 10pm.

NOT PROTECTIVELY MARKED

3. Proposals / Recommendations Requiring a Decision

- 3.1. From this review, a proposal is made that front counter services at Fulford Road, Harrogate and Scarborough police stations be open between 8am and 8pm daily, including bank holidays (with the exception of Christmas Day where all stations will close). Out of hours alternatives will continue to be in place as they are now.
- 3.2. As the force works together to meet the financial challenge it continues to face, BAS continues to strive to achieve savings in non-staff related costs wherever possible (travel & accommodation, hire cars, ordering and contracts), however it is clear that we still need to identify further savings for the 18/19 financial year.
- 3.3. The proposal to move to these opening hours will also see a reduction in FTE from 7.5fte to 6fte at these sites on a **temporary basis** (to be reviewed before 31/3/19) as we seek to shift existing vacancies to those part-time posts that were previously established to support the longer opening hours. The full year savings associated with the temporary reduction in staffing would be **£136,224** (pro rata for the 2018/19 financial year).
- 3.4. To ensure that these changes have a minimal impact upon our Customer Service Officers, we have held vacancies by using fixed-term contract and agency staff in order that enough posts are available for all substantive post holders. **None of the team will be placed at risk of redundancy due to this change proposal.**
- 3.5. There are no proposed changes to the working patterns or numbers of Customer Service Officers at any other sites.

How will we continue to meet demand?

- 3.6. The York, Scarborough and Harrogate sites all have 24/7 custody facilities and, as most visitors to stations after 8pm are in relation to custody (29%), or for pre-arranged appointments (21%), staff/officers will still be available to provide support. The remaining demand relates to property, general enquiries, incident reports and statutory registrations which can be accommodated either by visiting a police station during open hours, by visiting the NYP website or by telephoning 101 and requesting the relevant department or officer.

4. Consultations Carried Out

Name (Collar Number)	Department	Comments
CC Lisa Winward	Office of the Chief Constable	Proposal for change to opening hours supported based on evidenced demand. Temporary reduction to staffing establishment only to be reviewed before 31/3/19.

NOT PROTECTIVELY MARKED

Report Template

uncontrolled copy when printed

Thomas Thorp Will Naylor	Office of the PCC	Sought further information on alternative contact mechanisms available after 8pm. Will continue to monitor and respond to feedback from communities on amended hours.
Jane Palmer (CFO)	Financial Services	In support of proposed 2018/19 financial savings.
ACC Phil Cain Operations Senior Management Team	Local Policing	Requested further contact with CJD and FCR to ensure out of hours impact was fully considered.
ACC Amanda Oliver	Beyond Local Policing	Requested further contact with CJD and FCR to ensure out of hours impact was fully considered.
Leanne McConnell Ch Insp Ed Noble	Criminal Justice Department	Agreed on mechanisms to support out of hours contact – request for Local Policing to support response to out of hours requests when required. Agreed.
Charlotte Bloxham Jane Larkin	Force Control Room	Agreed on mechanisms to support out of hours contact – will monitor impact of reduced opening hours on 101 contact.
Carolyn Taylor Sally Atkinson	Human Resources	Corporate HR reviewed change proposals – no issues raised.
John Mackfall	UNISON	Reviewed change proposals and will commence formal consultation once decision has been made.

Report Information

Author(s): Emma Connolly

Head of Department: Kate Williams, Customer Relationship Manager

Executive Group Sponsor(s): CC Lisa Winward

Date created: 18th September 2018

NOT PROTECTIVELY MARKED