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Contact: Dee Collins
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Our ref: HQX/ACC-OS/ca
Your ref:

24 January 2012

Dear Madam,

I am writing to make you aware of some planned changes to police enquiry offices in the county.

You will no doubt know that the Derbyshire Constabulary is facing a budget deficit of several million pounds in the next few years. A recent review of our enquiry office services has identified opportunities to save nearly half a million pounds each year without seriously affecting public access to the police.

Currently there are 25 enquiry offices across Derbyshire. Following the review it is proposed to re-model the service.

This will involve altering opening hours to best meet demand in some locations and closing nine enquiry offices at sites that are under-used.

During the review we examined every single one of our enquiry offices and looked in detail at the services they provide and the number of visitors they receive. It was clear that there was spare capacity across all sites and many of the smaller offices received a limited number of weekly visitors. Many sites were simply not viable to be kept open both from an efficiency point of view and a financial one.

The way we deliver services to the public has changed in recent years and many enquiry office services are now delivered elsewhere. Our Contact Management department is the first point of contact for the vast majority of people who access our services via phone. It offers scheduled appointments for people to speak to a police officer at a time and location to suit them. Other enquiries can be dealt with by dialling 101 or by logging on to the force website or Ask the Police.



Constabulary Headquarters Butterley Hall Ripley Derbyshire DE5 3RS

I understand that you may have personal concerns about the closure of these offices but it is not a decision we have taken lightly. I realise that some people will be upset by this development but we have to make savings and deliver services that provide value for money.

The changes will take effect between February and June 2012 and will be publicised locally, via Community Messaging and on the force website.

The first office to close will be Heanor on February 4 followed by New Mills on February 24. Dates for future closures have yet to be decided.

Enquiry offices at New Mills, Chapel-en-le-Frith, Dronfield, Killamarsh, Shirebrook, Staveley, Alfreton, Belper and Heanor will close.

Services located at section stations at Cotton Lane and Pear Tree in Derby, Swadlincote, Matlock, Glossop, Clay Cross, Bolsover, Ripley, Ilkeston and Long Eaton will open Monday to Friday 9am to 5pm.

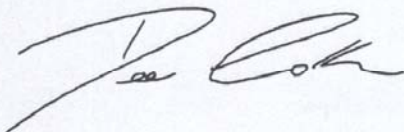
Chesterfield and Derby divisional headquarters in Beetwell Street and St Mary's Wharf will open 8am to 10pm Monday to Friday, 8am to 10pm Saturdays and 10am to 8pm Sundays.

Buxton will open from 9am to 5pm Monday to Friday, 9am to 4pm Saturdays and 10am to 2pm Sundays.

Ashbourne will open 10am to 2pm Monday to Friday and Bakewell 9am to 1pm Monday to Friday.

The Derby City Centre office will open 9am to 5pm Monday to Saturday.

Yours faithfully,



Dee Collins
Assistant Chief Constable