

Epping Police Station:

Visits by members of public

The survey was taken over two periods of 28 days this year February and July. There were 381 noted attendances. This equates to an average of 1.2 people per hour, or 6 – 7 people a day. Overwhelmingly people attended for:

- Advice 144 visits
- Property Enquiries
- Deliveries
- Toilet
- Traffic documents 12 visits
- Traffic Collision reports 23 visits
- Crime reports 6 visits

The current front counters are staffed by civilian officers. Essex Police are currently updating their website this will enable Reception staff/ or volunteers to research questions asked by members of public. This should reduce the need for bespoke training.

ASK Police <https://www.askthe.police.uk/content/@1.htm> is the national website for general police enquiries. Receptionists would be able to direct customers to the website or carry out searches on their behalf.

In the absence of the Police station we could provide phone and or terminal access, 101 to speak to Police direct or access to a terminal to report an incident online. We may get enquiries around lost and found property, there is a new function being planned which will allow you to report this online with the Police you would then be asked to retain the property for 28 days, we would need to consider storage retention policies if we report the property on behalf of a customer.

On occasions members of public are asked after a traffic incident to produce their documents at a Police station. These occasions are reducing dramatically with the police being able to access insurance and tax details on line, and if a member of the public does have to produce a document they are given the option of choosing which Police Station they wish to attend, so this should not be an issue for the proposed contact point.

I asked about the usage of the phone outside the police station. I was advised that although he didn't have the data to hand, the usage of the phone was minimal. These phones were used more commonly outside larger police stations with custody suites such as Harlow where people are required to attend. I have asked the Police Inspector to provide some data on this.