

Review of MPS Contact Points

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M O P A C

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME



**METROPOLITAN
POLICE**

TOTAL POLICING



SUMMARY

Contact points were introduced as an innovative way for the public and the police to engage in non-traditional settings. While 73 front counters across London were retained, and the public increasingly seek to contact the police via the phone or online, the Metropolitan Police Service and the Mayor's Office for Policing And Crime felt there was a need to provide more places where the public could meet officers at regular times in convenient locations.

The way the public engage with the police has changed, and continues to change. People are increasingly wanting to access the police on the telephone and online and we are working to meet this demand and enhance the offer to the public. Any assessment of face-to-face contact needs to recognise this shift, along with the enduring commitment to meet with victims of crime at a place and time convenient for them.

Originally 94 contact points were proposed across London. This has since grown to the current 116. This review finds that their performance has been variable, largely caused by a lack of awareness and a lack of flexibility for local officers to adapt contact points to suit the community they serve.

Despite this variability, it is clear that the concept of contact points is popular and that those people who have visited them are happy with the service that they have received. So, rather than withdrawing contact points from the public access landscape, this review makes recommendations about improving access, awareness and service.

Central to the improvement plans is a recommendation that 36 new trial contact points will be opened in local communities across all London boroughs and also that signage, marketing and awareness-raising for the existing points will be improved.

These new 36 will be pilot sites to test how improved marketing, better locations, more flexible opening hours and a wider offer of services can be combined to improve the user experience. Learning from these will be shared with other contact points to improve the picture across London.

1. INTRODUCTION

1.1 In March 2013 the Metropolitan Police Service (MPS) and the Mayor's Office for Policing And Crime (MOPAC) launched a new Policing and Public Access Strategy for London alongside the Mayor's first Police and Crime Plan. This committed to opening 94 contact points across London. Primarily in existing police buildings, these were designed to offer a place where members of the public could meet with police officers at regular times of the week for a variety of purposes.

1.2 The Strategy also identified the aspiration to open further contact points, largely co-located with other public and private organisations. This has led to the original 94 points increasing to 116. While some of these sites were identified as options in the original public access plans for each borough, borough Commanders have been given discretion to some to local arrangements.

1.3 While the public's satisfaction with the ease of contacting the police has recently risen to its highest ever level and they continue to tell us that they support the principles of contact points, the use of contact points has been variable since they opened.

1.4 Contact points are a novel way for the public to engage with the police, and so now, just over 18 months on from the opening of the first wave, MOPAC and the MPS have been reviewing their effectiveness. This document is the culmination of that review and includes recommendations for the improvement of this new form of public access.

2. THIS REVIEW

2.1 The first wave of contact points opened with the launch, in sixteen boroughs, of the new Local Policing Model (LPM) in June 2013. The second tranche launched in September as the LPM went live in the remaining boroughs. This review is based on the experience of territorial policing teams across the MPS and sets out the key findings of the review, along with recommendations for continuous improvement to the model. This document should be considered separate to the MOPAC and MPS reviews of the LPM.

2.2 In order to carry out the review, the Public Access Team (PAT) within the MPS devised a methodology which considered the following areas:

2.2.1 Footfall, Usage and Demographics

In order to establish how many people were making use of the MPS contact points and for what purpose, an online survey was devised. This allowed contact point staff to capture required data for each customer who attended a contact point, including demographic information to compare usage by people from different protected characteristics.

A final overall return was also sought from each Borough Command Unit (BOCU) outlining the total number of customers over a four week period, but also importantly confirmed the number of negative returns which could not otherwise be measured by staff using the survey format. Due to the

short window of data collection this can only be indicative, but has enabled broad analysis of the relative success of different points.

2.2.2 Customer Viewpoint

When reviewing any public access channel, the most important aspect to consider are the views of the customer. Using contact details of customers who attended contact points, a sample were subject to follow-up surveys completed by members of the PAT via telephone or online link emailed to the customer as per their preference.

The survey sought to capture and consider the views of customers in regard to a number of areas, including:

- Marketing of contact points.
- Location and timing.
- Preferred method of accessing police services.
- Suggested improvements to the design and delivery of contact points.
- Appetite to introduce or pilot a 'by appointment' approach to contact points as used by other forces.

The PAT also took the decision to publish the survey link on force Facebook and Twitter accounts. This encouraged people who had used MPS contact points at any time since implementation to provide their views. This however did not increase returns significantly so any data from this, while still valuable as an assessment of individual experiences and consistent with the anecdotal feedback we have already received, has not been overly relied upon.

2.2.3 Borough Viewpoint

Each MPS borough were asked to complete a comprehensive feedback template. This was normally completed by the local Public Access Single Point of Contact, normally an Inspector or above, and authorised at Senior Leadership Team if different.

The template sought to capture the views of MPS boroughs in regard to a range of areas:

- Confirmation of current contact points for comparison against central records
- Marketing of contact points
- Proposals to change contact points locally, including justification and supporting information
- Suggested improvements to contact points corporately
- Views surrounding introduction of an appointment system as described earlier.

2.2.4 External Consultation

During 2014, ending in December, the Deputy Mayor for Policing and Crime and Assistant Commissioner for Territorial Policing visited every borough, heading a town hall meeting to discuss

the impact of the LPM in local areas. These gave residents and locally elected politicians the opportunity to put forward their views on their local contact points.

In addition to customer engagement and consultation with MOPAC conducted by the PAT, boroughs were encouraged to liaise with local stakeholders when completing their feedback templates.

At the request of MOPAC, the PAT also briefed and sought feedback from local authorities. This provided opportunity to canvass key stakeholders with significant influence and awareness of community feeling. A number also currently provide accommodation or support for police contact points or may be able to do so in future.

2.2.5 Other Information Sources

In addition to the above, the review also used a number of other sources of information in identifying findings, options and in order to make evidence based recommendations. These included:

- The collective knowledge, experience and insight of the PAS
- Front counter demand analysis (based on February 2014 data)
- Wider public access and corporate developments within the MPS
- Lease and financial data from Property Services Directorate
- Environmental and horizon scanning

3. BACKGROUND

3.1 As well as being old, dilapidated and inefficient, the policing estate in early 2013 did not reflect the choices that Londoners had already made about the way they wanted to engage with the police.

3.2 The numbers of people reporting crime at front counters had plummeted by 100,000 - almost half - in the previous six years as the public turned to other forms of communication, including online. Data from 2011/12 demonstrated the underutilisation of front counters, showing for example that fewer than 1 in 8 of all crimes were reported there.

3.3 Recognising the changing nature of the public's engagement with the police the strategy made a promise to Londoners, "to make it easier and more convenient for the public to access the police when they need them, while at the same time operating within tighter fiscal constraints, from an estate we can afford."

3.4 Sixty-three under-utilised front counters - some receiving as few as 7 visitors a day - were closed as the Local Policing Model was rolled out in Summer and Autumn 2013. This programme coincided with the expansion of the MPS' offer to visit every victim of crime who wanted a visit, at a convenient time and place for them. Around 300,000 appointments have been made since November 2013 following the launch of the LPM. This means an average of 650 visits every day - an increase of over 50%.

3.5 Since the introduction of these changes to public access, and the introduction of the 'we come to you' offer, victim's satisfaction with the ease of access to the police has increased to 94% - the highest it has ever been.

3.6 In order to ensure that those people who did want to meet with police officers face-to-face were able to do so, a commitment was made to open 94 contact points across London, in addition to the 73 front counters which remained.

4. CONTACT POINTS

4.1 Contact points are locations for non-urgent face-to-face contact, where the public meet their local police at regular, known times. As a minimum they are open Wednesdays and Thursdays at 7-8pm and on Saturdays between 2-3pm, in order to provide a variety of timings for customers. The physical requirements of contact points varies, but can be as simple as an area with desk and chairs supported by appropriate signage.

4.2 They are community, victim and witness focused and do not offer offender based transactions. At a contact point you can do the following things:

- Report a crime
- Report lost property or hand in found property
- Make an appointment to speak to a local officer
- Hand in self-reporting forms for road traffic accidents
- Obtain crime prevention advice
- Obtain advice about police related matters
- Collect your found items by appointment
- Discuss community concerns
- Make an appointment to give a statement if you don't want the police to come to your house or place of work
- Make an appointment to speak to an officer about a complaint against police.

4.3 As above, the MPS and MOPAC made a commitment to opening 94 contact points, primarily in police buildings. The plan also identified the aspiration to increase this number and also look at opportunities to make use of third party sites and to co-locate with partners where this was an option.

4.4 A local police estate and public access document was produced for every borough setting out the agreed location of the 94 contact points along with locations where there was an aspiration to open new ones. In the majority of places these aspirational locations have been opened, but not in all. In addition, Borough Commanders have made local decisions to open further locations to meet local need.

4.5 At the time of publication of this review the number of contact point sites had grown from the agreed 94 to 116. This consisted of 95 police sites and 21 third party sites. Non-policing sites include leisure centres, libraries and retail outlets. The growth in contact points above the original agreement demonstrates the MPS' commitment to maintaining public accessibility on the basis of local need, and the support provided by partners in order to do so.

5. RESULTS AND ANALYSIS

5.1 The results show that the use of contact points is variable across London. Appendix two sets out the user views captured during a short snapshot in 2014, but is indicative of the wider anecdotal feedback.

5.2 During the sample period some contact points saw as many as 45 visits during the week, whilst others had no visitors. Whilst these are only indicative figures for a four week period it is clear that some are working better than others. The average number of visits a week across all contact points was 1.3.

5.3 Looking at the spread of visits across the week the analysis shows similar variability across the contact points, but on average Saturdays saw greater demand with 41% of visits taking place, followed by Wednesday and then Thursday with 31% and 27% respectively. Interestingly, there was almost no difference in attendance between policing and third-party sites.

5.4 The top three reasons for attending contact points were identified as obtaining advice/guidance, lost & found property and other enquiries. Crime and ASB reporting only accounted for around 10% of attendance. These results were not vastly different to front counter analysis carried out in February 2014 and show that contact points are generally being used for the functions they were set out to serve.

5.5 A few examples that are outside the scope of contact points did include attempts to produce driving documents, fixed penalty enquiries or to obtain/provide crime report updates. In all cases officers were able to refer the public to correct support.

5.6 Contact points were used across by people of all ages, ethnicities and with a broad balance of gender. It is both onerous and intrusive to continually assess the demographics of those people using contact points and is of limited value. As such, any future analysis or snapshot of perform

5.7 As in 2.2.2 above, efforts were made to survey contact point users. While the sample size was small, the feedback did provide some valuable evidence which supports anecdotal concerns, including issues raised by, for example, the Police and Crime Committee of the London Assembly when they have scrutinised contact point use.

5.8 Of those sampled, over 90% were served within the target of 10 minutes, with over three-quarters waiting less than 5 minutes. A similar number (77%) said that the contact point they visited was in a convenient location and in premises which suited their needs. Almost 90% said they were able to communicate effectively with the staff and three-quarters said they would use contact points again. In fact, almost half of those surveyed said it was their preferred method for accessing police services in future.

5.9 However, despite these positive responses half of respondents did not think that the opening hours of contact points met their needs, and when given the opportunity to expand on their views some users suggested hours needed to be increased and should be at different times during the week.

5.10 Around half, again, did not think that contact points were well advertised compared to 38% who thought they were. When asked how they found out about the contact point, the majority had not heard about them through social media or police officers and staff.

5.11 All of the 36 boroughs completed and returned their borough feedback templates. These showed that 17 boroughs indicated a desire to make local changes to contact points. Of the various changes suggested a number of common improvements emerged. These included:

- Greater flexibility at a local level to deliver contact points in line with local demand and demographics.
- Reviewing fixed opening times as these may not suit certain protected groups (e.g. elderly) nor wider communities. Some boroughs stated they had received complaints in this regard
- Longer opening hours as customers feel an hour is insufficient, even if this requires greater investment
- Greater use of third party sites due to the wider benefits these offer

5.12 Wider feedback from local authorities was sought, and has been provided directly in the past. The main concerns raised were around opening times and whether these were flexible enough to meet local demands, for example, to allow elderly people to visit. In addition, concerns were raised about local advertising and signage which, by general agreement, needed improving.

6. KEY FINDINGS

6.1 Over the course of 2014 the MPS have analysed the data and feedback, as above, to understand the effectiveness of contact points and to understand how they might be improved. With the arrival of Assistant Commissioner for Territorial Policing Helen King in mid-2014 it was clear that this was a timely opportunity to understand what was working well and what improvements could be made. Now that all the data and feedback has been analysed - including the feedback received during the second tranche of MOPAC Town Hall Meetings which finished in December 2014 - a number of key findings have emerged.

6.2 Concept

6.2.1 The concept of contact points is supported by partners and the public, particularly those who have used them. They are a helpful innovation for the public access offer from the MPS and users are well served when they visit.

6.2.2 As this review has taken place while contact points are a relatively new initiative it is clear that the experience has been subject to early implementation issues, such as customer awareness.

6.2.3 Given the relatively low footfall some might question their value for money. As locations they are inexpensive and so the only costs associated with them is the time of the officers. At core hours of only three hours a week - when officers would normally be on duty anyway, these are relatively modest. It is clear that when implemented well they are well attended and so any issues about financial viability, or costs per visit, should only be explored once further work has been done to make improvements.

6.3 Variable Use

6.3.1 The use of contact points varies both within and across boroughs and although the location of contact points was cited early as a potential cause for low footfall, the findings of this review mean this is inconclusive. For example, one would logically expect footfall to be lower at sites close to existing front counters, but this has not consistently been identified when the data has been analysed. However, customer feedback has suggested that police sites are more popular on the basis of previous use, familiarity and ease of identification. Given the relatively small number of third-party sites, though, it is not easy to draw firm conclusions.

6.3.2 Third party public place venues also create the opportunity for officers to not just be visible to local people but also to positively engage with the public for instance seeking views on local priorities or giving crime prevention advice.

6.3.3 Although contact points in third party venues may not, according to the limited data available, attract higher level of usage particularly, they do however offer other benefits in terms of increased visibility within the community and helping to address crime generators or hotspot locations.

6.4 Local flexibility

6.4.1 Contact points were designed to be flexible, with the opening hours set at a minimum. It is, however, clear that in the large majority of cases the de minimus offer has been the offer provided. It may be a coincidence, and little should be inferred from one example, but at Golders Green the contact point was enhanced with longer opening hours and an additional session on Sundays, to reflect the community it serves. It seems, from the limited information available, that this contact point is the busiest in the capital.

6.4.2 There appears to be significant support for extending the opening hours of contact points from both MPS boroughs and users. Although this is already within the gift of boroughs who can open outside of the mandatory hours, this links into wider concerns that set opening times do not necessarily fit local variation in demand and demographic, plus the additional resource requirement these create (i.e. all contact points being open at the same times).

6.4.3 Mandatory opening times have also been identified as potential barriers to innovative use of third party sites who are not able to open at the centrally specified times or if able, would only be at a cost to the MPS.

6.4.4 In addition to flexibility around opening hours the review identified the need for flexibility and innovation around location. Boroughs have increased the number of contact points by 22 additional sites over the original MOPAC commitment. If some of these are not working then there is scope for moving them to better locations and being more innovative with the offer.

6.5 Awareness

6.5.1 Although boroughs cited a range of channels used to market their contact points, it was not possible to identify any specific methods as best practice. Even those boroughs that saw higher footfall in some contact points also had others with low footfall. There was no single borough who could claim effective use across all of their sites.

6.5.2 Customer feedback compared to borough feedback, suggests that the current marketing of contact points is either ineffective, and/or further work is required to make contact points more attractive to Londoners and raise awareness about their role and function. Some evidence from the MOPAC Town Hall Meetings indicated that, in some cases, basic problems such as inadequate signage were still an issue.

7. RECOMMENDATIONS

7.1 Having analysed the data obtained by the review and identified the key findings the review team propose the following 4 recommendations to be implemented over the next year which will improve the function of contact points and the service offered to the public.

7.2 Continue the delivery of contact points

7.2.1 Although the Policing and Public Access Strategy makes the MOPAC and MPS commitment to contact points clear, it is worth reiterating this commitment again. Despite some of the issues identified in this review there is no appetite within the MPS or MOPAC to withdraw this service, particularly given their relative novelty and their popularity with those members of the public who have used them. Reliable and consistent provision of the service is important in building the public's confidence in this method of contacting the police.

7.3 Give borough commanders greater flexibility to vary opening times in line with local demand and demographic, working with local representatives

7.3.1 Whilst recognising the importance of consistency of service, greater local flexibility has been shown to work for some contact points, such as Barnet, and in addition to making services more responsive to local need, will encourage greater buy-in and accountability from the boroughs and local communities who will be required to work together to find the appropriate times and days for their areas.

7.3.2 Changes or extensions to opening hours and days may also open up other opportunities for co-location in sites for which the current core hours are not suitable, thereby increasing the range of possibilities for locations.

7.3.3 Core hours will be maintained in the original 94 contact points, but Borough Commanders should consider extending these where they have feedback that it would meet local public need. Borough commanders will be given greater flexibility to alter the hours at the additional contact points to meet local need.

7.3.4 Where increased flexibility is utilised, changes to service must be accurately published and communicated across London. This would include revisions to published estate plans and opening times as published on webpages, social media and other documents, such as SNT leaflets. Any communications

plans to notify local communities about changes to opening times could have the added benefit of improving the public's awareness. Compliance with advertised times and days will continue to need local management and some central assurance.

7.4 Focus on the contact point sites that are working and consider opening new sites, in public places, whilst maintaining the commitment of 94 sites agreed with MOPAC.

7.4.1 There may be opportunities to strengthen public access by bolstering those contact points that are working well and ensuring that those that are not working well are in the right locations and opening at the right time of day. Any changes of location of existing contact points should only happen after consultation with local partners and with a clear evidence base.

7.4.2 More importantly, 36 new enhanced contact points are being trialled. These are in public locations which have higher footfall and are much more visible, with locally determined opening hours and offering additional services, such as bike marking. These are being set up in high footfall locations in conjunction with local partners and will be assessed for their performance. The intention is for each borough to have at least one enhanced contact point which can be regularly reviewed, with best practice shared to support the performance aims of public accountability, visibility and engagement. This means that these pilot sites can be models for improvements to existing points once we have a clear evidence base about what will make a difference to users.

7.5 Marketing of contact points should be reinvigorated in a coordinated approach. This includes signage.

7.5.1 A renewed, borough-based communications programme around contact points will be launched in every borough to notify residents where contact points are located and what they can be used for. Where possible, this should include holding special events at the locations, such as bike or other property marking.

7.5.2 Awareness raising activity should include a wide range of traditional and contemporary communication channels both corporately and locally and should take advantage of feedback provided by contact point customers, previously unavailable when contact points were first launched. Local officers should consider how specific groups in their communities can be targeted to ensure access for all, including specific ethnic groups the elderly and disabled.

7.5.3 Marketing would be intended not only help to increase awareness of contact point services but also highlight any changes to their design and delivery. This approach would help to demonstrate response to feedback and efforts to improve accessibility which would, in turn, help to increase public confidence.

CONCLUSION

These recommendations will be considered by the MPS and MOPAC for implementation over the next year. Feedback on the performance of contact points and the implementation of the recommendations will continue to be sought in order to assess their effectiveness. To support this, contact points, as part of wider public access, should feature as agenda items for local Safer Neighbourhood Boards so that their performance can be effectively considered at a local level.

Work on assessing opening times and locations will require discussion with local communities and has already started but should continue on an ongoing basis.

As the new enhanced contact points roll-out, a process of evaluation will be developed, including regular footfall reviews and surveys of user opinion, based on the templates devised for this review. MOPAC and the MPS intend to review the impact of each of the 36 new points a year from when they are opened and share best practice accordingly.

These developments will be led by Borough Commanders so that they can respond effectively to the views and needs of their local communities.

Appendix 1 - Contact Point Locations

The following 116 contact points were in place at the time of the review and include the 94 originally outlined within the Policing and Public Access Strategy:

Borough	Contact Point
BARKING	Marks Gate Police Office, 78 Rose Lane, Romford RM6 5JU
BARKING	SNT base, 2 Station Parade, Heathway, Dagenham RM9 5AW
BARKING	SNT base, 2A Farr Avenue, Barking IG11 0NZ
BARKING	SNT base, 442 Hedgemans Road, Dagenham RM9 6BU
BARNET	SNT base, 113 High Road, East Finchley, N2 8AG
BARNET	SNT base, 13 Cat Hill East Barnet EN4 8HG
BARNET	SNT base, 29 Friern Barnet Road, N11 1NE
BARNET	SNT base, 61 Golders Green Road, London, NW11 8EL
BEXLEY	Belvedere Police Station, 2 Nuxley Rd, Belvedere, Kent DA17 5JF
BEXLEY	SNT base, 1 Limestone Walk, Erith, DA18 4BJ
BEXLEY	SNT base, 28 - 40 Pier Road, Erith, DA8 1TA
BRENT	Harlesden Police Station, 76 Craven Park, London, NW10 8RJ
BRENT	SNT base, 25 Station Road, Harlesden, NW10 4UP
BRENT	SNT base, 78 Walm Lane, Willesden Green, NW2 4RA
BRENT	SNT base, Strata House, 34A Waterloo Road, NW2 7UH
BRENT	SNT base, Unit 19 Kingsbury Trading Estate, Barningham Way, NW9 8AU
BROMLEY	Cray Police Office, 43-45 High Street, BR5 3NJ
BROMLEY	SNT base, 192 & 194 Main Road, Biggin Hill, Kent, TN16 3BB
BROMLEY	SNT base, 49 High Street, Green Street Green, Orpington, BR6 6BG
CAMDEN	SNT base, 105 Highgate Road, NW5 1TR
CAMDEN	SNT base, 12 Greenland Road, Camden Town, NW1 0AY
CAMDEN	SNT base, 179-181 West End Lane, West Hampstead, NW6 2LH
CAMDEN	SNT base, Ground Floor, Station House, 9-13 Swiss Terrace, Swiss Cottage, NW6 4RR
CAMDEN	West Hampstead Police Station
CAMDEN	Old Hampstead Town Hall, 213 Haverstock Hill, NW3 4QP
CROYDON	Addington Police Station, Addington Village Rd, Croydon CR0 5AQ
CROYDON	SNT base, 1342-1344 London Road, Norbury, SW16 4DG
CROYDON	SNT base, 2 Parchmore Road, Thornton Heath, CR7 8LU
CROYDON	SNT base, 42 Central Parade, New Addington, CR0 0JD
CROYDON	SNT base, 9/11 Whytecliffe Road South, Purley, CR8 2AY
EALING	Greenford Police Station, 21 Oldfield Lane, Perivale, Greenford, Middlesex UB6 7PD

EALING	SNT base, 180 South Ealing Road, London, W5 4RJ
EALING	SNT base, Ashbourne Parade, 12 Ashbourne Parade, Hanger Lane, Ealing, W5 3QS
EALING	SNT base, Northolt Leisure Centre, Eastcote Lane North, Northolt Middlesex, UB5 4AB
ENFIELD	Morrisons, Aldermans Hill, N13 4YD
ENFIELD	North Middlesex Hospital, Sterling Way, N18 1QX
ENFIELD	SNT base, 864-866 Hertford Road, Freezywater, Enfield, Middlesex, EN3 6UD
ENFIELD	Southgate Police Station, 25 Chase Side, Southgate, London, N14 5BW.
GREENWICH	Greenwich Police Station, 31 Royal Hill, Greenwich, SE10 8RR
GREENWICH	Mobile Police Station
GREENWICH	SNT base, 49 Lakedale Road, Plumstead, SE18 1PR
GREENWICH	SNT base, 60 William Barefoot Drive, Eltham, SE9 3HU
GREENWICH	SNT base, Joyce Dawson Way, SE28 8RA
HACKNEY	Homerton University Hospital, Homerton Row, Hackney, E9 6SR
HACKNEY	SNT base, 17-19 Shacklewell Lane, E8 2DA
HACKNEY	SNT base, 220 Haggerston Road, London, E8 4HT
HACKNEY	SNT base, 70 Blackstock Road, N4 2DR
HAMMERSMITH	Westfield Shopping Centre, Ariel Way, London, Greater London W12 7GF
HARINGEY	SNT base, Grove Business Centre, Units R1 & R2, 560/568 High Road, Tottenham, N17 9TA
HARINGEY	SNT base, The Collection Point, 73 Crouch Hall Road, Crouch End, N8 8HF
HARINGEY	SNT base, Turnpike Parade, Green Lanes, N15 3EA
HARROW	Kirkland House, 11-15 Peterborough Road, Harrow, HA1 2AX
HARROW	Pinner Police Station, 1 Waxwell Lane, Pinner, London, HA5 3LA
HARROW	SNT base, 1 Headstone Drive, Harrow, HA3 6QX
HARROW	SNT base, Unit 3 Fountain House, 30 Church Road, Stanmore, HA7 4AL
HAVERING	Hornchurch Police Station, 74 Station Lane, Hornchurch, Essex, RM12 6NA
HAVERING	SNT base, Collier Row Road, Collier Row, RM5 2BB
HAVERING	SNT base, Rainham Police Office Tesco, Bridge Road, Rainham, Essex, RM13 9YZ
HAVERING	SNT base, Tadworth Parade, Elm Park, Hornchurch, RM12 5AS
HAVERING	Upminster Police Office, 9 Corbets Tey Road, Upminster, RM14 2AP
HILLINGDON	Ruislip Police Station, 5 The Oaks, Ruislip, Middlesex HA4 7LF
HILLINGDON	SNT base, Polar Park, Unit 3, Bath Road, Harmondsworth, London, UB7 0DA

HILLINGDON	SNT base, Unit 1, Ground Floor, Colham House, Bakers Road, Uxbridge, Middlesex UB8 1SH
HOUNSLOW	Cornish House, Green Dragon Lane, TW8 0DF
HOUNSLOW	Feltham Police Station, 34 Hanworth Road, Feltham, TW13 5BD
HOUNSLOW	Heston Library, New Heston Road, Hounslow, TW5 0LW
ISLINGTON	SNT base, 112 - 114 Goswell Road, EC1V 7DP
ISLINGTON	SNT base, International House, Unit 4, 59 Crompton Road, islington, N1 2YT
ISLINGTON	Whittington Hospital, Magdala Avenue, N19 5NF
KENSINGTON	Chelsea Police Station, 2 Lucan Place, Chelsea, SW3 3PB
KENSINGTON	SNT base, 2-4 Kenway Road, Earl's Court, London, SW5 0RR
KENSINGTON	SNT base, 77-83 Pavilion Road, London, SW1X 0ET
KENSINGTON	SNT base, Royalty Studios Units C, D & E, 105-109 Lancaster Road, Notting Hill, London, W11 1QF
KINGSTON	SNT base, 391-393 Hook Road, Chessington, Surrey, KT9 1AB
KINGSTON	SNT base, 5 Cowleaze Road, Ground Floor Part, Kingston, Surrey, KT2 6BF
KINGSTON	SNT base, Millbank House, Ground Floor North, 171-185 Ewell Road, Surbiton, Surrey, KT6 6AP
LAMBETH	Cavendish Road Police Station, 47 Cavendish Road, London, SW12 0BL
LAMBETH	Gipsy Hill Police Station, 66 Central Hill, London, SE19 1DT
LAMBETH	Loughborough Junction Police Office, 236 Coldharbour Lane, SW9 8SD
LEWISHAM	Blackheath, BR Station, SE13
LEWISHAM	Catford Hill Police Station, 128 Catford Hill, SE6 4PS
LEWISHAM	Deptford Lounge, 9 Giffin Street, Deptford SE8 4RJ
LEWISHAM	Post Office, 189-193 Torridon Road, Lewisham, SE6 1RF
LEWISHAM	Sainsbury's, Southend Lane, SE26 4PU
MERTON	SNT base, 70 South Lodge Avenue, Pollards Park, Mitcham, Surrey, CR4 1LW
MERTON	SNT base, Aberconway Road, 35 Unit 2B, Morden, Surrey, SM4 5LN
MERTON	SNT base, Alliance House, Ground Floor, Prince Georges Avenue, Raynes Park, SW20 8BH
MERTON	SNT base, One O'Clock Club, Wimbledon Park, Home Park Rd, SW19 7HP
MERTON	Tooting Police Station, 251 Mitcham Road SW17 9JQ
NEWHAM	Carpenters Road Police Office, 22 Doran Walk, E15 2JL
NEWHAM	SNT base, 269 Parkhurst Road, Manor Park, E12 5QU
NEWHAM	SNT base, 522 Barking Road, Plaistow, E13 8QE
NEWHAM	SNT base, Mary Rose Road, Mary Rose Mall, Frobisher Road, Beckton, E6 5JP
REDBRIDGE	SNT base, 127 Fencepiece Road, Hainault, Ilford, IG6 2LD

REDBRIDGE	Woodford Police Station, 509 High Road, Woodford Green, Essex, IG8 0SR
REDBRIDGE	Elder House Community Centre, 616B Green Lane, Ilford IG3 9SE
REDBRIDGE	Wanstead House 21 The Green, Wanstead E11 2NT
RICHMOND	SNT base, 14 Ashburnham Road, Ham, Richmond, Surrey, TW10 7NF
RICHMOND	SNT base, Lowther Primary School, Stillingfleet Road, Barnes, London, SW13 9AE
RICHMOND	SNT base, Tangle Park Road, Hampton, Middlesex, TW12 3YL
RICHMOND	St Mary's University College, Waldegrave Road, Strawberry Hill, Twickenham, Middlesex TW1 4SX
SOUTHWARK	Canada Water Library, 21 Surrey Quays Road, SE16 7AR
SOUTHWARK	Dulwich Library, 368 Lordship Lane, SE22 8NB
SOUTHWARK	SNT base, Bellenden Road Retail Park, Lidl Site, Peckham, SE15 5DR
SOUTHWARK	SNT base, Seeley Drive, SE21 8QR
SUTTON	SNT base, Crosspoint House, 28 Stafford Road, Wallington, Surrey, SM6 9AA
TOWER HAMLETS	Bow Police Station, 111-117 Bow Road, Bow, London, E3 2AN
TOWER HAMLETS	Isle Of Dogs Police Station, 160-174 Manchester Road, Blackwall, E14 3BN
TOWER HAMLETS	Poplar Police Office, 2 Market Way Poplar E14 6AH
TOWER HAMLETS	St. George's Town Hall Shadwell, 236 Cable Street, E1 0BL
WALTHAM	SNT base, 357-359 Forest Road, Walthamstow, E17 5QJ
WALTHAM	SNT base, 593 Lea Bridge Road, London, E10 6AJ
WALTHAM	SNT base, Waltham House, 11 Kirkdale Road, Leytonstone, E11 1HP
WANDSWORTH	St Marys Church Cafe, Putney High Street, London, SW15 1SN
WESTMINSTER	Beethoven Centre, 3rd Avenue, W10 4JL
WESTMINSTER	St John's Wood Library, 20 Circus Rd, St John's Wood,





Below are the 36 experimental sites that are currently being piloted by borough using more flexible opening times and in locations designed to increase visibility and engagement:





Borough	Venue Name / Description	Full Postal Address
Barking	Rivergate Centre	Minter Road, Barking, IG11 0FJ
Barnet	The Spires Shopping Centre	111 High St, Barnet, EN5 5XY
Bexley	Tesco, Welling	Welling High Street, Welling, DA16 1TH

Bexley	Morrisons, Welling	Welling High Street, Welling, DA16 1TH
Brent	London Designer Outlet, Wembley Park	Unit 26A Wembley Boulevard, Wembley HA90PA
Bromley	Orpington Library	The Walnuts, Orpington. BR6 OTW
Camden	Kingsway College	211 Grays Inn Road, WC1X 8RA
Croydon	Mayday University Hospital	530 London Road, Croydon, CR7 YYE
Ealing	ASDA, Park Royal	2-20 Western Rd, Park Royal, NW10 7LW
Enfield	Tesco, Ponders End	288 High Street, EN3 4DP
Enfield	Tesco, Island Village	54-62 Island Centre Way, Enfield, EN3 6GS
Greenwich	Tesco, Woolwich	Grand Depot Road, Woolwich, SE18 6HQ
Hackney	Hackney Service Centre	1 Hillman Street, Hackney, E8 1DT
Hammersmith	Lillie Road Fitness Centre	Lillie Road, London SW6 7PD
Haringey	Planet Organic	111-117 Muswell Hill, N10 3HS
Harrow	Waitrose, Northolt Rd	140 Northolt Road, South Harrow, HA2 0EG
Havering	St Georges Church	Chippenham Road, Harold Hill, Romford, RM3 8HX
Hillingdon	Botwell Leisure Centre	Botwell Leisure Centre, East Avenue, Hayes, UB3 2HW
Hounslow	Civic Centre	Lampton Rd, Hounslow, TW3 4DN
Islington	Archway LT station	Junction Rd, N19 5RQ
Islington	Tuffnell Park LT Station	Fortress Rd, N19 5QB
Kensington and Chelsea	Kensington Central Library	Phillimore Walk, London, W8 7RX
Kensington and Chelsea	Worlds End	St John's SNT Base, 461 Kings Road, World's End Estate, SW10 0LU
Kingston	Kingston First Tourism Information Kiosk, O/S Kingston Train Station	Wood Street, Kingston, KT1 1UJ
Lambeth	County Hall, South Bank	Riverside Building, Westminster Bridge Road, London, SE1 7PB






Lewisham	Lewisham Hospital - Main Reception area	High St, Lewisham, London SE13 6LH
Merton	Mitcham Clock Tower	Upper Green East, Mitcham, CR4 2PE
Newham	Sainsburys, High St North	2-10 Myrtle Rd, London E6 1HU
Redbridge	The Exchange	The Exchange Shopping Centre, High Road, Ilford, IG1 1RS
Richmond	Waitrose, Twickenham	50 London Road, Twickenham, TW1 3RJ
Southwark	Butterfly Walk Shopping Centre	Camberwell Green SE5 8RW
Sutton	Tesco, Sutton	Oldfields Road, Sutton, SM1 2NB
Tower Hamlets	Idea Store	321 Whitechapel Road, E1 1BU
Waltham Forest	Tesco, Leytonstone	Gainsborough Road, Leytonstone, E11 1HT
Wandsworth	York Gardens Library	Lavender Road, SW11 2UG
Westminster	Church Street Library	67 Church Street, London, NW8 8EU

Appendix 2 – Indicative User Feedback Data






How long did you have to wait to be served at the Contact Point?			Response Percent
1	0 - 5 mins		77.42%
2	6 - 10 mins		12.90%
3	11 - 20 mins		6.45%
4	21 - 30 mins		0.00%
5	31 mins or more		3.23%
6	Not seen		0.00%

To what extent do you agree with the following statement about the Contact Point you attended: "The Contact Point is located in a place convenient for me"			Response Percent
1	1 - Strongly agree		32.26%
2	2 - Agree		45.16%
3	3 - Mixed views		0.00%
4	4 - Disagree		12.90%
5	5 - Strongly disagree		9.68%






To what extent do you agree with the following statement about the Contact Point you attended: "The Contact Point is located in a premises which is suitable for my needs"

			Response Percent
1	1 - Strongly agree		25.81%
2	2 - Agree		51.61%
3	3 - Mixed views		3.23%
4	4 - Disagree		6.45%
5	5 - Strongly disagree		12.90%





To what extent do you agree with the following statement about the Contact Point you attended: "The Contact Point is well advertised to the Public"

			Response Percent
1	1 - Strongly agree		12.90%
2	2 - Agree		25.81%
3	3 - Mixed views		12.90%
4	4 - Disagree		22.58%
5	5 - Strongly disagree		25.81%






To what extent do you agree with the following statement about the Contact Point you attended: "Booking an appointment to attend a contact point would provide me with a better service in the future"

		Response Percent
1 - Strongly agree		16.13%
2 - Agree		16.13%
3 - Mixed views		25.81%
4 - Disagree		29.03%
5 - Strongly disagree		12.90%






To what extent do you agree with the following statement about the Contact Point you attended: "I was able to communicate effectively with the member of staff"

		Response Percent
1 - Strongly agree		51.61%
2 - Agree		35.48%
3 - Mixed views		6.45%
4 - Disagree		0.00%
5 - Strongly disagree		6.45%





To what extent do you agree with the following statement about the Contact Point you attended: "The Contact Point being open for an hour Weds and Thursday evenings and Saturday afternoon fits my needs"

		Response Percent
1 - Strongly agree		6.45%
2 - Agree		22.58%
3 - Mixed views		19.35%
4 - Disagree		12.90%
5 - Strongly disagree		38.71%








Would you be likely to use this Contact Point again if you needed to access police services?

		Response Percent
1 - Strongly agree		32.26%
2 - Agree		45.16%
3 - Mixed views		6.45%
4 - Disagree		6.45%
5 - Strongly disagree		9.68%

How did you find out about the Contact Point?

		Response Percent
TV, Media or other advertising		0.00%
Word of mouth		16.13%
Internet, Facebook, Twitter etc		9.68%
Directed by police officer / staff		16.13%
Other		58.06%

What is now your preferred method for accessing Police Services?

			Response Percent
1	Face to face at Contact Point		48.39%
2	Face to face at Front Counter		19.35%
3	Face to face by appointment		9.68%
4	Face to face by meeting officer in the street		6.45%
5	Telephone call - To arrange an officer to see you		9.68%
6	Telephone call - No need to meet an officer		3.23%
7	Internet - To arrange an officer to see you		0.00%
8	Internet - No need to meet an officer		0.00%
9	Other		3.23%