



**Carl Foulkes**  
Assistant Chief Constable (Local Policing)

**POLICE HEADQUARTERS**  
Lloyd House  
PO Box 52  
Colmore Circus Queensway  
BIRMINGHAM  
West Midlands  
B4 6NQ

Direct Telephone: (0121) 609 1701  
Switchboard: 101

Dear Sir/Madam,

You may be aware that for the last 12 months, West Midlands Police has been reviewing the future of front offices.

The aim of the project was to design a cost effective public access model that redefined the way WMP provide services; using face to face interaction, partnership collaboration and innovative technology.

As part of the 12 month consultation called Policing Today, an independent research company reviewed front office use, accessibility and alternative methods of contact.

Over 7,000 people were interviewed and footfall across 41 front offices monitored against the running costs in staffing front offices, many of which are open 24/7. Another 320 people shared their views via an online survey.

The relationship between the public and West Midlands Police is changing and research has shown that the vast majority of the public prefer to contact us by telephone.

West Midlands Police continues in its aim to deliver the highest levels of service to its communities whilst recognising its responsibility to provide value for money seeking modern and effective ways to deliver service in the future.

Following this review, a number of proposals were presented to the Chief Constable and the Police and Crime Commissioner and the decision on the future model has been made. More detailed information about the changes to front offices can be found in the Contacting the Police in the West Midlands leaflet enclosed with this letter.

The future model includes a number of front office closures which will take place in a phased approach over the next 12 months. Every effort will be made to redeploy staff affected by the changes.

Keeping people safe is the focus of our officers and staff and this is an opportunity to deliver a more consistent, professional service, which may enable more officers to be deployed where and when they are needed the most in our communities.

A range of methods for contacting the police exist; 101, West Midlands Police website ([www.west-midlands.police.uk](http://www.west-midlands.police.uk)), dedicated email addresses, Twitter/Facebook for the force and neighbourhood teams, community meetings and drop in surgeries.

Yours faithfully  
Assistant Chief Constable  
Carl Foulkes

A handwritten signature in black ink, appearing to read 'C. Foulkes', with a large, sweeping flourish at the end.

**Carl Foulkes**  
**Assistant Chief Constable (Local Policing)**