



**Northern  
Constabulary**

Protect and Serve · Dìon is Cuidich

## *Force Service Point Strategy*



*January 2009*

## Our Mission

Northern Constabulary will provide and maintain traditional policing services throughout the Highlands and Islands through a locally accessible, accountable, responsive, and visible approach in the communities which it serves, taking a consultative and problem solving approach with local partners.

## Background to the Strategy

Northern Constabulary is recognised as a Force which strives to deliver a high quality of service to the communities which it serves throughout the Highlands and Islands.

The Force believes in continuous improvement and will always seek to innovate and develop its policing capabilities and service model whilst retaining its commitment to the delivery of community based policing.

This approach requires the maintenance of close and effective community linkage and co-operation throughout the Highlands and Islands, which to a degree is demonstrated by the Force footprint which includes a number of section/single officer stations in some of our more rural areas.

Notwithstanding this established approach, the Force must balance and manage the genuine expectations of its communities with the daily requirements for direct policing services in order to provide an appropriate response to meet actual demand throughout the Force area.

To further enable this process, the Force must apply arrangements which are conducive to community focused policing and choice, but which release officer time for productive policing activity. This is particularly relevant at a time when there are increasing demands at both local and national level which require greater accountability in terms of financial efficiency and effective use of existing resources.

To this end, in support of maintaining proper engagement and accessibility of services for all communities, particularly in some of the more rural, remote or isolated areas, the Force has examined its operational requirements and presence specific to these areas with a view to affording the public clear information on the opportunities and methods available to them to access **non-critical services**, maintain lines of **communication** with the Force and secure face to face **interaction** with local officers or police staff as required.

This strategy and any arrangements published in connection with it do not affect the permanent and sustained availability of emergency and critical policing services to any person across the Northern Constabulary force area at any time.

## Our Strategy

To provide structured and well publicised advice, information, communication and opportunities which promote and support the equitable accessibility of non-critical policing functions and services for all communities of Northern Constabulary, which enables individual choice of contact, convenience, and pursuance of localised interaction with the police wherever possible.

As we seek to be increasingly citizen focussed in designing our responses and services, the Force will regularly evaluate this Service Point Strategy to establish its continued relevance for communities to provide the best mix of services in a timely and appropriate fashion to pursue our community focused approach.

### *Northern Constabulary Force Area*



## NORTH DIVISION

The policing division is structured by way of geographical Area Commands, Local policing Teams, and Policing sections/landward stations aimed at providing local service availability and responses which can be supported by the division as and where necessary.

These arrangements correlate with the Highland Council operational management area and multi-member ward structure, and both Orkney and Shetland Island Council boundaries. The Division is led by a Superintendent who supports a team of 3 Area /Island Commanders of Chief Inspector rank along with their respective local policing team leaders who are of Inspector rank.

Our command and policing structure for these areas is as follows:

### NORTH DIVISION HQ

Police Station, Bankhead Road, Wick, KW1 5LB.  
(Telephone **01955 603551**).

### CAITHNESS, SUTHERLAND & EAST ROSS AREA COMMAND

Police Station, Bankhead Road, Wick, KW1 5LB  
(Telephone **01955 603551**).

LOCAL POLICING TEAMS	POLICING SECTIONS	LANDWARD STATIONS
CAITHNESS	THURSO WICK	LYBSTER
SUTHERLAND & EAST ROSS	DORNOCH LAIRG TAIN BRORA	BONAR BRIDGE BETTYHILL LOCHINVER RHICONICH TONGUE GOLSPIE

### ORKNEY ISLANDS AREA COMMAND

Police Station, Burgh Road, Kirkwall, Orkney. KW15 1AH  
(Telephone **01856 872241**).

LOCAL POLICING TEAMS	POLICING SECTIONS	LANDWARD STATIONS
ORKNEY	KIRKWALL STROMNESS	

### SHETLAND ISLANDS AREA COMMAND /..

## **SHETLAND ISLANDS AREA COMMAND**

Police Station, Market Street, Shetland, ZE1 0JN.  
(Telephone **01595 692110**).

<b>LOCAL POLICING TEAMS</b>	<b>POLICING SECTIONS</b>	<b>LANDWARD STATIONS</b>
SHETLAND	LERWICK BRAE	DUNROSSNESS SCALLOWAY MID-YELL UNST WHALSAY

### **Access to Response Services**

North Division will provide response units to cover the whole Division 24/7, operating from police premises. Dependent upon the incident, further specialist services can be dispatched, from either the Division or from other Force resources or assets.

### **How to Contact Us**

If you need to contact the Police in an emergency, dial '999'.

If your enquiry is not an emergency, please dial the telephone number of your Local Area Command Headquarters. Your call will be re-directed to the appropriate Police station or a message will be taken and passed to the appropriate Officer or member of staff who will call you back.

If you wish to correspond with us, please write to the Officer in Charge of your Local Area Command Headquarters.

If you wish to visit a Police Station, the following Police Stations are open 24 hours:

- Lerwick, Shetland
- Thurso, Caithness
- Wick, Caithness

All other Police Stations in the Division are open for restricted hours. These opening times are available on Northern Constabulary's Website, [www.northern.police.uk/northdivision](http://www.northern.police.uk/northdivision).

Opening times are also displayed at the public entrances of our Police Stations; however, we would recommend you telephone your Local Area Command Office to check opening times.

## Access to Local Policing Teams & Non-Critical Services

If you require to contact a local Police officer for a non urgent matter please telephone your local Area Command office and we can advise you about the issue or defer the response until an officer is available. Alternatively, if you wish, we can make an appointment for an officer to contact you.

Additionally, you may also make use of the following facilities:

- Force wide 'Text Phone' on **01463 723325**
- By email to the Force at **mail@northern.pnn.police.uk** (*Monitored between 0800 hours and 1800 hours Monday to Friday at Police Headquarters*).
- Or call anonymously to **Crimestoppers** on **0800 555 111** – *This service is totally independent from the police and is operated in the strictest of confidence.*

The division is currently pursuing potential partnership initiatives which may serve to extend our accessibility to the communities which we serve.

These initiatives involve us exploring opportunities to hold '**police surgeries**' at public buildings within local communities and to use our **mobile police office** to regularly take our non-critical service accessibility to some of our more remote mainland communities at Durness, John O'Groats, Rogart, Dunbeath, Helmsdale and Melvich.

The mobile police office initiative will be piloted in partnership with Highland Council Service Point staff initially for a 3 month trial period (January – March 2009) to assess viability. Relevant dates will be published in the local press.

Development and progress of these proposals will also be advised through the force website in due course.

Detail of all these arrangements can be obtained on Northern Constabulary's website – [www.northern.police.uk/divisions/northdivision](http://www.northern.police.uk/divisions/northdivision)

## CENTRAL DIVISION

Central Division serves the communities of Ross & Cromarty, Lochaber, Skye & Lochalsh and the Western Isles. The Division is led by a Superintendent who supports a team of 3 Area Commanders of Chief Inspector rank along with their respective local policing team leaders who are of Inspector rank.

The policing division is structured by way of geographical Area Commands, Local policing Teams, and Policing sections/landward stations aimed at providing local service availability and responses which can be supported by the division as and where necessary.

These arrangements generally correlate with the Highland Council operational management area and multi-member ward structure, and the Western Isles Council boundaries. Our command and policing structure for these areas is as follows:

### CENTRAL DIVISION HQ

Police Station, Strathpeffer Road, Dingwall  
(Telephone **0845 600 5703**).

### ROSS & CROMARTY AREA COMMAND

Police Station, Strathpeffer Road, Dingwall.  
(Telephone **0845 600 5703**).

LOCAL POLICING TEAMS	POLICING SECTIONS	LANDWARD STATIONS
DINGWALL	FORTROSE  ULLAPOOL	CROMARTY MUIR OF ORD  GAIRLOCH
ALNESS	INVERGORDON	EVANTON

### LOCHABER, SKYE & LOCHALSH AREA COMMAND

Police Station, High Street, Fort William.  
(Telephone **01379 702361**).

LOCAL POLICING TEAMS	POLICING SECTIONS	LANDWARD STATIONS
FORT WILLIAM	MALLAIG KILMALLIE GLENCOE	- SPEAN BRIDGE -
PORTREE	- KYLE OF LOCHALSH	DUNVEGAN LOCHCARRON BROADFORD

## WESTERN ISLES AREA COMMAND

Police Station 18 Church Street, Stornoway, Isle of Lewis.  
(Telephone **01851 702222**).

LOCAL POLICING TEAMS	POLICING SECTIONS	LANDWARD STATIONS
STORNOWAY	-  LOCHMADDY	BARVAS CARLOWAY NESS TARBERT  BENBECULA LOCHBOISDALE BARRA

### Access to Response Services

Central Division will provide response units to cover the whole Division 24/7, operating from police premises. Dependent upon the incident, further specialist services can be dispatched, from either the Division or from other Force resources or assets.

### How to Contact Us

The majority of public requests for advice or assistance to the police are made by telephone by way of:

#### 999 Emergency Calls

These will be answered at our Force Operations Centre and the nearest appropriate unit will be dispatched to any urgent calls.

#### Non-Emergency Calls

Calls to any station within Ross & Cromarty Area Command will initially be answered at our Force Operations Centre and if urgent a unit will be dispatched by them. If the incident is of a routine nature the call can be transferred to the relevant local station or police officer for attention.

Calls made to stations in Lochaber & Skye Area Command will normally be answered at that station called unless staff are unavailable when the call may be transferred to Fort William.

Calls made to stations in Western Isles Area Command will normally be answered at that station called unless staff are unavailable when the call may be transferred to Stornoway.

Additionally, you may also make use of the following facilities:

- Force wide 'Text Phone' on **01463 723325**
- By email to the Force at **mail@northern.pnn.police.uk** (*Monitored between 0800 hours and 1800 hours Monday to Friday at Police Headquarters*).
- Or call anonymously to **Crimestoppers** on **0800 555 111** – *This service is totally independent from the police and is operated in the strictest of confidence.*

## Access to Local Policing Teams & Non-Critical Services

The following stations within Central Division will provide public service access hours as set out below. We aim to provide these services utilising available police staff based at the stations listed. It should be remembered that, where appropriate, the operational priority will be to have officers on duty on patrol providing a visible presence in the community. At all other stations in the Division availability will be dependent on when an officer is present and not otherwise on patrol.

- Dingwall Open 24 hours
- Alness Open 24 hours
- Ullapool 9am to 5pm Mon-Fri
- Fort William Open 24 hours
- Mallaig 9am to 5pm Mon-Fri
- Kilmallie 9am to 5pm Mon-Fri
- Glencoe 9am to 1pm Mon-Fri
- Portree 7am to 2am Mon-Sun
- Kyle of Lochalsh 9am to 5pm Mon-Fri
- Stornoway Open 24 hours
- Benbecula 9am to 1230pm Mon-Fri

In addition, police officers will provide “**surgery style**” services at the following stations during the times stated. It should be noted that these times will of course be subject to the demand of other duties, and in the event of no police presence being available, the alternative means of contacting us should be used if your business cannot be delayed or changed to a more suitable time to you.

- Invergordon Between 5pm and 6pm Tue and Thurs
- Muir of Ord Between 5pm and 6pm Tues and Thurs
- Broadford Between 5pm and 6pm Tues and Thurs

Police Officers also regularly attend Community Council and Highland Council Ward Forum meetings and can be available to meet with you before or after any of these meetings by arrangement.

Details of these arrangements together with further contact advice will be posted outside stations and at other prominent local sites.

## EAST DIVISION

East Division will be both responsive and accessible to public demand for service within the parameters of geography and available resources. Whenever the public contact Northern Constabulary, the objective will be to provide a timely and appropriate response. In order to achieve this objective, the Division will provide both response policing and many methods of accessing services.

The Division is led by a Superintendent who supports a team of 3 Chief Inspectors, 2 Area Commanders with responsibility for local policing teams and one Chief Inspector who leads on Protective Services.

The policing division is structured by way of geographical Area Commands, Local policing Teams, and Policing sections/landward stations aimed at providing local service availability and responses which can be supported by the division as and where necessary.

These arrangements correlate with the Highland Council operational management area and multi-member ward structure and boundaries. Our command and policing structure for these areas is as follows:

### EAST DIVISION HQ

Police Station, Burnett Road, Inverness.  
(Telephone **0845 600 5703**).

### INVERNESS AREA COMMAND

Police Station, Burnett Road, Inverness  
(Telephone **0845 600 5703**).

LOCAL POLICING TEAMS	POLICING SECTIONS	LANDWARD STATIONS
INVERNESS	CULLODEN BEAULY FORT AUGUSTUS	ARDERSIER DRUMNADROCHIT CANNICH -

### BADENOCH, STRATHSPEY & NAIRN AREA COMMAND

Police Station, Grampian Road, Aviemore.  
(Telephone **01479 810222** ).

LOCAL POLICING TEAMS	POLICING SECTIONS	LANDWARD STATIONS
AVIEMORE	GRANTOWN KINGUSSIE	- -
NAIRN	-	-

## Access to Response Services

East Division will provide response units to cover the whole Division 24/7, operating from police premises. Dependent upon the incident, further specialist services can be dispatched, from either the Division or from other Force resources or assets.

## How to Contact Us

The vast majority of public requests for advice or assistance to the police are made by telephone by way of:

### 999 Emergency Calls

These will be answered at the Force Operations Centre (FOC) and the nearest appropriate unit will be dispatched to any urgent calls.

### Non-Emergency Calls (0845 600 5703)

These will also be answered at the Force Operations Centre and if urgent a unit will be dispatched by the FOC. If the incident is of a routine nature the call will be transferred to the Divisional Control Unit or a local station for attention.

Additionally, you may also make use of the following facilities:

- Force wide 'Text Phone' on **01463 723325**
- By email to the Force at **mail@northern.pnn.police.uk** (*Monitored between 0800 hours and 1800 hours Monday to Friday at Police Headquarters*).
- Or call anonymously to **Crimestoppers** on **0800 555 111** – *This service is totally independent from the police and is operated in the strictest of confidence.*

In a designed effort to enable community beat officers to strengthen relationships with members of the public in non-time critical incidents and solve repeat victimisation/ local issues, the Inverness Community Beats Team telephone number and email address are available to members of the community within Inverness per:

- Telephone number **01463 228485**
- e-mail - ***invernesscommunityinfo@northern.pnn.police.uk***

In addition to these means of communication, members of the public can receive advice:

- via the internet at [www.northern.police.uk](http://www.northern.police.uk)
- by email to individual members of staff if supplied with the appropriate Northern Constabulary email address by the officer(s) concerned.

We recognise that a significant proportion of our interaction with the public is conducted through counter calls at police premises where the public will require access for a variety of reasons. The police premises within East Division which provide 24/7 desk coverage for counter callers are:

- Burnett Road, Inverness
- Aviemore
- Nairn

## Access to Local Policing Teams & Non-Critical Services

The following stations within east Division will provide restricted opening hours. We will endeavour to provide a service by police staff from those points as set out below. It should be borne in mind that the operational imperative will be to have officers on duty on patrol providing a visible presence.

- Beauly (0900-1700 Mon-Fri)
- Culloden (0900-1500 Mon-Fri)
- Drumnadrochit When officer present and not on patrol
- Fort Augustus When officer present and not on patrol
- Kingussie (0900-1700 Mon-Fri)
- Grantown on Spey (0900-1700 Mon-Fri)
- Ardersier When officer present and not on patrol

It is also open to any member of the public to approach any patrolling officer for advice or assistance. Traffic Wardens and Police Cadets can also provide indirect access to police services.

In addition, police officers will provide “**surgery style**” services at the following premises during times to be negotiated with various partners. Details of these times will be publicised locally, at each location, and on the force website.

It should be noted that these times will of course be subject to the demand of duties, and in the event of no police presence being available, the alternative means of contacting us should be adopted if your business cannot be delayed or prioritised to a more suitable time to you.

- NHS Surgery, Cannich
- Merkinch - Highland Council Service Point.
- Hilton - Highland Council Service Point.
- Inverness City Centre- Highland Council Service Point.
- Raigmore Hospital / Community Hall.
- Charlestown Community Centre.

## KEEPING IN TOUCH WITH YOU

In addition to our daily presence and interaction within communities, we will endeavour to maintain a variety of communication options available for you to contact us and importantly for us to maintain contact with you.

Information about our services and public appeals for information are readily available on the force website which can be found by using the following address – [www.northern.police.uk](http://www.northern.police.uk)

Further information about incidents and media releases are available under the “News and Alerts” Section for each Division and Area Command.

Our structured communications with local communities will be consistent with an agreed strategy based on availability and accessibility of information to the public wherever possible.

In addition to this, the following alternative methods may be used in addition to direct contact with local policing teams. We will aim to provide relevant information for the public in relation to our policing services including changes to arrangements and the revision or addition of the many means of accessing police services which are available including:

- Force Website ( [www.northern.police.uk](http://www.northern.police.uk) )
- BT Telephone Directory
- Notice Boards at police stations
- Notice boards and posters at rural post offices/service points/NHS premises/village halls/public service buildings
- Local newspaper articles and adverts
- Community TV (Where available).
- Highland Council Ward Forums
- Community Councils
- Tailored letter drops
- Public Surveys