

## APPENDIX 3



1 October 2013

Mary Pitcaithly  
Falkirk Council  
Municipal Buildings  
Falkirk  
FK1 5RS

Forth Valley Division  
West Bridge Street  
Falkirk  
FK1 5AP

1 October 2013

Dear Mary

### **PUBLIC COUNTER SERVICE PROVISION**

I wrote to you earlier this year to advise that Police Scotland were embarking on a review of the service delivered at Police Public Counters. At that time I advised that I would provide further information as it became available and would provide an opportunity for you to comment on the proposals being made.

This letter is accompanied by a briefing pack which details the proposals that are being made, the information used to shape these decisions and the proposals for stations that will provide a public counter service. While this may seem a lot of information I am confident that it has been prepared in a way that is logical and allows for the reader to understand the reasoning behind the decisions. However, the recommendations in this document are not about closing police stations but about moving resources to ensure that we are maximising the policing service in your communities through the effective deployment of police officers.

It is recognised that a number of shared services have been developed over recent years. Police Scotland welcome this development and are keen to engage with local authorities, partner organisations in the public sector or third sector to further develop this concept and operational service delivery model. In addition some private enterprises have expressed an interest in developing police drop in or surgery type functions that provide easy access on a regular basis to police facilities within their commercial environment. Police Scotland are keen to explore these opportunities and would welcome contact to local command teams in the relevant divisions or to the Review Team at the email address below to discuss further opportunities to enhance the service that we all provide.

Police Scotland is publishing the briefing packs for each division on the Force internet site and these can be found at <http://www.scotland.police.uk>

I am keen to hear your views and would be grateful if you could send any correspondence by email to [PublicCounterReview@scotland.pnn.police.uk](mailto:PublicCounterReview@scotland.pnn.police.uk) or to Public Counter Review Team, Business Change Office, Police Scotland, Pitt Street, Glasgow, G2 4JS. I would be grateful to receive any comments by the 31 October 2013. If, however, you wish to discuss the matter with me personally, please arrange a meeting or conversation by telephone by calling 01324 678801.

Thank you again for your support and interest in the service that we provide.

Yours sincerely

**David Flynn**  
**Divisional Commander**  
**Forth Valley Division**