



Telephone
101

Direct Dial
02380 478701

Fax
01962 874201

Text Relay
18001 101

Email Address
matthew.reeves@hampshire.pnn.police.uk

31 March 2017

Dear Stakeholder,

Basingstoke Police Enquiry Office

By now you will probably be aware of the construction of the new Police Investigation Centre (PIC) at the Viables Business Park in Basingstoke, which is due to open on 4th April.

As part of this plan, the front office at Basingstoke police station will close and a new one will open in the PIC.

We know that the vast majority of people report crime and anti-social behaviour to us via the 101 telephone number, or 999 in an emergency, rather than visiting a police station. However, we are aware there are some people who would prefer to speak to someone in person. As such, the front office at the new PIC will retain the same opening hours as the old one – from **8am to 8pm, Monday to Saturday and 9am to 5pm on Sundays**.

The address of the new building is:

**Police Investigation Centre
Viables Business Park
Jays Close
Basingstoke
RG22 4BS**

Enquiry officers at the new front office will continue to deal with the tasks that form the majority of their day-to-day work, including people reporting for bail and lost and found property, as well as being available to take reports from members of the public and provide face-to-face advice.

The PIC is set to provide modern and fit-for-purpose facilities, including a 36-cell custody suite, and a new home for the investigation team in the force's northern area.



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It will not mean a reduction in the amount of police officers you will see out and about in Basingstoke – our Neighbourhoods and Response and Patrol teams will continue to operate from the Parklands building in London Road.

The intercom at the old police station in London Road will remain active until the building is fully decommissioned. This means that if a member of the public arrives there not realising that it has closed then they will still be able to speak to someone in our Force Enquiry Centre. Signage will also be provided with details of the PIC.

We are confident that the new enquiry office will provide a modern and more pleasant environment for members of the public who choose to visit us in person. There are sufficient parking spaces for visitors arriving by car, but it can also be accessed on foot or cycle from many parts of the town, or by using the number 12 bus route. If you have any concerns then please contact Chief Inspector Matthew Reeves in the first instance.

Yours sincerely,



Chief Inspector Matthew Reeves
District Commander
Basingstoke and Deane



Laura Parsonage
Operations Manager
Contact Management



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