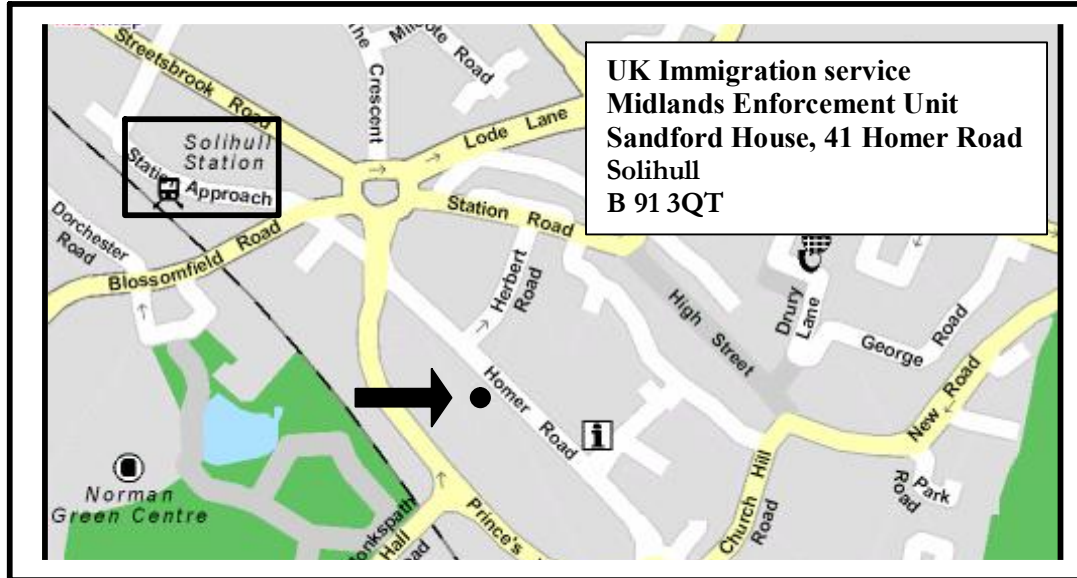


Guide to reporting at Sandford House, Solihull.

- The Reporting Centre is open Monday to Friday, between 9am and 4pm. We are unable to allow access into the Reporting Centre outside of these times.
- Always bring along your IS96 and ARC card (if you have one) as failure to do so could lead to you being turned away. If you lose your IS96 please contact this office to request a new one on 0121 713 3229 and ask for Reporting Centre.
- You will be checked by security when entering the building. This will involve a hand held scanner being passed over you as well as walking through a security portal which will detect any metallic objects on you.
- The following items will be taken off you by security upon entering the Reporting Centre and placed in a tray for you to pick up when you leave the building:
Lighters, matches, cigarettes, aerosols, perfume/aftershave, screwdrivers/tools, scissors, mirrors, razor blades, keys, pens, glass bottles, nail files, tweezers, fire arms, afro comb, umbrellas, cameras, camcorder, mobile phones, recording equipment, alcohol, any items with a cable.
- **Please note any knives or illegal items brought into the Reporting Centre will be confiscated and handed over to the Police.**
- For security purposes we do not normally allow people into the Reporting Centre unless they have been asked to come in or without prior agreement to accompany someone. If you need to be accompanied for medical reasons please ensure proof of your medical condition is supplied and where possible, notify us in advance of who will be accompanying you so as to avoid any delays in gaining entry on the day.
- We have a waiting room with approx 80 seats. Please try to take all available seats before standing.
- We have a water fountain on site for your use.* (to be added in once in use again)
- We try to keep waiting times to a minimum, but during busy periods it can be anything up to a 1 hour wait. Everyone will be dealt with in strict ticket order. To minimise queue times please ensure you:
 - ✓ Try to arrive in good time for the reporting slot you have been allocated.
 - ✓ Listen carefully for your ticket number to be called and make your way to the counter number given as promptly as possible.
 - ✓ Try to have all your documents ready when you are called and hand them over to the Reporting Officer when you reach a reporting counter.
- We have separate male, female and disabled toilets as well as a baby changing room on site.
- There are no parking facilities available on site.
- We expect all our staff to be polite and adhere to professional standards at all times, if you feel we have not done so, please do not hesitate to ask to speak to a Reporting Centre Manager to discuss the matter. Alternatively you can write into the Reporting Centre with the details of any complaints.

- We welcome feedback on how we can improve your visit to Sandford House Reporting Centre, please send any suggestions for the attention of the Reporting Centre Manager.

How to get to the Midlands Enforcement Unit



How to get to the Midlands Enforcement unit by bus from Birmingham City Centre

No. 37 : Every 6 Mins

No. 6 : Every 10 Mins

No. 41 : Every 20 Mins

All buses can be caught from opposite **Digbeth Coach Station**.

You then need to catch the bus to **Station Road in Solihull**, it is a short walk down **Herbert road** and onto **Homer Road** to our office. You can follow signs for the Police Station or Magistrates Court as our building is situated directly opposite.

How to get to the Midlands Enforcement Unit by train from Birmingham Snow Hill Station

Solihull station can be reached via **Snow Hill station**. Trains run every 20 minutes. After reaching **Solihull Station**, you need to walk **right** down **station approach**. Then cross **Blossomfield Road** and you will be on **Homer road**, follow this road straight over the next main road. The Midlands Enforcement Unit is then the **Third large building on the right** of the road.