



Freedom of Information Request 508/15

Response date: 6th July 2015

I am writing to make the following requests under the Freedom of Information Act 2000. You are obliged to reply within 20 working days.

1. How many police stations/police front counter offices/local police/sub offices have closed in your force area since May 2010?
2. How many police stations/police front counter offices/local police/sub offices are expected to close over the next five years?

RESPONSE

Question 1

21 police stations/police front counter offices/local police/sub offices have been closed within the South Wales Police force area since May 2010.

Question 2

There are no plans to close any front counter provisions at this time. Please note that whilst front counter services are not available at some local police stations they are still located in operational stations which have officers working from them.

South Wales Police undertook footfall analysis at all of our Front Desks in November 2010 and again in May 2013. Both of these exercises clearly demonstrated that demand for Front Desk services has reduced significantly.

The communities which we serve are changing and visits by the public to Police Stations are reducing. For example the demand for member of the public to present various document at Front Desks have been reduced dramatically with the advancement of technology.

The public's main way of contacting the Police to report incidents and crimes has also changed. The vast majority of incidents are now reported to the police via the phone. Our Public Service Centre, launched in spring 2012, serves as a 'one stop shop' for customers who contact us in this way. In addition, South Wales Police are responding and communicating with the public through social media via Facebook and Twitter and also online through our Force webpage and via email.

South Wales Police remain committed to providing members of the public with the opportunity to access our face-to-face services with 8 Front Desks open to the public. All other stations within the force area remain operational with police officers stationed at these locations.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT THE DATE ORIGINALLY PROVIDED.

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