



**METROPOLITAN
POLICE**

TOTAL POLICING

Freedom of Information Request Reference No:

I note you seek access to the following information:

I would like to receive information regarding the number of police station front desks closing in London in the past three years up to the present.

Specifically, I would like to receive details of:

The frequency of police stations that have had their front desks closed (or have been closed entirely), and the locations of those stations.

DECISION

I have disclosed the located information to you.

The MPS define a police station as an operational building that has a front counter. Please see the attached spreadsheet which provides the closure of all buildings with front counters in the past 3 years.

CONTEXT

The Mayor's Office for Policing And Crime, supported by the MPS, carried out a twelve week consultation on a new Public Access and Engagement Strategy for policing. In addition, the MPS has done extensive research to understand how the public wish to contact our officers or report crime. Only eight per cent of crimes were reported at police front counters in 2016, down from 22% percent in 2006, and this number continues to fall, whilst 70% of crime is reported on the phone. To respond to the public's needs, we aim to provide more options in how people access and engage with us. And as such, we're redesigning our services to be focused on what people want and need, so our services are more accessible, enhance engagement, and make the best use of digital technology.

As we reduce the number of buildings we operate from, we will also reduce the number of front counters. We will however be improving the other ways the public can contact us: More dedicated ward officers, contact sessions in the right places, better telephone reporting, and a better online service. We will retain at least one 24/7 front counter in every borough.

Our approach is described in detail in the strategy document that can be found online at <https://www.london.gov.uk/mopac-publications/public-access-strategy>

The MPS remains committed to providing the best service for Londoners to use, which allows us to deliver an effective and appropriate response. This means maximising the value the public gets from our resources, including officers, staff and our estate.

I would like to take this opportunity to thank you for your interest in the Metropolitan Police Service.

Information Rights Unit

Calendar Year Front Counter Closed	Property Name	Front Counter Closure	Status	Temporary or Permanent Closure	If Front Counter replace - Replacement is now at:	Property Type	Address Line 1 (For Ericksson Request)	Address Line 2	Address Line 3	Town	County	Post code
2014	Barking Police Station	FC Closed	Site Disposed of	Permanent	Barking Learning Centre	Police Station	Barking Police Station	6 Ripple Road		Barking	Essex	IG11 7PE
2016	Fulham Police Station	Front Counter remains open	Site Disposed of	Permanent	Front Counter currently housed in Waitrose Car Park	Police Station	Heckfield Place			Fulham	London	SW6 5NL
2016	Hammersmith Police Station	FC Closed	Site being redeveloped	Temporary	Front Counter currently housed at Shepherd's Bush Police Station	Police Station	26 Shepherd's Bush Road			Hammersmith	London	W6 7NX