1) How many police stations did you have with a “front desk” open to the public in January 2012? By a front desk, I mean where the public can have face to face contact with the police, open for them to drop in without an appointment.

West Yorkshire Police had a provision of 26 Help Desks with public access in 2012. Opening hours varied by location, but all offered accessibility for the public at points throughout the day.

2) Please provide addresses and postcodes for each of those and give the opening hours for January 2012, e.g. 24 hour, 09:00 to 17:00 etc.

Weetwood Station, 300 Otley road, Weetwood, LS16 6RG, open 24 hours daily.
Pudsey Station, Dawsons Corner, Pudsey, LS28 5TA, open 0900 x 1700 Weekdays.
Otley Station, Bridge Street, Otley, LS21 3AZ, open 0900 x 1700 weekdays.
Killingbeck station, Foundry Lane, Seacroft, LS14 6NN, open 24 hours daily.
Stainbeck Station, 10 Stainbeck Lane, Chapeltown, LS7 3QU, open 0700 x 2300 daily.
Wetherby Station, Boston Road, Wetherby, LS22 5HA, open 1000 x 1800 Monday to Saturday.
Garforth Station, Lidgett lane, Garforth, LS25 1LJ, open 0800x1800 Monday to Friday.
Holbeck Station, Burton Road, Beeston, LS11 5EF, open 24 hours daily.
Millgarth Station, Eastgate, LS2 7AU, open 24 hours daily.
Morley Station, Corporation Street, Morley, LS27 9NB, open 0800 x 2000 Monday to Saturday.
Wakefield Station, 40 Wood Street, Wakefield WF1 2HB, open 24 hours daily.
Pontefract Station, 1 Gillygate, Pontefract, WF8 1PH, open 0700 x midnight daily.
Castleford Station, Jessop Street, Castleford WF10 1DQ, open 0800 x 1800 Monday to Saturday.
South Kirkby Station, Stockingate, South Kirkby, WF9 3XA, open 0800 x 1800 Monday to Saturday.
Huddersfield Station, Castlegate, Huddersfield HD1 2NJ, open 24 hours daily.
Dewsbury Station, Aldams Road, Dewsbury, WF12 8AR, open 0800 x 2200 daily.
Holmfirth Station, Huddersfield Road, Holmfirth, HD9 3JL, open 0800 x 1600 Monday to Friday.
Halifax Station, Richmond Close, Halifax HX1 5TW, open 24 hours daily.
Todmorden Station, Burnley Road, Riverside, OL14 5EY, open 0800 x 1800 Monday to Saturday.
Ilkley Station, Ridding Road, Ilkley LS29 9LU, open 1000 x 1800 Monday to Saturday.

3) Please state how many police stations you have with a “front desk” open to the public now. There are currently 19 Police Stations or Premises with a front counter provision.

4) Please provide addresses and postcodes for each of those and give the opening hours, e.g. 24 hour, 09:00 to 17:00 etc.

Weetwood Station, 300 Otley road, Weetwood, LS16 6RG, open 0800 x 1600 daily.
Killingbeck station, Foundry Lane, Seacroft, LS14 6NN, open 0800 x 1600 Monday to Friday.
Stainbeck Station, 10 Stainbeck Lane, Chapeltown, LS7 3QU, open 0800 x 2200 daily.
Leeds DHQ, Elland Road, Beeston LS11 8BU, open 0800 x 2200 daily (replaced Holbeck Station).
Leeds central Police Station, Park Street Leeds LS1, open 1000 x 1800 daily (replaced Millgarth Station).
Morley Station, Corporation Street, Morley, LS27 9NB, various hours Monday to Saturday.
Wakefield DHQ, Havertop Lane, Normanton, open 0800 x 2200 daily (replaced Wakefield Wood Street).
Pontefract Town Hall, WF8, open 0800 x 1800 Monday to Saturday (replaced Pontefract Gillygate).
Castleford Station, Jessop Street, Castleford WF10 1DQ, closed due to staff security issues.
Huddersfield Station, Castlegate, Huddersfield HD1 2NJ, open 0800 x 2200 daily.
Dewsbury Station, Aldams Road, Dewsbury, WF12 8AR, open 0800 x 2200 daily.
Halifax Station, Richmond Close, Halifax HX1 5TW, open 0700 x 2300 daily.
Todmorden Station, Burnley Road, Riverside, OL14 5EY, open 0800 x 1800 Monday.
Trafalgar House, Nelson Street, Bradford, BD5 0DX, open 0800 x 2400 daily.
Lawcroft House, Lilycroft Road, Bradford, BD9 5AF, open 0800 x 1600 Monday to Friday.
Keighley Station, Royd Ings Ave, Keighley, BD21 4BY, open 0800 x 2200 daily.
Eccleshill Station, Javelin Close, Eccleshill, BD10 8SD, open 1000 x 1800 Monday and Friday.
Shipley Station, manor Lane, Shipley BD18 3RR, open 1000 x 1800 Tuesday and Wednesday.
Ilkley Station, Ridding Road, Ilkley LS29 9LU, open 1000 x 1800 Thursday.

Please see the link below for more information relating to your request.
https://www.westyorkshire.police.uk/npt

5) How many police station front desks have closed to the public completely since January 2012?
A previous review of the Help desk function revised the number of counters from 26 to 19. Not all of these sites were open all day every day, and the decision was based on public use, and the need for West Yorkshire Police to deliver a value for money service to the public of West Yorkshire.

6) How many police station front desks have had their opening hours reduced since January 2012?
The opening hours of the original 26 sites were reviewed and realigned in 2013 when the provision was revised to 19 sites from 26.

7) How many police station front desks are you planning/proposing to close? Please state which ones and the dates you expect changes to take effect.
The following locations will close their doors to public enquiries but will continue to be used as bases for police officers working in that area Weetwood, Killingbeck, Morley, Lawcroft House (Bradford), Eccleshill, Shipley, Ilkley. The police helpdesk at Pontefract Town Hall is not a deployment centre and is included within the modernisation proposal.

The changes will free up resources which will be used to increase front line policing in communities.

The surveys carried out earlier this year showed that 91% had not used a helpdesk in the last 12 months, with 61% having never used one at all. Analysis of demand has shown that the footfall at front counters has reduced by a total of 19% since the previous review.

8) How many police station front desks are you planning/proposing to reduce the opening hours of? Please state which ones and the planned/proposed changes and the dates you expect changes to take effect.
The force aims to deliver a consistent and sustainable front counter provision which is necessary to ensure the public of West Yorkshire know when and where they can access the service in person at a counter. This means that some sites will close earlier than they do now, such as Bradford Trafalgar House (to close one hour earlier weekdays), but others will be able to remain open for longer. It is crucial that we continue to consider how best to use our resources to keep people safe and feeling safe.

The proposed opening hours for all sites except three bespoke ones are; Mon-Fri 0800 x 2200 and Saturday and Sunday 0800 x 2000. The three bespoke sites, Leeds central daytime hours
Mon-Fri, Todmorden daytime hours Mondays only, and Northgate Wakefield 1000 x 1500 Mon-Fri.

The survey and our own analysis highlights that in many police stations, only a few people use public Help Desks each day and a significant number of them are attending pre-arranged appointments with officers. The vast majority of people are actually contacting us through other means.

It is clearly not efficient to have Help Desks open when they are not being used, but we are committed to providing a service that is visible and accessible and that meets the needs of our communities.

These changes ensure that 90% of residents are within five miles of a staffed helpdesk.

9) How much have you saved by changing the opening hours of front desks (if applicable)? Please state the annual saving (an estimate would be fine but please state if this is the case). No savings have been made as no decision has been made in respect of the revised operating model.