



30 January 2026

To: All London Partners

**Commander Hayley Sewart**

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Dear London Partners,

**Front counter closures and extended operating hours to be implemented from the end of February 2026.**

You will have received a letter from Assistant Commissioner Matt Twist on 15<sup>th</sup> October 2025 outlining the final design for police front counter provision. Since July last year, we have held a series of communication and engagement sessions with you to explain the proposed changes. Alongside this, we have also updated you on our wider Estate Strategy and are asking partners to work with us to deliver 40 new policing hubs over the next three years, which, in addition to freeing up police officer resources from front counters, will help to maintain a strong local presence and proximity to neighbourhoods which we know is important to Londoners.

As a reminder, the changes to front counter provision is one of the Met's 15 tough choices required to close a £260 million funding gap, following a decade of underfunding that has required difficult financial decisions. This change also modernises the service in line with how Londoners report crime, with only 5% of reports currently made at front counters.

Under the final design, the Met will retain 27 front counters across London. **Two counters, Charing Cross and Lewisham, will continue to operate 24/7**, while the remaining 25 will open Monday to Friday, 10am-10pm, and weekends 9am-7pm. The decision to operate these counters on these hours has been data led, ensuring they are meeting the demand that is placed on them.

We are now progressing to the next phase of implementation. Below, we outline the changeover dates and the mitigation measures that have been put in place, to ensure the public is informed about how to access Met Police services, where provision is changing.

The following front counters **will close on Saturday, 28<sup>th</sup> February**:

Currently 24/7	Currently reduced hours
Chingford	Barking Learning Centre
Harrow	Church Street
Kensington	Mitcham
Twickenham	Royalty Studios
Wimbledon	Pinner (currently a Volunteer Site)

The following 25 counters will be **moving to their new opening hours from Tuesday, 3<sup>rd</sup> March**.

Their operating hours will be **Monday to Friday, 10am-10pm, and weekends 9am-7pm**.

Acton	Colindale	Hammersmith	Kentish Town	Stoke Newington
Bethnal Green	Croydon	Hayes	Kingston	Sutton
Bexleyheath	Dagenham	Hounslow	Lavender Hill	Tottenham
Brixton	Edmonton	Ilford	Plumstead	Walworth
Bromley	Forest Gate	Islington	Romford	Wembley



In the lead up to these changes, we will be taking steps to communicate the changes with members of the public, and locally, BCU teams will be engaging directly with local stakeholders on alternative ways to access services.

#### Notifying the Public:

- **Signage will be installed from early February** at front counters scheduled for closure and reduced hours, notifying the public in advance.
- **Met Engage**, the Met's online platform connecting residents with local ward teams for two-way communication, will have targeted communications from early February to the residents in the boroughs that are affected.
- **Neighbourhood Policing teams in BCUs** will also be engaging with residents and stakeholders in advance to notify them of changes and to sign post to the alternative ways to access services.

#### Alternative ways to contact the Met:

- Outside all front counters that are due to be closed or moved to reduced hours, **weatherproof phones will be available for direct connection to 999 or 101 services**, which are currently being upgraded to digital.
- All other Met services remain accessible through multiple channels: 24/7 **emergency response via 999 and non-emergency reporting via 101 and online**.
- **In-person appointments** can be booked with officers to come and see victims of crime, offering a convenient, face-face service for the public.
- **Video appointments**, which have proven highly effective and popular, offering privacy and convenience, will also be offered as an alternative.
- **Neighbourhood policing teams** continuing to operate locally, providing face-to-face engagement through ward bases, street briefings, and community events.
- **Language line services** are available through 101 and 999, regardless of whether an individual uses their own phone/mobile device or a weatherproof phone.

Although this was a challenging decision, it enables the Met to be more present within our communities by freeing up officer resources. We remain committed to being accessible, visible and responsive, with neighbourhood policing at the heart of how we serve London.

#### Policing Hubs

As mentioned at the beginning of this letter, we are asking partners to help us deliver Policing Hubs. The Deputy Mayor and the Commissioner wrote to you on 18<sup>th</sup> December 2025, outlining our current Estate Strategy and how you as partners can help us deliver 40 more neighbourhood police hubs, such as the ones we have opened in Greenwich, Redbridge and Westminster. Assistant Commissioner Matt Twist has also written to local authority chief executives asking for their support to identify suitable locations for the next tranche of these hubs, so we can ensure that more neighbourhood officers are embedded within the communities they serve. If you know of an opportunity we should explore within your local community, then please get in touch.

Thank you for your continued partnership. We remain committed to working closely with you to ensure our services continue to meet the needs of Londoners.

Yours sincerely,

Commander Hayley Stewart