

Susan Hall AM

Deputy Chairman of the Police and Crime
Committee
London Assembly
City Hall
AssemblyChair@london.gov.uk

Our ref: MOPAC111025- M5411

2 October 2025

Dear Susan,

Thank you for the petition you presented at Mayor's Question Time on 11 September about the proposed closure of the 24/7 police counter at Kensington Police Station. I am replying on his behalf.

As you will be aware, the mayor maintains strategic oversight of the Metropolitan Police Service (MPS), but is not involved in the operational delivery of policing. The decision to put forward initial high-level proposals, which include closing the front counter services, is an operational decision led by the MPS.

After over a decade of cuts made by the previous government, worth more than £1 billion, the Met has been left in an extremely difficult financial situation. The mayor is doing everything he can to support policing and his 2025/2026 budget included a historic £1.16bn investment in the Metropolitan Police. This helped to protect neighbourhood policing saving 935 officers. But the Met is still facing a significant funding gap and the Commissioner has been clear this means he will need to make cuts, unless additional funding is provided. The way in which Londoners contact the police has changed considerably over the years. 95% of crime is now reported via phone, online, or directly to officers in the community. This shift in public behaviour, coupled with the financial pressures faced, has led the MPS to reassess how best to use their limited resources

I recognise your concerns about accessibility, particularly for vulnerable constituents. The MPS is conducting an Equality Impact Assessment (EIA) on the front counter proposal, which will inform its final decision. MOPAC has fed back on the EIA to ensure the process is responsive to the needs of London's diverse communities and staff. This is an ongoing iterative process that will continue over the coming months.

I have also made representations to MPS that these proposals must be subject to a proper engagement process with union representatives and that once a final proposal is agreed, there are the appropriate mitigations in place.

With support from City Hall, the MPS has introduced and explored a range of measures to ensure everyone can access its services.

These include:

- More visible community policing to enable people to report concerns to officers in their community.

- Video appointments – which have been successfully used by over 21,000 victims in London, with 97% choosing this method over in-person appointments with a police officer.
- Met Engage – a new digital platform enabling two-way communication between residents and their local ward teams.
- Remote witness statements – offering convenience and flexibility for those unable to attend in person.
- Piloting the use of a video screen outside of MPS buildings as another potential alternative, which can be used to contact the police.

Importantly, whilst front counters may close, police stations themselves will remain operational, and officers will continue to be based locally. As part of the MPS's commitment to neighbourhood policing, it is actively exploring all options to ensure officers are within a 20-minute walk of their ward boundaries. This includes working with local authorities and other partners to develop co-location opportunities.

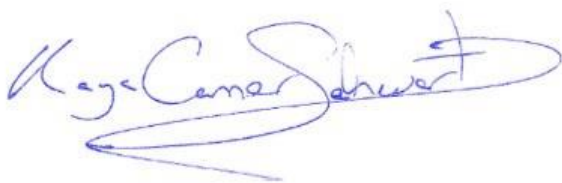
As you know, the New Met for London sets out the MPS's mission to deliver More Trust, Less Crime and Higher Standards. Real progress is being made. In Quarter 4 24/25, 76% of Londoners believed the MPS was an organisation they could trust – the highest level since Quarter 1 21/22¹. In the calendar year to the start of September 2025, London saw the lowest number of homicides since monthly records began in 2003. In the first quarter of this financial year, knife crime was down 19% compared to the same time last year. Personal robbery and theft from the person were down by 13% in the same period². The latest Office for National Statistics figures show that you are less likely to be the victim of violent crime in London than you are in the rest of England and Wales³.

These gains reflect a strategic focus on rebuilding trust, improving operational effectiveness and delivering safer communities for all Londoners.

Should Londoners wish to discuss local policing provision further, their local Borough Commander would welcome this conversation.

Thank you again for taking the time to present this petition.

Yours sincerely,



Kaya Comer-Schwartz
Deputy Mayor for Policing And Crime

¹ https://data.london.gov.uk/download/56df40cf-fad7-4cba-bc4f-c07f8a8faa0f/ab5a4357-1f92-454b-9a08-7cb488f33497/Q4_2425_Public%20Voice%20results%20pack_FINAL.pdf

² MOPAC analysis of MPS crime data: [MPS Monthly Crime Dashboard Data - London Datastore](#)

³ [Crime in England and Wales - Office for National Statistics \(ons.gov.uk\)](#)