



**Green London
Assembly Member**

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Commissioner of Police of the Metropolis
Sir Mark Rowley
(Via email)

08 September 2025

Dear Commissioner,

A New Met for London Phase 2 response

I am writing to you to provide my feedback and views on the draft A New Met for London: Phase 2 plan.

Lack of transparency

As I mentioned during the London Assembly Plenary meeting (6 August 2025, focused on your decision to close and reduce the opening hours of front counters), I am disappointed that there is no public facing document that transparently details the Metropolitan Police Service (MPS) progress on all the commitments made in A New Met For London (NMfL) 2023-2025.

Whilst Annex A in A New Met for London: Phase 2 says that it shows: "Progress against A New Met for London Phase 1", this is not telling a complete story. Most notably, the section "Changing how we manage our buildings to support communities" under "Community Crime-Fighting" in Annex A has no mention of the commitment in NMfL 2023-2025 that by April 2025 "Londoners will be able to more easily contact us, whether by phone, digitally or face to face. Each borough will have at least one 24/7 front counter" and the decisions the MPS has taken to rollback on this commitment.

The Annex selectively mentions targets and only highlights where there has been progress against NMfL 2023-2025 commitments. With the Annex not including areas where the MPS either failed to meet the commitments set out in that initial document or rolled back on them once they were achieved or not delivered at all, the MPS is misleading the public about how successful NMfL 2023-2025 was and the current state of the MPS.

A further example is a commitment in NMfL 2023-25 under the heading "Making communities a Met-wide priority and the bedrock of how we police" which says: "All parts of the Met will talk to our community-based teams before they take any planned action that

affects those communities” with a deadline of July 2023. In the corresponding section in the Annex of A New Met for London: Phase 2 there is no mention of the progress against this commitment. See my Appendix (1) at the end of this letter for screenshot examples of this.

If there is no mention of this commitment in the Annex of A New Met for London: Phase 2, are Londoners to assume that this commitment, like the commitment to each borough having at least one 24/7 front counter has been undone?

“Being unwilling to disclose in real time the failures of the MPS is one of the many reasons why Baroness Casey said the Met had lost its way and could no longer presume that it has the permission of the people of London to police them. The MPS must be transparent about its failures, in all areas, if it wants to move forward. Continuing to deny there are issues in the present, only to admit failures multiple years later, means Londoners struggle to believe what you say is the truth

Baroness Casey said in her report in March 2023 that the MPS: “does not easily accept criticism nor ‘own’ its failures. It does not embrace or learn from its mistakes. Instead, it starts from a position that nothing wrong has occurred.”¹ It’s disappointing that nearly two and a half years later that this is still clearly the case.

Lack of commitment and hollow consultation

With the high-profile rollback on a goal from NMfL 2023-2025 that each borough would have at least one 24/7 front counter, it is difficult to trust that anything written in A New Met for London: Phase 2 will happen.

With the MPS showing that they are willing to undo things that they had previously said they were going to achieve, why should anyone believe that the MPS is committed to doing what it says in this new document?

Not knowing whether any of the commitments in this recent document are going to be immediately overturned, coupled with the lack of transparency, means that Londoners and organisations might be disincentivised from engaging with the plan. They can see that their views and responses they provide do not matter and the MPS will do as it wishes regardless of their feedback.

A New Met for London: Phase 2 also feels confused at times. While reading the document it was sometimes difficult to say whether it was meant for the MPS internally or for the public. The quote boxes in places like page 30 flipping from the perspective of a member of the public to a member of the MPS such as on page 36. See my Appendix (2) at the end of this letter for screenshot examples of this.

If this is a document that you are genuinely looking for feedback from Londoners on, then it should be tailored to them the whole way through.

¹ [BARONESS CASEY REVIEW Final Report](#)

My response

As I detailed in my response to the Mayor's Police and Crime Plan 2025-29 from February this year, I believe there are five outstanding key areas the MPS, the Mayor and MOPAC need to work on.

My five outstanding recommendations are:

1. Embed a public health approach across all areas of policing.
2. Protect the right to protest, call for a review of the Public Order Act and increase scrutiny of the MPS use of protest powers.
3. Conduct an evidence-based review of stop and search.
4. Co-produce a Disability Hate Crime action plan.
5. Change data retention practices so women and people in sex work are not criminalised and stigmatised for the rest of their lives.

I believe these remain areas that could be addressed in this A New Met for London: Phase 2 plan too. For a detailed explanation of each of these recommendations, please see my response to the Mayor's Police and Crime Plan 2025-29.²

Thank you for taking the time to read my response. I hope the points I raise in this response are genuinely considered as part of your work on A New Met for London: Phase 2.

Yours sincerely,



Zoë Garbett
Green Party Member of the London Assembly

² [Response to Mayor's draft Police and Crime Plan 2025-29 - Zoë Garbett AM | London City Hall](#)

Appendix 1

An example of commitments from A New Met for London 2023-2025 missing in A New Met for London: Phase 2

A screenshot from page 18 in A New Met for London 2023-2025 showing the commitment under the heading “Making communities a Met-wide priority and the bedrock of how we police” which says “All parts of the Met will talk to our community-based teams before they take any planned action that affects those communities” with a deadline of July 2023.

1. Community crime-fighting:

Working with Londoners to keep them safe

Our first duty as a police service is to reduce crime and keep London safe. Bearing down on neighbourhood crime, violence and sexual predators, while at the same time building confidence, requires a new approach. This plan does that. We'll work with the public to build a new, communities-first approach, better understanding their priorities and working together to deliver More Trust and Less Crime. This means reforming and strengthening how we police London in a way that's focused and driven by Londoners themselves, supporting the delivery of the Police and Crime Plan for London.

a. We'll get back to policing with London and put communities first across the Met.

Making communities a Met-wide priority and the bedrock of how we police.

All senior leaders across the Met, from Basic Command Units (BCUs) to central specialist functions, will be held to account for how they listen to, collaborate with, and deliver for communities.

July 2023

All parts of the Met will talk to our community-based teams before they take any planned action that affects those communities.

A corresponding screenshot from page 18 in Annex A in A New Met for London: Phase 2 under the heading “Making communities a Met-wide priority and the bedrock of how we police” showing no mention of the commitment in A New Met for London 2023-2025 that by July 2023 “All parts of the Met will talk to our community-based teams before they take any planned action that affects those communities”.

Progress against A New Met for London Phase 1



Community Crime-Fighting

Making communities a Met-wide priority and the bedrock of how we police.

- ✓ Each of London’s 32 boroughs now has a Neighbourhood Superintendent to enable senior contact and accountability.
- ✓ Every borough has held at least four community events and established its own Safer Schools Partnership and ward panels.
- ✓ We have refocused our neighbourhood teams onto community crime-fighting – dealing with the crimes that local communities tell us are most important to them and dealing with the small number of prolific offenders who commit the majority of these crimes.

Appendix 2

An example of the confused audience for A New Met for London: Phase 2

A screenshot from page 30 of A New Met for London: Phase 2 showing a quote box explaining what people will be able to see, what they will be able to do and how it will feel from the perspective of a member of the public.



They didn't just go through the motions; they listened to what I needed. I felt supported the whole way through and, in the end, it was the right result for me



What you will see	What you will be able to do	How it will feel
<ul style="list-style-type: none">■ A tailored response from first contact to outcome, through your channel of choice■ Faster call handling and quicker suspect identification through our Resolution Centre■ A joined-up team working together from first response to custody, giving a smoother experience■ Officers who listen, adapt, and act in a way that delivers the right result for you■ Spending more time tackling the most harmful and prolific offenders, making communities feel safer	<ul style="list-style-type: none">■ Choose how to report and get clear updates throughout, in the way that suits you■ Easily find out when your crime has been solved■ Share evidence digitally and contact the Victim Focus Desk with questions■ Access wrap-around support and services beyond the police■ Work with restorative justice practitioners for quicker, more personal resolutions	<ul style="list-style-type: none">■ Empowering – you'll have real choices about how to engage and what support you need■ Compassionate – your needs will shape the officer's response. You are informed of progress and signposted to the right support organisations■ Supportive – officers will guide you through, check in, and help you feel able to stay with the process from start to finish■ Responsive – there are alternative options for justice when a lengthy court case is not what you want

A screenshot from page 36 of A New Met for London: Phase 2 showing a quote box explaining what people will be able to see, what they will be able to do, and how it will feel, but this time from the perspective of a member of the Metropolitan Police Service.



There's a real sense of progress. I'm supported to thrive, trusted to lead, and part of a Met where everyone's contribution to protecting Londoners is valued



What you will see	What you will be able to do	How it will feel
<ul style="list-style-type: none">■ Colleagues who are open, accountable and care about doing the right thing■ Recognition for what matters, professionalism, victim focus and community work■ Supervisors who lead with impact and hold themselves to high standards■ Teams that put their communities at the heart of the decisions they make	<ul style="list-style-type: none">■ Call out poor behaviour and know it will be dealt with■ Lead conversations about local crime priorities and shape how we respond■ Work with officers from other teams and specialisms without silos■ Focus on your performance and development with meaningful feedback and support	<ul style="list-style-type: none">■ Connected – proud to be part of a Met that reflects the best of London and close to the community you protect■ Reassuring – supported by leadership that values performance, wellbeing and development■ Inclusive – proud of standards we uphold in a place that values diversity■ Inspiring – culture that reflects the reason you joined