



Marina Ahmad AM
Chair of the Police and Crime Committee

Sir Mark Rowley QPM
Commissioner of Police of the Metropolis

(Sent by email)

12 September 2025

Dear Sir Mark

Closure of front counters

I am writing to you to share the Committee's concerns about the announcement of a reduction the number of police station front counters across London from 37 to 19; as well as the decision to cut the number of counters open 24 hours across all seven days down to just eight.¹ We are also disappointed at the decision to move forward with these closures without consultation.

That the Met is facing tough choices in its budget is not in dispute. As Assistant Commissioner Matt Twist put it in the Assembly's plenary meeting on the debate on this issue in August, "We can no longer do all of the things we once did in the same way and so we need to make difficult choices and prioritise."² But we question the overall value in a decision that will cut Londoners' opportunities to have face to face contact with officers. Ultimately, we do not agree that this is the right way to achieve the efficiencies and savings demanded of the Met.

This decision will mean the Met will not be able to deliver on its commitment in A New Met for London to ensure that "Each borough will have at least one 24/7 front counter."³ Coming at the same time as A New Met for London: Phase 2 and a renewed set of objectives, we are left to question what else will be dispensed with when conditions become less favourable.

¹ BBC News, [Met Police to close half its front desks following budget cuts](#), 17 July 2025

² [London Assembly Plenary Transcript - 6 August 2025](#), p.1

³ Metropolitan Police, [A New Met for London 2023-2025](#), p. 22

The Committee also believes that cutting back 24-hour front counter services across the capital undermines objectives set out in A New Met for London: Phase 2. The Phase 2 NMFL report states that “policing is most successful when we have a foundation of working in neighbourhoods, close to and, where possible, with the people living and working there.”⁴ We agree. Yet, the closure of front counters does not fit with this local aim, and we fear this will reduce the opportunities for Londoners to speak to Met officers and report crimes. This is particularly concerning given more people than ever contacted the Met in 2024/25.⁵

The Committee is also concerned about the speed at which the Met is progressing with these plans, and the lack of consultation. It is alarming to hear that there will be no public consultation on the decision, unlike previous proposals to close police buildings and front counters.⁶

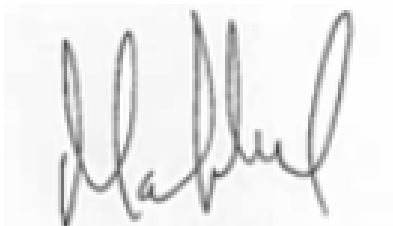
In light of these concerns, the Committee is calling for a full public consultation. It would also be grateful for answers to the following questions:

- Has the typology of offences being reported at police stations been considered as part of the consideration for closing the front counters?
- Is the decision for which police stations are to be closed based solely on the number of crimes reported at that police station?
- Has the Equality Impact Assessment on the closure and reduction of front counters been undertaken? Would the Committee be able to receive a copy of this?
- How will the closure of police stations impact trust and confidence in the police?

I would be grateful if you could send your response to Philip Lewis at Philip.lewis@london.gov.uk by 10 October 2025.

Please contact Philip Lewis if you have any questions.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Marina Ahmad', is shown on a light grey background.

Marina Ahmad AM
Chair of the Police and Crime Committee

⁴ Metropolitan Police, [A New Met for London: Phase 2 \(2025-28\)](#), p. 16

⁵ Metropolitan Police, [A New Met for London: Phase 2 \(2025-28\)](#), p. 15

⁶ See [Q&A: Police front counter closures | London City Hall](#), as well as other earlier consultations.