



30 January 2026

Superintendent Luke Dillon

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Dear Croydon Partners and Community Groups

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

You may have seen messaging from the MPS central communications team outlining the Met-wide changes to front counter provision being implemented from the end of February 2026. I am writing to provide a brief local update.

As you will read in the main communication, some front counters across London will close, while others will move to extended operating hours. These changes are intended to modernise how the public access our services and ensure we continue to meet local needs effectively.

The following front counters **will close on Saturday, 28th February**:

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

The following 25 counters including Croydon will be **moving to extended hours from Tuesday, 3rd March**. This means 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

Whilst I know that reducing accessibility via the Croydon front counter will not be welcomed there are many other ways to contact police both urgently and for more routine matters. These changes enable the Met to be more present within our communities, and we remain committed to being accessible, visible and responsive. In recent months we have taken a number of steps to improve accessibility and visibility including:

- Increase in Town Centre Teams focused on area-specific issues to ensure a greater visible presence, faster response times, and improved engagement with businesses and residents in busy shopping and transport hubs.
- Hotspot patrol in the key areas across the borough
- Wider use of Met Engage enabling communities to contact us directly



- A number of community events including Coffee with a Copper, Walk, Talk & Do initiatives, our New Met For London 2 Launch and safe space initiatives.

Should you have any further queries or concerns, please contact your local policing team, you can find their details by entering your postcode [HERE](#).

Yours Sincerely,

Luke Dillon

Superintendent – Croydon Neighbourhoods