

30 January 2026

**Detective Chief Superintendent
Christina Jessah**

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Dear Kensington and Chelsea partner

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

You will recently have received a message 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 and to set out how we will support communities through this transition.

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 will be **moving to extended hours from Tuesday, 3rd 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

The changes themselves will be overseen locally by Superintendent Owen Renowden who leads neighbourhood policing in the borough. Should you have any further queries or concerns, please reach out to him (owen.j.renowden@met.police.uk).

We will be continuing to focus on:

- **Enforcement and crime reduction**
 - Neighbourhood Policing Teams are focused on area-specific issues to ensure a greater visible presence, faster response times, and improved engagement with businesses and residents in busy shopping areas and transport hubs.
 - Better targeted use of proactive policing tactics and stop-and-search powers
- **Community engagement opportunities**
 - We are continuing to increase sign-ups to Met Engage and will use this as a touch point for people to get in contact with local officers working in their neighbourhoods.
 - Community drop-in sessions across the borough are already in place and we are planning to build on these to increase accessibility to local policing teams.
- **Strengthening community partnerships**
 - We will continue to build on the effectiveness of our community partnerships (Independent Advisory Groups (IAG), Youth IAG, Stop and Search Community Monitoring Group and Ward Panels)
 - We are exploring opportunities to establish co-location and touchdown sites alongside other strategic partners.
 - Video appointments and remote statement taking are now available, providing greater convenience for those reporting crime.
- **Improving safety for women and girls**
 - We will continue our work to combat violence against women and girls. This includes high-visibility patrols, events to understand and act on locations of concern, visible night-time economy and transport hub policing.
 - Our partnerships with council, charities, and domestic abuse services will continue.

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

I want to reiterate that neighbourhood policing teams will continue to be based at both Kensington Police Station and Royalty Studios. These changes to our front counter provision have meant that we are better able to build on our neighbourhood policing improvements and continue our work to drive down crime in the borough.

Yours Sincerely,



Detective Chief Superintendent Christina Jessah

BCU Commander - Central West BCU