



HOUSE OF COMMONS
LONDON SW1A 0AA

Sadiq Khan
Mayor of London
City Hall
Kamal Churchie Way
London
E16 1ZE

17 October 2025

Dear Sadiq,

Re: Closure of Twickenham police station front counter

We are writing to express our and residents' concerns about the closure of the front counter at Twickenham police station, and to ask for greater clarity into the rationale for its closure.

We were pleased to learn that, following concerns raised by MPs and others, the Metropolitan Police announced that it will close fewer front counters than originally planned. However, as elected representatives of Richmond Borough, we were disappointed that Twickenham's police front counter still faces the axe.

We are conscious of the fact that Richmond borough is statistically among the safest in London. Yet, our neighbourhoods too have seen increases in knife crime, burglaries, bicycle and motorbike theft, and pupils being targeted near schools. Added to this, our officers in Twickenham and Richmond are often taken into central London to police large events and protests, leaving less time for officers to be out on the beat, building relationships in the local community and gathering intelligence.

Our local police officers in Twickenham and Richmond work incredibly hard to keep our community safe, as we know from our regular meetings and walkabouts with them. Yet, we're also aware of the pressures they're under. Years of underfunding and cuts to community policing, alongside a crisis in recruitment and retention of staff, have taken their toll.

The loss of the front counter at Twickenham police station is therefore of great concern. Its closure will leave the entirety of Richmond Borough without a single public access point for our local police.

For Richmond, the closure of the Twickenham counter would be a huge blow, particularly as, when Richmond police station was shut down, residents were assured that access to Twickenham's counter would continue to be available. This is despite many wards in Richmond Park already being a significant distance from Twickenham police station, and the constituency of Richmond Park no longer even having a front desk to lose, following the closure of all three of its police stations previously.

The importance of front counters for community policing cannot be overstated. Front counters provide an important access point for local communities, helping to build trust and relationships. It is also those who are most vulnerable that are likely to be most impacted - elderly people who struggle to use online methods of contacting the police, people who don't speak English as a first language, and domestic abuse victims whose abusers are monitoring their phone and online activity.

However, it is trust which lies at the heart of this issue. In 2024, your election manifesto committed to maintaining a police station front counter in every London borough, a pledge that has now been broken. Along with the Deputy Mayor for Policing and Crime, you have repeatedly stated that the decision to break with this promise and close front counters was 'operational'.

Yet, we are concerned that important decisions are being made without full data. Our understanding is that the primary rationale is the relatively low number of crimes being reported; however, reporting of crime is not the sole driver for visiting a police station front counter. Reporting other issues, providing refuge, and enquiring about bail conditions, among other examples, all have a part to play.

Furthermore, at the Police and Crime Committee on 16 October, both the Deputy Mayor and the Met Police Commissioner revealed that they had made a conscious decision not to conduct a data gathering exercise on footfall traffic and purpose of visits.

We would greatly appreciate a meeting with you to discuss these operational considerations, including why certain station counters, including Twickenham, have been slated for closure – and to discuss our other concerns around the future of community policing with you.

We look forward to your reply.

Yours sincerely,

Munira Wilson MP

Member of Parliament for Twickenham

Sarah Olney MP

Member of Parliament for Richmond Park

Gareth Roberts

Leader of Richmond Council and London Assembly Member for the South West constituency