

Audience	Local Authorities
Suggested Title	Metropolitan Police Service launch Local Missing Hubs across London
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From	BCU Commanders and BCU Detective Superintendents
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Metropolitan Police Service launch Local Missing Hubs across London

The Metropolitan Police Service (MPS) has developed a new 24/7 dedicated service to improve our response to missing people, our missing investigations, review, and risk grading of reports to reduce the number of repeat cases and the time spent missing.

We have introduced the new Local Missing Hubs (LMH) in a phased approach across all MPS Basic Command Units (BCUs) that cover all London boroughs.

On Monday, 16 June 2025, the new LMH teams went live in five MPS BCUs: Central South, Central West, North Area, North East, and South West.

From Monday, 01 September, LMH teams will go live in six more MPS BCUs: Central East, Central North, East Area, North West, South East and South Area.

On Monday, 15 September, the final LMH team will go live in West Area BCU.

The introduction of 12 Local Missing Hubs across London represents a significant change to how the Met responds to missing person investigations. This dedicated unit under Public Protection will allow for earlier specialist interventions with new processes and Standard Operating Procedures and provide a single contact for external partners.

This re-design forms part of our community crime-fighting priorities and victim focus under the Commissioner, Sir Mark Rowley, A New Met for London (NMfL) Plan and responds to accelerated concerns raised by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMIC) that has helped us exit Engage.

What is changing?

The roles and processes of the new LMH teams are designed with a clear focus on improving the consistency and quality of risk grading and management of missing persons investigations. We have placed particular emphasis on vulnerable and exploited children and adults that HMICFRS issued as accelerated causes for concern. As a result, we have introduced a full 24/7 missing investigative service.

These changes will prioritise and improve our response for informants and vulnerable people by:

- Enhancing our review and risk grading of missing person investigations
- Upgrading the quality of investigations
- Increasing productivity
- Reducing the time vulnerable people are missing
- Driving down the number of repeat cases

What are the long-term benefits?

We expect to see improved accuracy and consistency in risk assessments and the overall quality of investigations to help us locate missing persons faster. Our aim is to reduce the time people remain missing and ensure a more equitable service across London's communities.

Our new approach will strengthen officer confidence and skills with a comprehensive training programme and ongoing support, while also helping us better safeguard vulnerable individuals and reduce repeat missing cases, particularly among children.

It is our ambition to ensure that each LMH team has a strong foundation of specialist skills to enhance our ability to investigate missing persons cases across BCUs.

How will the new Hubs be structured?

Each BCU LMH is led by a dedicated Detective Inspector, one Detective Sergeant, and five Sergeants, and runs a five-team shift pattern to provide a 24/7 service.

By 15 September, the LMH strength will be 419 officers across London to help locate and protect more vulnerable missing children and adults on a 24/7 basis.

Each BCU will have a dedicated Missing Person Coordinator to help deliver demand reduction strategies under Operation Resolute, engage with key local partners such as Ofsted, Local Authorities, and adult/children's social care placements, and drive accountability and better practice across high volume reporting sources.

Contact information

BCU	BCU Lead	LMH Mailbox	LMH Phone Number
AS - Central South	Superintendent Emma Dickinson	ASLMH@met.police.uk	02078072330
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NE - North East	Superintendent Scott Ware	NELMH@met.police.uk	02078072355
SW - South West	Superintendent Steven Tod	SWLMH@met.police.uk	02078072335
CE - Central East	Superintendent Jai Singh	CELMH@met.police.uk	02078072370
CN - Central North	Superintendent Emma Barker	CNLMH@met.police.uk	02078072360
EA - East Area	Superintendent Charmaine Laurencin	EALMH@met.police.uk	02078072350
NW - North West	Superintendent Andrew Brien	NWLMH@met.police.uk	02078072325
SE - South East	Superintendent Simon Dilkes	SELMH@met.police.uk	02078072340
SN - South Area	Superintendent Lewis Collins	SNLMH@met.police.uk	02078072345
WA - West Area	Superintendent Rebecca Reeves	WALMH@met.police.uk	02078072375