

Reporting an issue in Fitzrovia

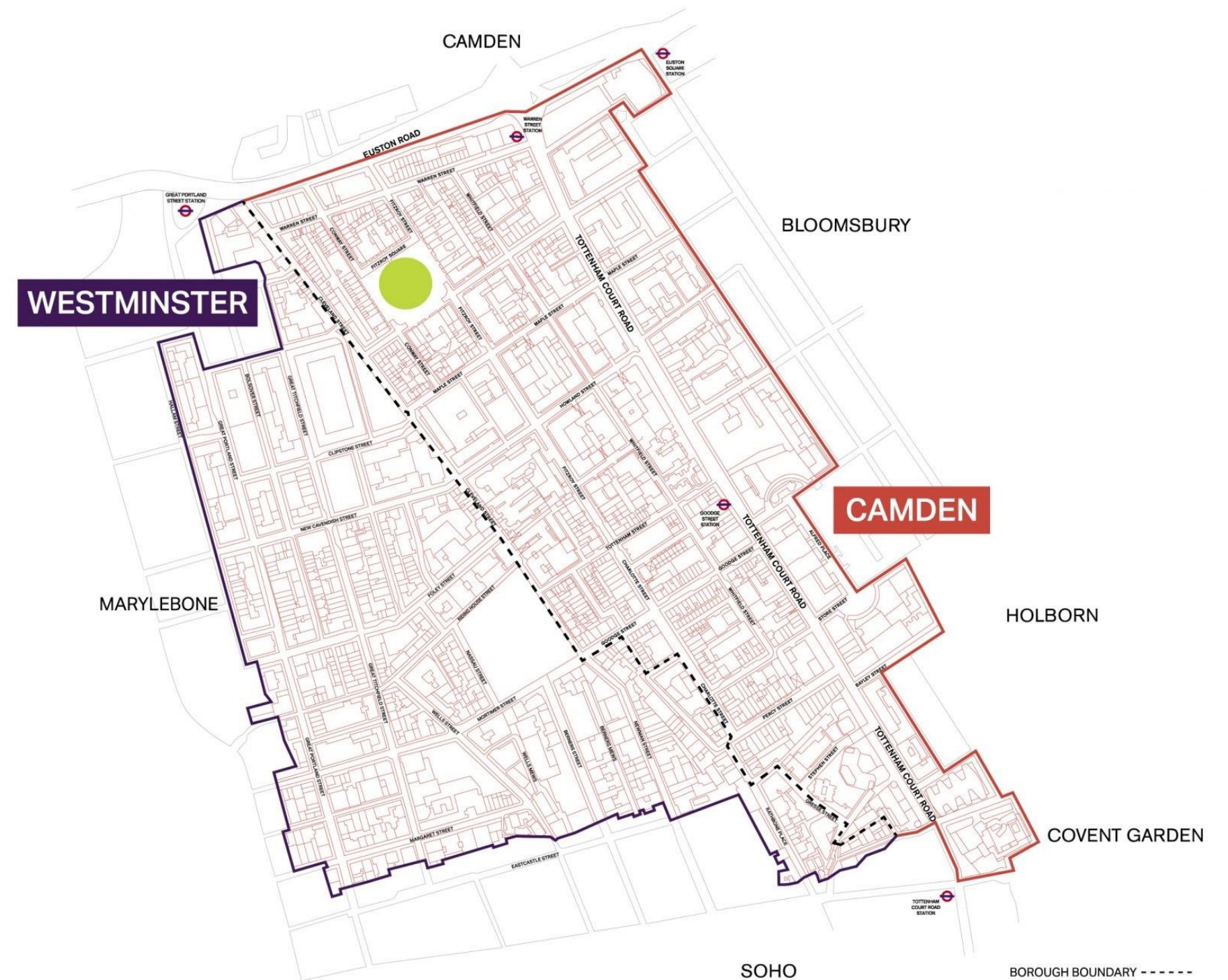
A practical playbook for local businesses to maintain a safe and clean neighbourhood.

Navigating Two Boroughs, One Shared Goal

We encourage our members to notify The Fitzrovia Partnership team so we can best assist, but we also encourage reporting to the most appropriate service.

Fitzrovia uniquely straddles two London boroughs: Camden and Westminster. Because services are split down the middle, knowing exactly who to contact can be complex.

This playbook cuts through the confusion, providing a clear route to resolve local issues rapidly—from street cleaning to antisocial behaviour.



Step 1 : Is it an emergency?



Call 999 Immediately If:

- Someone is in immediate danger.
- A crime is happening right now.
- Urgent medical help is required.

For Non-Emergencies:

- Call **101** or report online to the Met Police: For crimes that have already happened or general police matters.
- Call **0800 555 111** or **online** (Crimestoppers): To share information completely anonymously.

Step 2: Which borough are you in?

Camden Route

- Primary contact point: Camden Council online portals or 020 7974 4444.
- Key tools: The Love Clean Streets app (for waste) and FixMyStreet (for street faults).

Westminster Route

- Primary contact point: Westminster City Council's central Report it hub.
- Key tools: Dedicated council forms for community safety and environmental action.

TfL Exception

For issues specifically on major Transport for London roads, use TfL Streetcare.



Antisocial Behaviour & Crime

Antisocial Behaviour (ASB)

(e.g., harassment, aggressive behaviour, street drinking)

Camden:

Report via the Camden Council [online form](#) or call 020 7974 4444 (office hours).

Westminster:

Use the council's community safety [ASB route](#) (or the specific housing form if it relates to council housing).

Crime

(e.g., theft, criminal damage, assault, hate crime)

- Report directly to the Metropolitan Police (101 or online).
- Use Crimestoppers for anonymous [reporting](#).

Waste, Fly-tipping & Litter

Includes: Dumped bin bags, illegal dumping, litter, and dog fouling.

Camden

- Use the [Love Clean Streets](#) app for street and estate cleaning issues.
- Use dedicated Camden fly-tipping reporting routes.

Westminster

- Use the [Report it](#) hub for illegal dumping, litter, and street cleaning issues.

Graffiti & Flyposting

Includes: Graffiti, posters, and stickers on shopfronts, shutters, or street furniture.

Camden

- The council removes racist or offensive graffiti within **24 hours** of notification via [online](#).
- Other graffiti is removed within 5 working days (requires a signed disclaimer for shopfronts).

Westminster

- Submit via the [Report it](#) hub for all graffiti, posters, and stickers.

Noise & Pollution

Includes: Noise nuisance, smoke, odour, dust, and light pollution.

Camden

- Report via the Camden noise [reporting route](#) (requires a Camden Account sign-in).

Westminster

- Submit via the [Report it](#) hub (noise category).
- For urgent, immediate noise complaints, call the Environmental Action Line: **020 7641 2000**.

Street Faults & Rough Sleeping



Street Faults

(Potholes, broken paving, faulty lights, blocked drains)

- Camden: [Use the FixMyStreet platform.](#)
- Westminster: [Use the Report it hub.](#)
- TfL Roads: [Use TfL Streetcare.](#)



Rough Sleeping

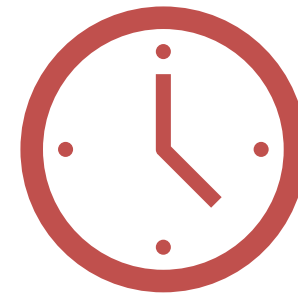
- Alert [Streetlink](#) to connect vulnerable individuals with local outreach services.
- Camden specifically utilises the Routes off the Streets service.
- Reminder: Call **999** if the person is in immediate danger or needs urgent medical help.

The Anatomy of a Perfect Report



Exact Location

Provide a precise pin location, street name, and note if it blocks access or creates a trip hazard.



Date & Time

Detail exactly when it happened, how long it lasted, or if the issue is currently ongoing.



Visual Evidence

Take clear photos or videos, but only if it is safe to do so. Note the surface affected (e.g., shop shutter).



Specific Details

Include descriptions of people involved, names of any witnesses, and confirm if you have CCTV availability (and how long it is retained).

Next Steps: Why Every Report Matters

Secure a Reference Number

After submitting, always save your **Reference Number** and share it with your team for easy follow-ups.

Log Repeat Issues

Do not assume authorities know an issue is ongoing.

Build the Bigger Picture

Reporting every single incident-with dates and photos-builds a critical evidence base.

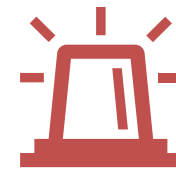
Enable Enforcement

Comprehensive reporting allows **local authorities and the police** to dedicate resources and take definitive joint action in Fitzrovia.

The Fitzrovia Directory

The Fitzrovia Partnership

General Enquiries: 020 3146 4260
info@fitzroviapartnership.com



Emergency & Police

Emergency: **999**
Non-Emergency Police: 101 | met.police.uk
Crimestoppers: 0800 555111 or [online](#)



Camden Council

General Enquiries: 020 7974 4444
Street Faults: fixmystreet.camden.gov.uk



Westminster City Council

Environmental Action Line: **020 7641 2000** General
Reporting: westminster.gov.uk/report-it



Welfare

Streetlink (Rough Sleeping):
0300 500 0914 or
[Online reporting](#)