



Reporting an issue in Fitzrovia

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

Prepared by Marcos Gold, Director of Policy and Place

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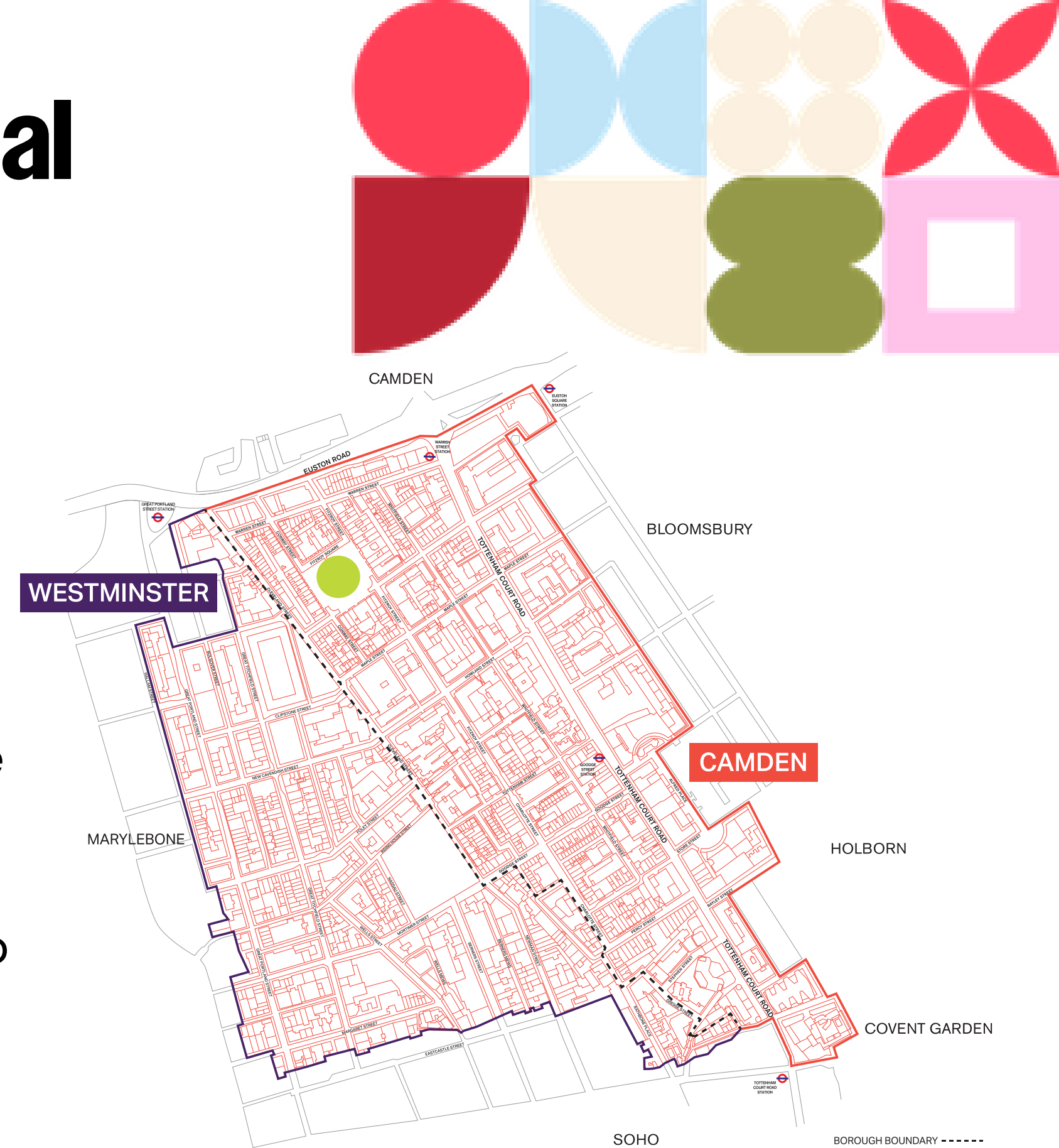


Two boroughs, one shared goal

Let us know so we can help, but please also report the issue to the appropriate service so they're aware of the issues being encountered.

We straddle two London boroughs: Camden and Westminster, meaning knowing who to contact can be tricky.

This playbook should help you provide a clear route to resolve the issue quickly.



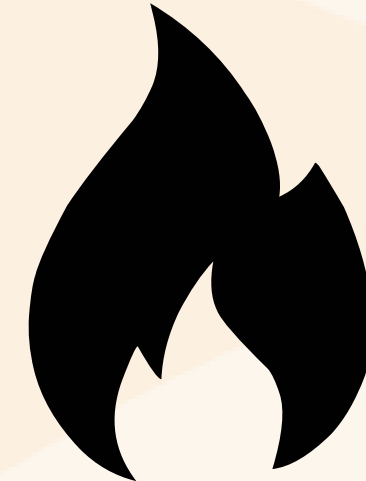
Step 1: Is it an emergency?

Call 999 immediately if:

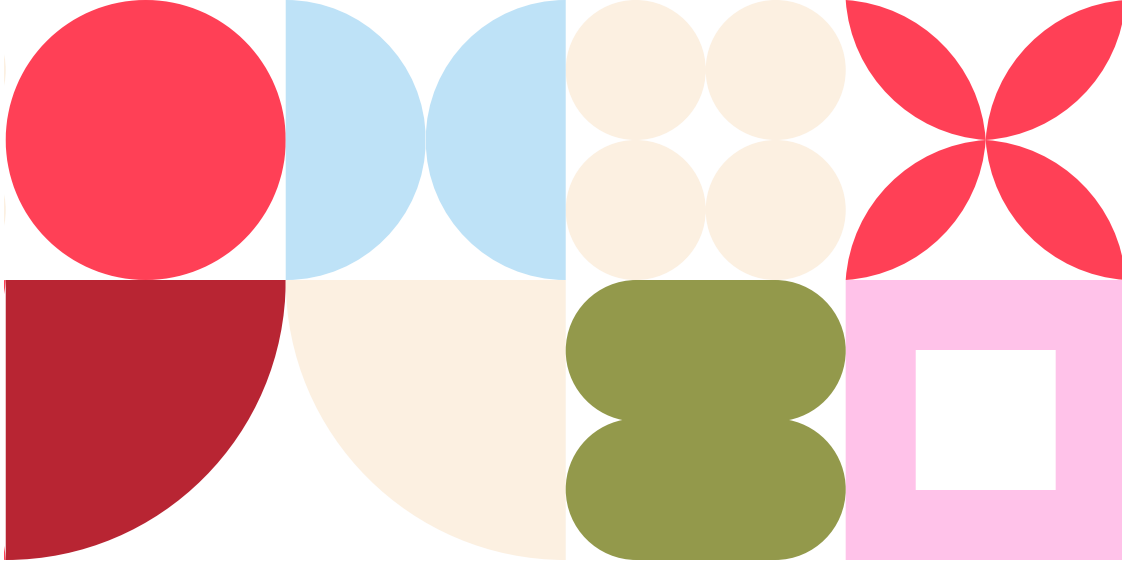
- someone is in immediate danger
- a crime is happening now
- urgent medical help is needed

For non-emergencies

- For crimes that have already happened or general police matters – call 101
- to share information anonymously, contact 0800 555 111 or go to [crimestoppers](#)

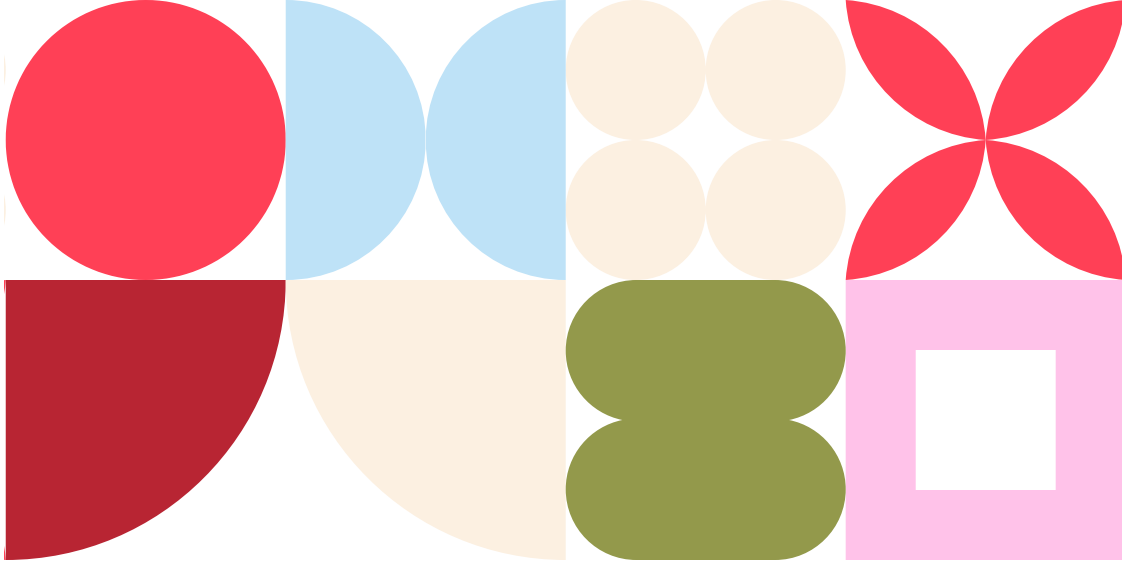


Which borough are you in?



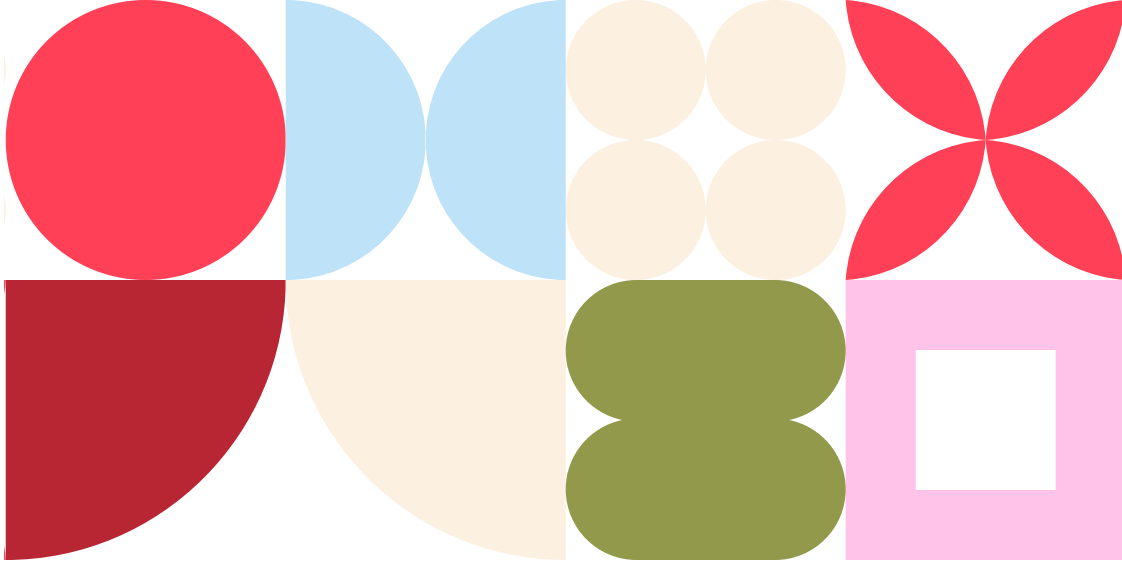
Camden	Westminster
Primary contact point: • Camden Council online portals • 020 7974 4444 • Key tools: ○ For waste: <u>Love Clean Streets app</u> ○ For faults: <u>FixMyStreet</u>	Primary contact point: • Westminster City Council’s <u>Report it hub</u> • Key tools ○ Dedicated council forms for community safety and environmental action
TfL: For issues specifically related to major transport for London roads, use <u>TfL Streetcare</u>.	

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Antisocial behaviour and crime



Antisocial behaviour (ASB) (e.g. harrassment, aggressive behaviour, street drinking)	
Camden: Report via the Camden Council online form or call 020 7974 4444	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	

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

Camden

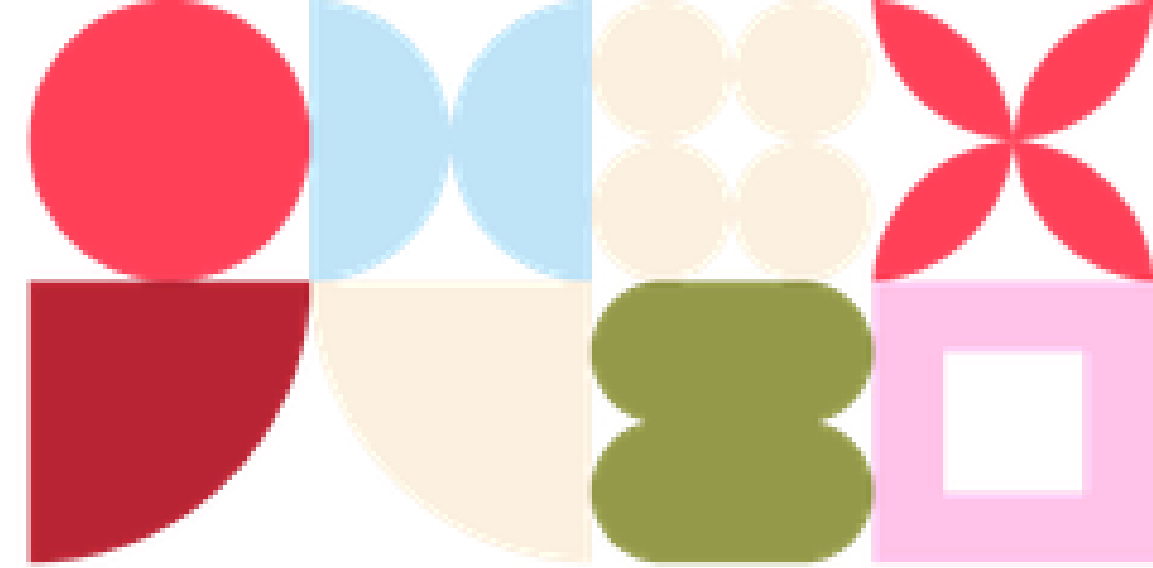
- Use the Love Clean Streets app for street and estate cleaning issues
- Use dedicated Camden fly-tipping reporting routes.

Westminster

- Use the Report it hub for illegal dumping, litter, and street cleaning issues.

Graffiti and flyposting

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



Camden

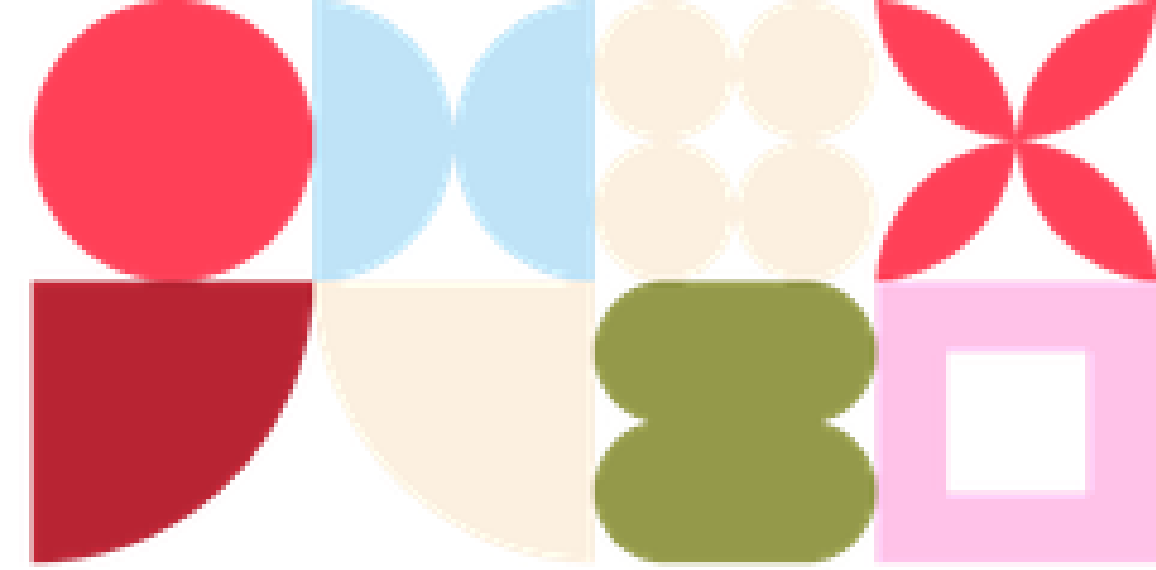
- The council removes racist or offensive graffiti within 24-hours of notification. Report online.
- Other graffiti is removed within five working days (requires a signed disclaimer for shopfronts)

Westminster

- Use the Report it hub for all graffiti, posters, and stickers.

Noise and pollution

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



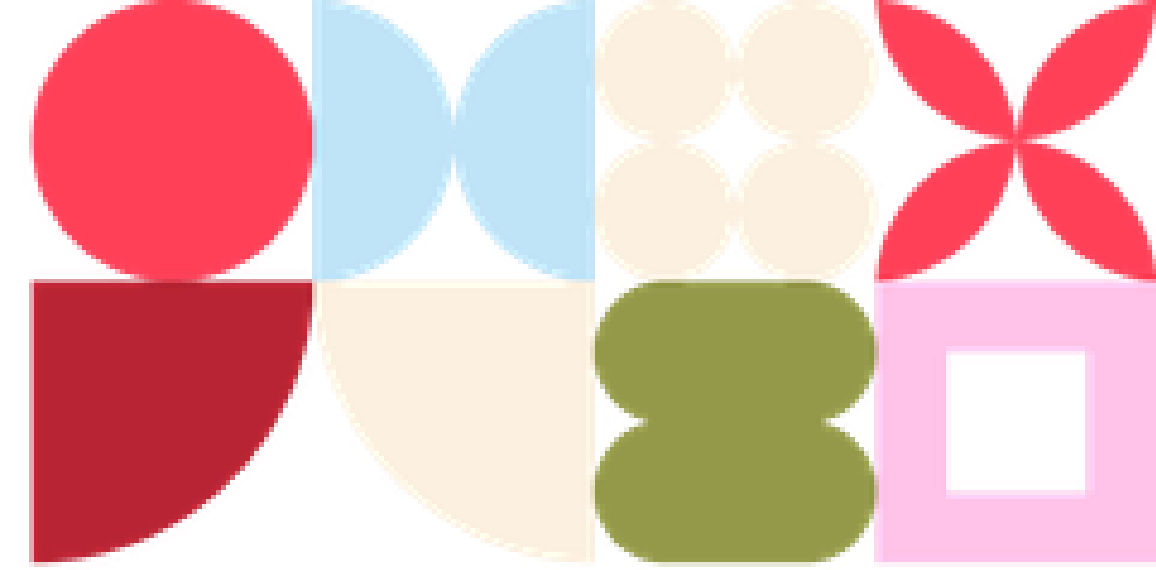
Camden

- Report via the Camden noise reporting route (requires a Camden Account sign-in)

Westminster

- Use the Report it hub
- For urgent, immediate noise complaints, call the Environmental Action Line: 020 7641 2000

Street faults and rough sleeping



Street Faults

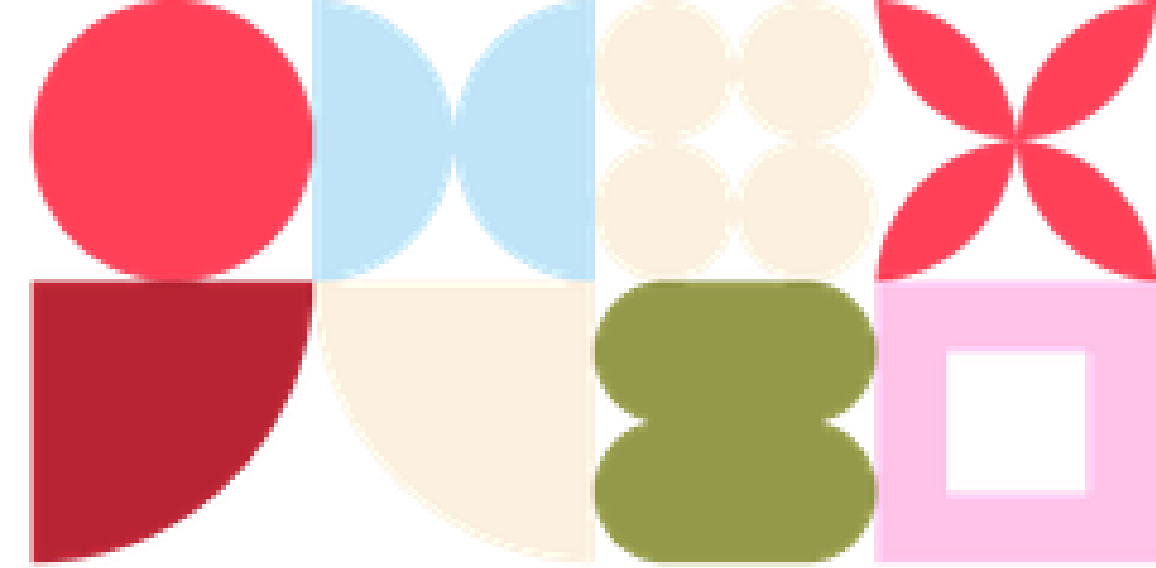
(Potholes, broken paving, faulty lights, blocked drains)

- Camden: use the FixMyStreets 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 uses the Routes of the Streets service
- Reminder: call 999 if the person is in immediate danger or needs urgent medical help

The anatomy of a perfect report



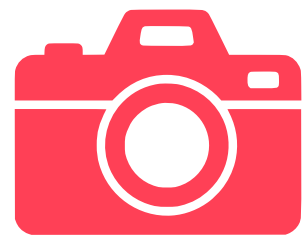
Exact location

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



Date and time

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



Visual evidence

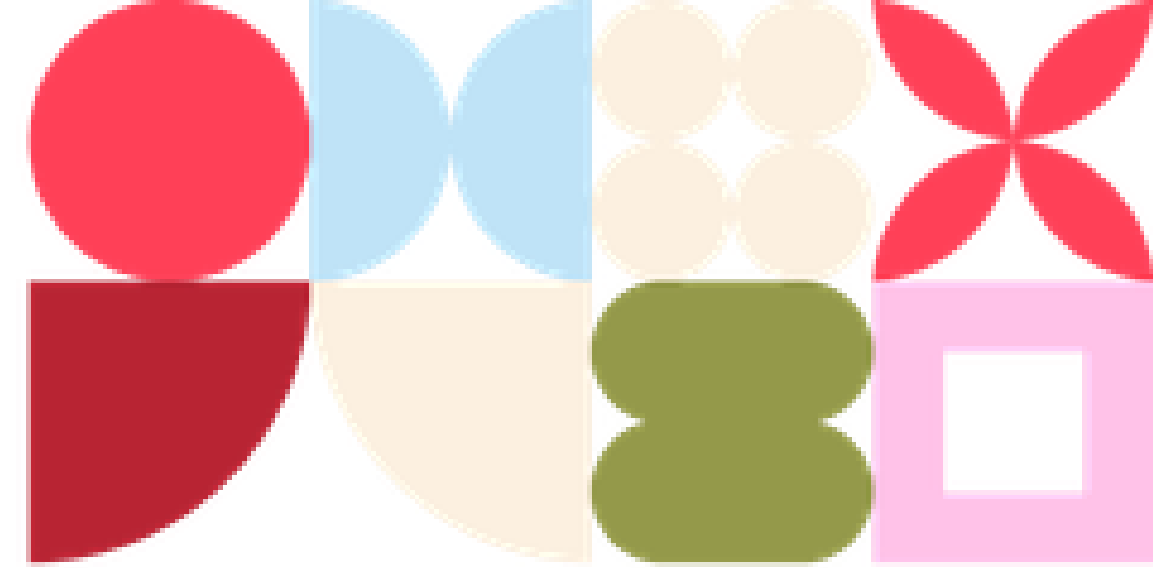
Take clear photos or videos, but only if it's safe to do so. Note the surface affected e.g. shop shutter



Be specific

Include descriptions of the people involved, names of witnesses, confirm if you have CCTV availability (and how long it's 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 resource 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](https://www.met.police.uk)
Crimestoppers: 0800 555 111 or [online](#)



Camden Council

General enquiries: 020 7974 4444
Street Faults: [fixmystreet.camden.gov.uk](https://www.fixmystreet.camden.gov.uk)



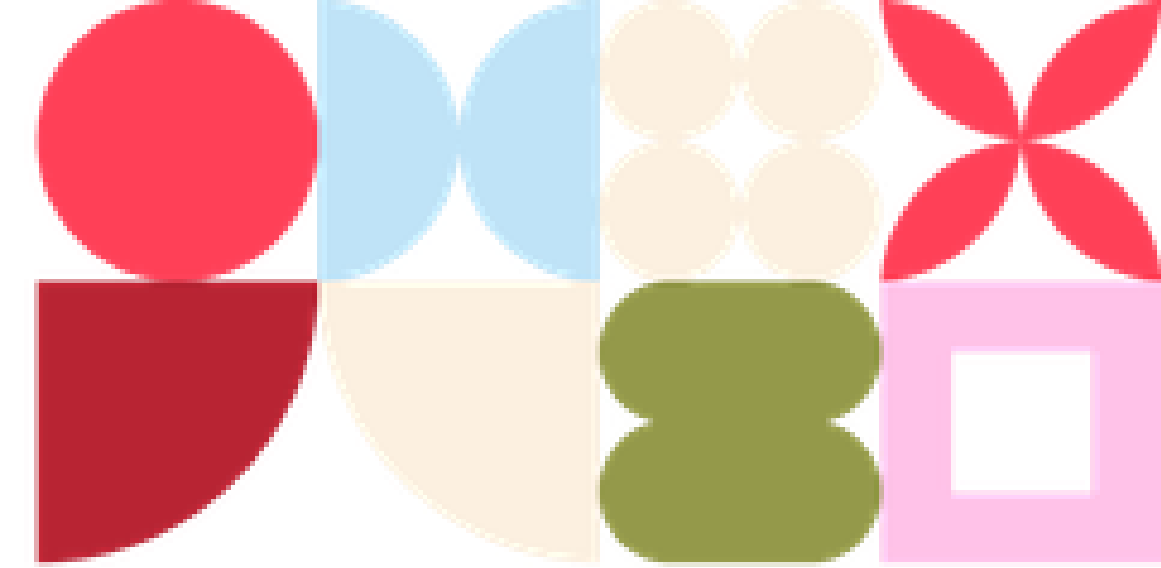
Westminster City Council

Environmental Action Line: 020 7641 2000
General reporting: [westminster.gov.uk/report-it](https://www.westminster.gov.uk/report-it)



Welfare

Streetlink (rough sleeping)
0300 500 0914
[Online](#)





Thank you

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