

**Comments received from Contact Centre and on Social Media in relation to Anti-Social Behaviour within the Town Centre and Seafront**

Received	Description
21-May-18	when is the council going to make the high street safe at night to walk down to the Odeon Cinema or to have a bit to eat without fear of being mugged, knifed, hit, or accosted by aggressive beggars? Not just at night but glassing on Southend Central train platform early in morning and now a knifing outside our library at 9pm by Forum where beggars and homeless people tend to congregate. Please can you ask the police to step up patrols or install a mobile police station on the high street -- there is a big police station behind southend Victoria station but I never see any police on patrol. And now Chalkwell police station is shut and being turned into flats.
22-Jun-18	Despite this being reported to the council on numerous occasions these beggars are still defacing the seafront with childish graffiti, they continue to beg for money from visitors and continue to be a nuisance. The Police attended 2days ago and turned very arrogant towards the traders and basically left the begets to continue. When asked why his answer was they are not doing any harm and it will wash off! So I. The mean time we as traders endure our customers avoiding our area in fear of being hassled by these beggars. Why have not been removed ? Is it another case where these have been pushed away from the High Street so they are away from pressure from the traders only to be dumped on us again. I'm sure that if we the traders done the same and drew pictures outside our business the council would have something to say Or may be we should ask Street artists to " decorate " the seafront floors. What is the Council s stance on this form of vandalism/ graffiti ?
25-Jun-18	This morning I have witnessed two homeless men shooting up drugs outside southend central train station, I have witnessed on many occasions the use of drugs and alcohol (also regular Street fights and arguments) by homeless street beggars, and there appears to be absolutely no policing to prevent this. I am harassed on multiple occasions on a weekly and sometimes a daily basis, often receiving abuse when I do not have money to give, it is completely unacceptable that this is happening. Please advise me on who I need to raise this matter with, as there is clearly no efforts being made by the local authorities to tackle this issue. You have a duty to safeguard the public and not just house homeless, the town centre is not a safe area to go, highlighted by the recent murder that occurred. I would like this matter raised within the council and I would like a response to advise on what is going to be done.
31-Aug-18	I am in Southend, including the High Street, regularly and have never been pestered by beggars or rough sleepers, indeed I often say good morning/afternoon to them, knowing full well that 'there but for the grace of God...' The person who wrote this garbage want's shooting, frankly! Whoever he/she is, they are certainly lacking in care, compassion and thought for their fellow human beings. The worst place I've seen for drug addicts/alcoholics is the bus station and while they have never troubled me I fully understand that they may intimidate others.
03-Sep-18	I am a resident living in Hadleigh. I have always used Southend as my local go to town centre. I always parked up around the cliffs and walked the distance to the town which was an enjoyable walk. In the recent years this walk has become less enjoyable owing to the drunk men congreating in the shelters. My liking for the town decreased owing to the delapidation and quality of the shops still open in the town, the number of homeless in the main street and the choice words heard when shopping with my children. I haven't been back since the parking changes around the cliffs. Today however, the sun was shining and I decided to pop in to Southend quickly. Driving past all the empty spaces which are now permit only I headed to the Royals to find a mile long queue of traffic to a full car park. I wound my way back through the one way maze back through the town towards to pay and displays that I'd passed near the cliffs, parked up and decided upon a walk despite it costing stupid money to park for just a couple of hours. The machine I was next to was coins only so we treked to the next road to try one that took a card which didn't work. I was behind a visitor from Kent who also gave up as it wouldn't work for her either. I gave up and went home back to Hadleigh a bit annoyed, especially as it took me 40 minutes to travel back along the A127. I certainly will not be visiting Southend any time soon
05-Sep-18	Customer called up today to complain about the amount of homeless begging in the high street, of which he has said many are actually living in the high rise Quantock, he has said that begging is a criminal offence and that the rangers and the police seem to be turning a blind eye to this and it is making the high street look awful
10-Sep-18	Customer is disgusted with the amount of beggars in the highstreet. Customer was bothered by them asking for money and there were 12 under the bridge sleeping, hanging out and sitting around on the floor. They were all drinking by the old clock. Customer cannot believe how uncomfortable it made them and they ended up leaving Southend rather than continuing shopping.
17-Sep-18	Shopping in Southend High Street at noon on Sunday 16th September 2018. My family felt unsafe and intimidated by the amount of people camping and homeless. There were tents in boarded up shop fronts, a staf breed dog that was tied up next to a tent under the railway bridge attacked another dog. A man begging for work ran down the street verbally shouting at a member of the public who he deemed had looked at him incorrectly " you fu#king c#nt, do you want it" .... my 6 year old felt unsafe as did my wife and myself. Whilst i empahise that some people are homeless due to unfortunate circumstances, many of the homeless people in the highstreet were clearly drinking and intoxicated on drugs. The language was appalling and they were arguing with the police. We will not be returning to Southend any time soon. My daughter thinks Southend High Street is a camp site for scary people.
17-Sep-18	I am emailing you as our lovely town once is no more , people off Southend are fed up with been scared to go in town I speak for many many people , drunks why have is a not drinking policy in , drugs and now camp site yes tents is this aloud if so I get people to pitch up , what the hell does it look like I no snob I worked hard and my husband family friends , why arent you doing nothing but turning a blind eye , my be you should go Rayleigh chelmsford Basildon yes not there lovely high streets , please please sort it out , as people ant going take much more if you read face book
17-Sep-18	My family and I have been visiting Southend for many years and after Saturday night I will sadly never be returning. My husband and I went for a meal along the high street and I have never had so many homeless approach me begging for money in my life. Literally every 2-3 minutes. They are very intimidating and made us feel extremely vulnerable. There are numerous tents along the high street homing them! I would not be happy for any of my children walking past this. It has totally lowered the tone of what used to be a lovely town. I simply cannot believe the council are letting this go on.
19-Sep-18	To whoever it may concern. I have over the past few months noticed a marked increase in the amount of rough sleepers in Southend High Street which has altered the feel of the Town centre. Today whilst walking through the Town people appear to be putting down roots with the emergence of a number of tents arriving. Can you reassure me that something is being done to address this as it's hardly a great advert for the Town or making an atmosphere where people are likely to enjoy their experience on coming to Southend. Regards

19-Sep-18	<p>I am contacting you as a very worried resident of Southend On Sea. I have lived not far from the town centre for the last 3 years. Today I went in to the town to do some shopping which I do not do that regularly these days as the last time on a Saturday a few weeks prior I was in the town with my husband, we both felt that uncomfortable about the amount of obvious beggars and shifty looking people watching others movements that we both decided it would be safer for us to shop elsewhere. Today on entering the town from the forum side road I counted a male and female under the bridge in the town with signage stating their homelessness, laying not far from them outside the abandoned pound store was someone in a blue sleeping bag, just over the crossing outside Mc Donalds a woman with a duvet over her arm asked me for change, then swore as I said no, just over from her was another man approaching a couple with a toddler in a buggy asking for money and standing outside Greg's was another young man without shoes only socks, and outside Marks and Spencer was what was obviously the belongings of homeless people. I went in to Marks &amp; Spencer and on coming out a few moments later I saw another obvious begger, I had only been in the town a matter of 10 minutes and I was that alarmed and fearing for my own safety, that I totally forgot what I went in to purchase. I decided I would leave without going in to any other shops. I was even worried about using my mobile phone. I love Southend On Sea, I love what it has to offer but I fear that before long the town will become a ghost town as people will avoid the town, I know my extended family do. I am one resident who used to travel from Benfleet when I lived there to shop on a Friday with my sister, but this is something we do not do in Southend anymore, the town has lost it's appeal. Who wants to go in to a shopping area to be constantly approached by beggars asking for money? It is off putting. I have young teenage boys and I would not feel happy at the thought of them going in to the town for anything. My oldest is 19 and three weeks ago my husband went with him to the bank when he needed some money, as we both felt it was unsafe for him to go alone. My husband and I are very concerned of the worsening problem of homelessness and begging in and around Southend. We have seen with our own eyes tents even on the Cliffs. If we have seen it then visitor's to the area must also see it. This must be damaging for business and also for people wanting or considering to live and work in the area. My home was also burgled by a homeless person just after we moved in, back in July 2015 whom also used violence towards my child which he went on to serve a 3 and half year prison sentence for. My son has been mentally damaged by this as he was only one week in to his 16th birthday and he had to undergo extensive therapy. We should feel safe in our home and area that we chose to live. Regards very concerned residents of Southend.</p>
19-Sep-18	<p>What plans do the council have to clean up southend high street and make it accessible to people. It is no longer safe to take children to because of the anti social behaviour and homelessness. The place is a complete mess and has been let to run into the ground. There must be a plan to make the place more attractive to people, put in anti social behaviour orders to the beggars and move them on (if you keep doing this they will get bored), clean the streets, increase police presence, put in some trees/plants, put in CCTV and have a zero tolerance policy so prosecute all people for all offences. Support the local traders, open up the empty shops to market trader type markets so they can be used all year round, change it weekly to have different thing items on sale - clothes, food, furniture, jewellery, art, toys etc. It allows start ups to try their trade before committing to shops etc and will bring people back into the high street (you want to start with the local people who stay away).</p>
19-Sep-18	<p>I am sure you are aware of the situation that you have in Southend High street with the homeless, and I commend you on the help that is given by this Borough. What I am writing for is that I feel intimidated and unsafe to enter Southend in the evening time. I believe you have patrols in which I have never seen. I have been inundated with the homeless asking for money as I walk down the high street and feel quite vulnerable. I do not stand alone in this, as most of the community I speak to feel the same. I understand you are doing your utmost and as I said in the beginning I commend you. But I also feel you have a duty of care to the tax payers who would like to use Southend and feel safe without intimidation. I don't know the answer to this, but I thought it was a duty of mine to express how people are feeling about this awkward situation.</p>
24-Sep-18	<p>I just wondered if the problem with the high street being scattered with beggars is ever going to be addressed.? We had friends down from Scotland and they were astonished with the state of Southend high street. You the council seem to accept that two tents camping is acceptable. At what figure does the amount of tents become unacceptable ?? Should you not be helping these people ??</p>
08-Oct-18	<p>I have lived in Southend over 35 years and have seen the complete destruction of the high street. So many drunks, homeless and undesirables been allowed to take over the town centre. It's a disgrace. Without the great work done by the owners of Adventure Island and others there would be no reason for anyone to visit Southend.</p>
09-Oct-18	<p>I'm unsure of the heading of this complaint but I've opted for this one. I occasionally go into Southend high stree as I believe it's lack of shops is beyond belief. I've lived in Southend for 60 years and have noticed the general decline of behaviour around southend. However, my relatives from Sheffield were visiting for the weekend and wanted to come to town. I was disgusted and extremely embarrassed at the amount of 'homeless' people living in shop doorways, approaching the public for money, some of them quite abusive!! It's very intimidating for myself and others! Please, please address this problem as Southend-on-Sea is becoming to be known as a 'no go' area not the wonderful seaside town I remember.</p>
23-Oct-18	<p>Community Services - Homeless patrol has made the customer feel so much safer. They are so well mannered and polite. They have really helped the high street and the customer wanted to commend them</p>
26-Oct-18	<p>The Town It seems that this council has forgotten about our once great town centre in favour of the sea front. I read that millions are being devoted to it. Then we have the debacle of the parking meters to add to the misery of our few visitors. The centre is a disgrace, homeless people in doorways, litter, empty shops, people openly and threateningly begging plus in the evenings thugs., drunks and drug addicts. How the council can even think about spending more money on the sea front is a mystery. Or is it? I won't drive to Southend any more, if I go to the cinema I go to Basildon where there is free parking, if I need shops I go to Rayleigh, a lovely little town, for larger shops I go Westfield, an easy train journey. I don't feel safe in Southend now, either in the day or the evening. Last time I went there there was a drunken scuffle with no Police to be seen. They are probably scared too. There should be a rethink on this new venture, put some money into the centre, it needs it otherwise no one will come anymore. Not everyone wants arcades and fairground rides and parking is a big issue both in the town and on the sea front.</p>
29-Oct-18	<p>I write to inform you Southend high street is becoming unsafe for me to use daily. I have to pass through the town centre before I get to Southend central. Every day I get stop by homeless people asking me for money. Recently I get stoped a least four times a day. Please can the council put in place a method if one is not already in place. I do not have money on me, but I feel I might be attack one day!! Which is not a good feeling? I look forward to hearing from you Kind regards</p>
17-Apr-19	<p>I have been to Southend on sea with my family and we have been into town and and we have seen men and women begging people for money and they kept begging us for money. We go there go there for s lovely holiday and we bump into beggars It's not fare and it should be band and illegal to beg money and even sitting there playing instruments with something to get money in It's absolutely discussing and so awful. You and the police should do something about it all. The beggars were asking us for money and we have a child under 16 to look after He's 9 and it's should be band and they should be put away for going it all. Must of them beg money for alcohol and drugs and it's not applicable it's shouldn't he happening at You and the police should stopping it all and arresting them and putting them away every beggars and people who stand or sitting in town begging or playing instruments and having boxes or caps or something to get money in It all should be stopped it should be happening. We go to Southend on sea quite a lot and we see all the beggars. And they ask us fir money and it should be stopped you and the police should doing something about it. He's rude if them.</p>
26-Oct-18	<p>Vagrants What is becoming of this once nice clean town Ive lived here 12 years and now its more like a doss house with the high street more like e cardboard city and every few feet you are accosted by someone asking for money some i must say are very polite other swear at you . Today I was asked for money even in the car park of supermarket and then in the grounds of our flats i had to ask one to leave his language was not great I realise that some are homeless through loss of job income but most seem to be through drugs drink etc. A few weeks ago I was sitting near where i live on the cliffs and was asked if id like some drugs which being of an advanced age thought quite funny ( i told him to go ) I went for a walk along the cliffs with my granddaughter aged 12 who said can we go back am scared there were lots vagrants Drinking and being quite loud . This is a seaside town part reliant on tourists but it seems the council are not doing anything , the police cant do anything what is going to become of this town . Its bad enough with shops closing without this. Needles being cleaned off street dirty bedding left all day to be honest let someone take responsibility for this mess and not pass the buck on. The council has been elected to look after this town make it safe and a place that people will be proud to live in.</p>

05-Jun-19	Begging I have complained before about the beggars in the High street but it seems to be getting worse. I know that most of them have homes and have seen them out in their cars. I also know that some of them are on approx £200 a day. I am fed up with being accosted by these people asking me for money and I think it's about time the Council did more to get them off the streets. One idea would be on the spot fines , I'm sure there are bylaws to enforce that.
24-Apr-18	Don't get the bunting! What's there to celebrate? Place is a sinking cesspit of depravity and dangerous criminal dive! Everytime I go near it I have to encounter characters out of a Dickens novel hobbling towards me with their begging hands out like walking zombies
19-Aug-18	Unfortunately there are too many bedsits and doss houses around Southend. Myself and my husband stopped going to Southend some 10 years ago because of the type of people that hang about in the town centre!!! We will only go to Leigh broadway or Chelmsford, Southend Borough Council you need to take a leaf out of their book as they have got the balance right. Southend is not a nice place to be with people swearing, smoking drugs, begging, being violent, and abusive.
28-Dec-18	My partner twisted her ankle on the pothole outside pizza express. I wonder why nobody goes into the town centre anymore it's disgusting. You pay £2 to park you get stopped by people begging and fall down holes in the road.
14-May-19	I been to Southend town, last week at 2pm to 4 seen a so people begging and drunk/drug, put people off from shopping in the twon, and some of the shop owners and staff not happy, is there a way we can reclaim the town from them.
16-May-19	Problem is Southend Council build small parks whilst other Councils build large parks people want to go to, This park is a great idea, but as ever with this Council poorly executed. Not big enough to cater to all disciplines so wheeled sports will still go where they can. Deal with it, Not like the high street has shops, and better people use it for something other than begging.
29-Nov-18	Hello Southend Council,. Great, Don't give yourselves credit for Leigh; instead how about making sounthend and westcliff happier pleaces to live by cutting down on begging, crime, high rates and parking homelessness, and vandalism? If I see anyone damaging my car again there will be serious violence. What can/will you do about all the crime?
Nov-18	I was in town yesterday, I saw a few policemen walking up and down the high street, but I still saw people begging. Even beggars going up to people asking for monet, although it did some a bit quieter than normal, but that's it.
05-Sep-18	Although good that it will help with genuine homeless people sl;eeeping rough, this will hacc zero efect on them harassing people up and down the high street during the day.
05-Sep-18	They did not want to be homed speak to the homeless that are happy begging most of the time there are six charities feeding them free food This is keeping them on the street
18-Sep-18	Remove the rough sleepers and kick the beggars out of town, bring in more markets.. Antique and such. Make it a place you want to visit not avoid.
28-Sep-18	Well Said. It's just legitimatisation of begging, aggressive door knocking and low level vandalism and it saddens me to see the Council encouraging it.