



MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

BLUE LIGHT
GROUP

A YEAR IN REVIEW

2024



Information about the Manor Royal BID Business Rangers Service

The Manor Royal BID Business Ranger was officially launched at the Manor Royal BID AGM of September 2017. The service is currently provided by local security company - Blue Light Security.

The role of the Rangers is to provide a highly visible, approachable, uniformed presence on the streets of the BID area for staff, visitors and businesses, and to act as the eyes and ears of the BID company, dealing directly with a defined range of issues and escalating and reporting any other issues to the appropriate authority where they can't be resolved by the Rangers.

About this report

This report provides an overview of the key activities carried out by the Manor Royal BID Business Ranger Team between January 2024 and December 2024. It serves as a summary of activities to demonstrate the impact the team is making across the Business District during the year.

To find out more about the Business Ranger service visit www.manorroyal.org/rangers

To find what else the BID does to make Manor Royal a safer place see www.manorroyal.org/security



THESE PREMISES ARE PATROLLED BY

BLUE LIGHT
SECURITY

T: 0800 999 1829

Working in partnership for a safer Manor Royal



MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

www.bluelightgroup.uk

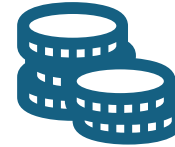
Manor Royal Business Ranger Headline Impact statistics



4,068 additional hours provided



2.48m patrol steps
1,175 miles covered



£29,553 goods recovered



6,616 vehicle Patrol miles



120 stops made



31 security advice visits/
meetings attended



702 radio checks



389 property checks



3,746 Retailer visits
5,706 Business visit (non retail)



2,418 park inspections



284 crime / intelligence reports
117 public realm reports
70 ASB reports
57 traffic reports

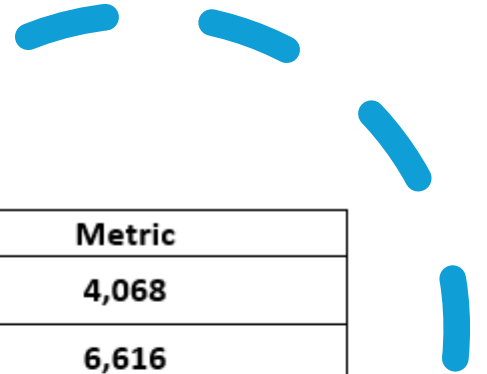


207 Incidents attended
186 calls responded to

2024 – Key Metrics

Key Metrics

	Metric
Number of additional hours provided	4,068
Number of miles coverage during vehicle patrols	6,616
Number of steps covered during foot patrols	2,481,396
Number of business visits / welfare checks carried out (non-retail)	5,706
Number of calls responded to	186
Number of incidents attended	207
Number of stops made	120
Losses not recovered	£60,562.56
Value of goods recovered	£29,553.93
Number of crime reports / intelligence reports made	284
Number of public realm reports made e.g. reports of litter, damaged furniture	117
Number of anti-social behaviour reports made e.g. graffiti, drug paraphernalia	70
Number of parking / traffic issues reported	57
Security advice visits / meetings attended	31
Property checks carried out	389



Working in partnership



Building and maintaining effective working relationships with local partners, like Sussex Police, to undertake joint patrols, initiatives and events is fundamental to the way the Rangers work.



Supporting local businesses



As well as carrying out 1,000s of welfare checks and visits to businesses, where possible local Manor Royal based businesses are used to supply equipment, including vehicles, to the Blue Light Group to support the Manor Royal operation.





Recovery of stolen goods

Some examples of the goods recovered, amounting to over £29,000 on top of 120 stops made by the Manor Royal Business Rangers.

Helping to keep the community safe & working



Success Stories

Case Study #1

Prolific shoplifter sentenced.

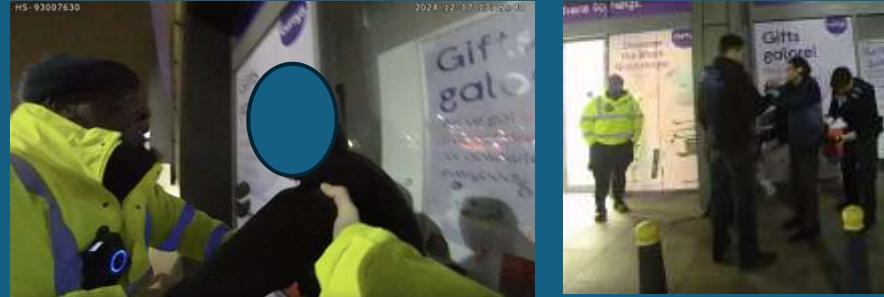


Business Rangers help to stop a prolific shoplifter in breach of multiple behavioural orders and one count of using insulting/threatening language.

He was later sentenced to three years and three months at Lewes Crown Court.

Case Study #2

Wanted man detained.



Upon receiving a call from a retailer about a possible shoplifter, the Business Rangers quickly identified the individual as matching the description of a wanted criminal identified on DISC (Business Watch system) for a string of offences and for not appearing in court.

The Rangers detained the individual until the Police arrived, whereupon he was safely handed over to the Police.



Community Matters

It's not all about crime. The Manor Royal Business Rangers also help to support vulnerable people they come across and perform small – and occasionally not so small – acts of kindness assisting the emergency services or sometimes simply lending a hand to those that need it.



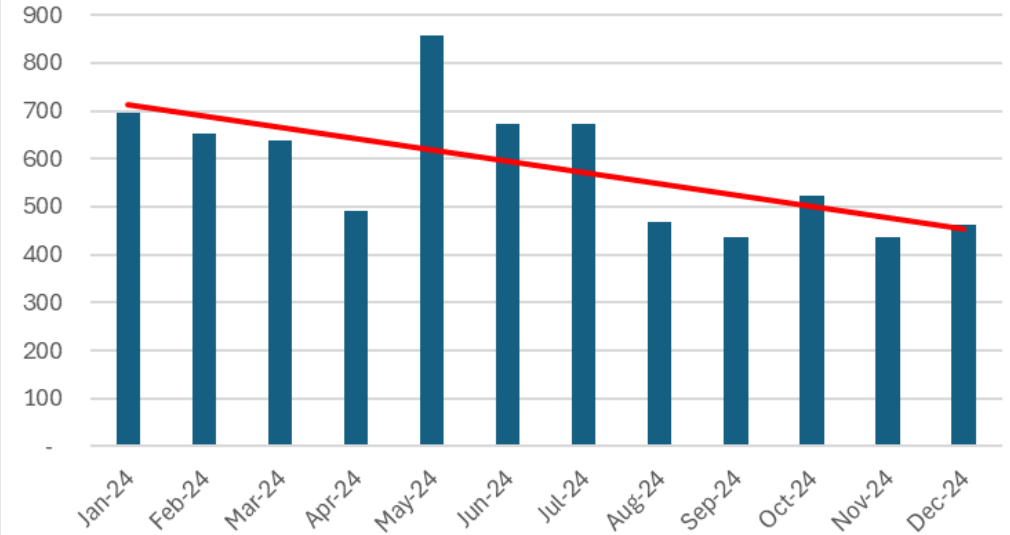
Rangers on patrol

Towards the end of the year the Rangers covered approximately 500 miles in month while doing vehicle patrols.

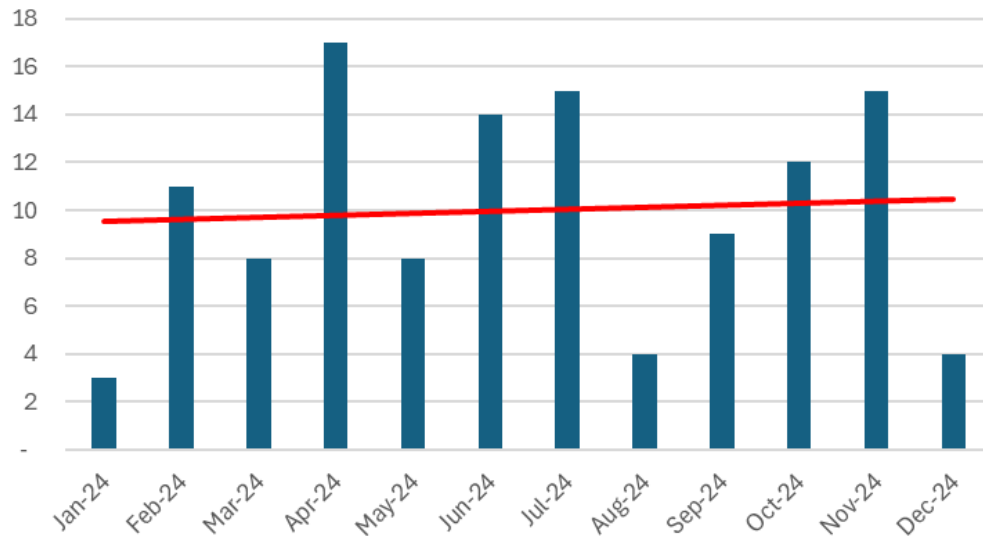
However, in the last three months they increased the volume of foot patrols and the number of business visits.

The Rangers also made more stops in the latter months of the year.

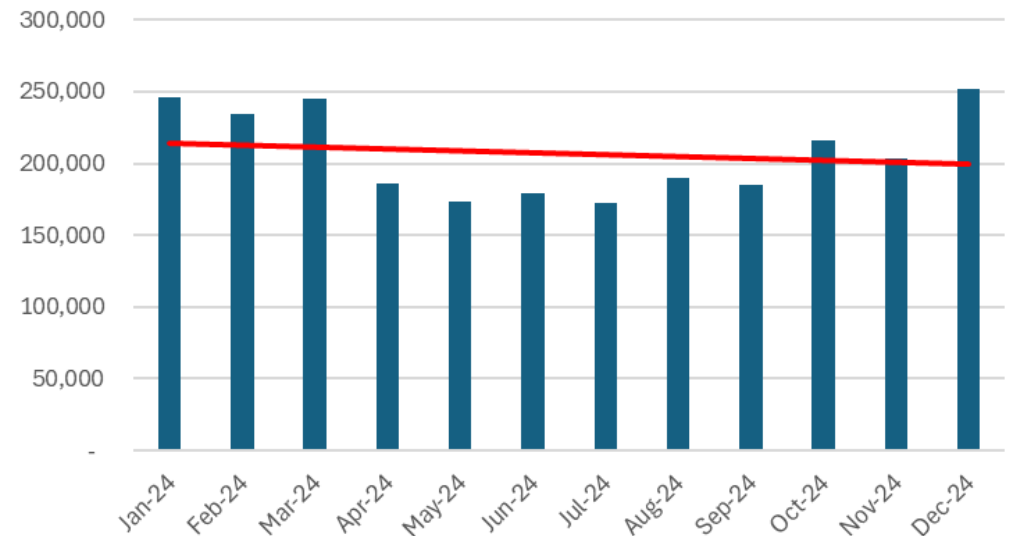
Number of miles covered during vehicle patrols



Number of stops made



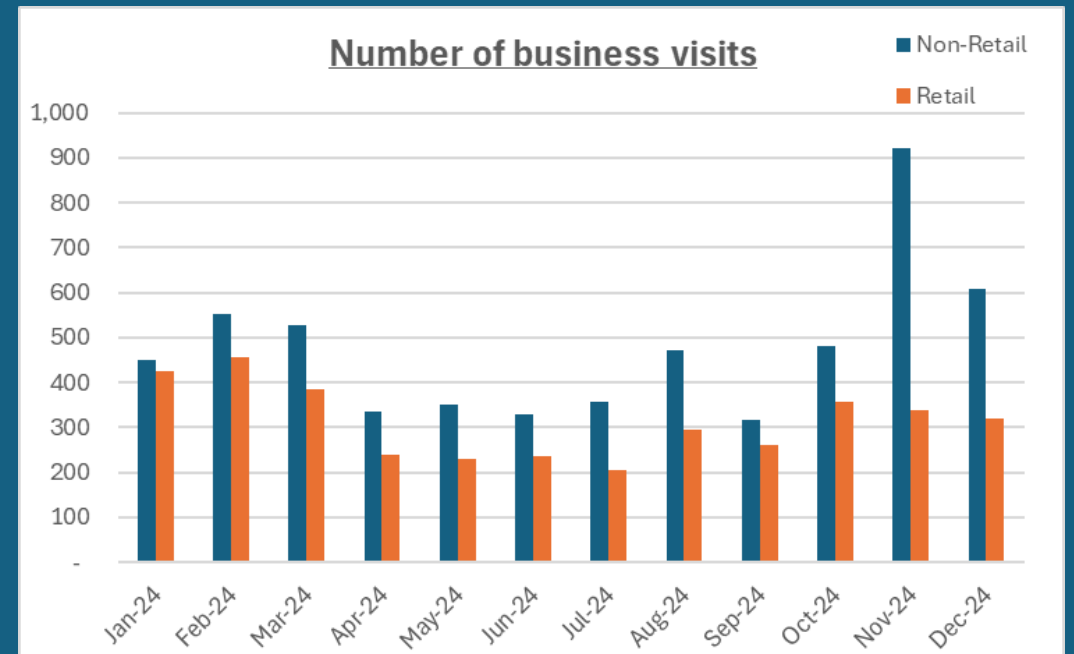
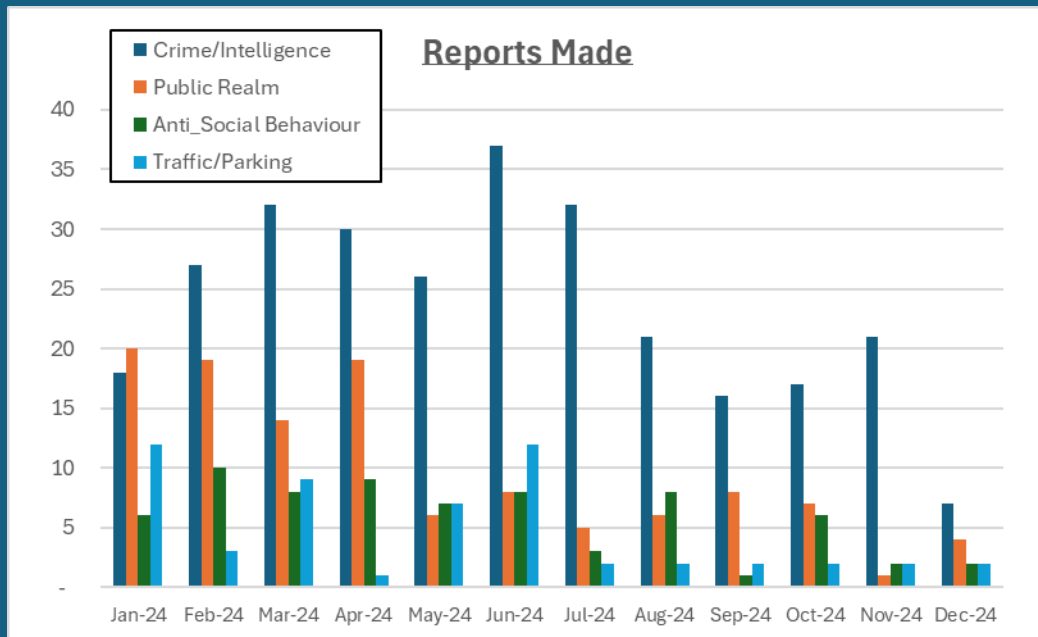
Number of steps covered during foot patrols



Rangers the “eyes and ears”

Being a Business Ranger is more than just security and crime. The Rangers also act as the “eyes and ears” of the Manor Royal BID by checking on businesses, looking out for problems around the area and reporting on things like rubbish, broken furniture and parking issues.

Where they can, they look to resolve the issues themselves, but where they can't they will escalate it to whoever can e.g. the Manor Royal BID Maintenance Team.

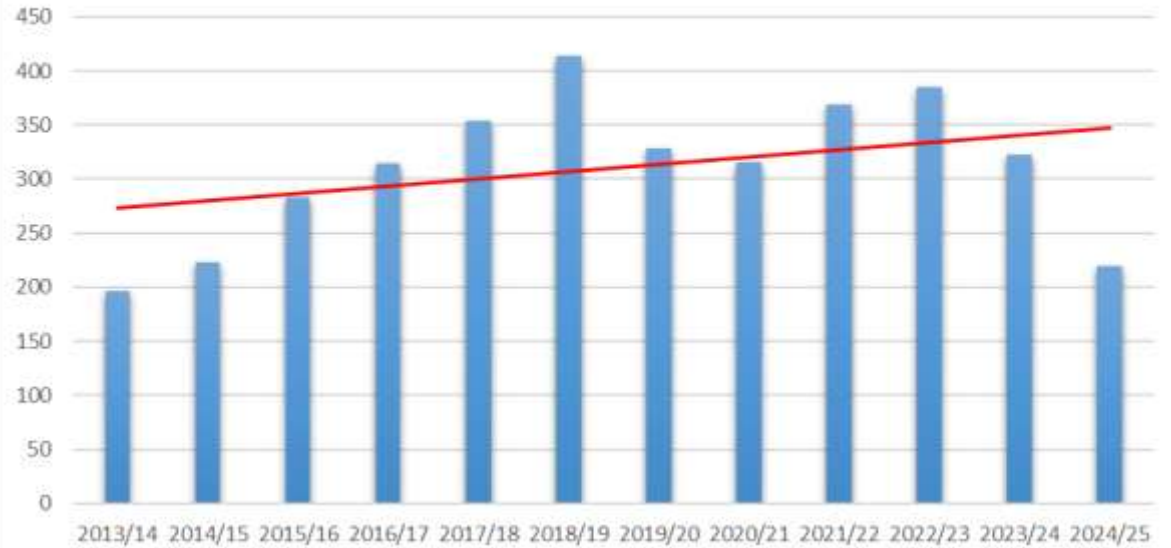


Crime Statistics

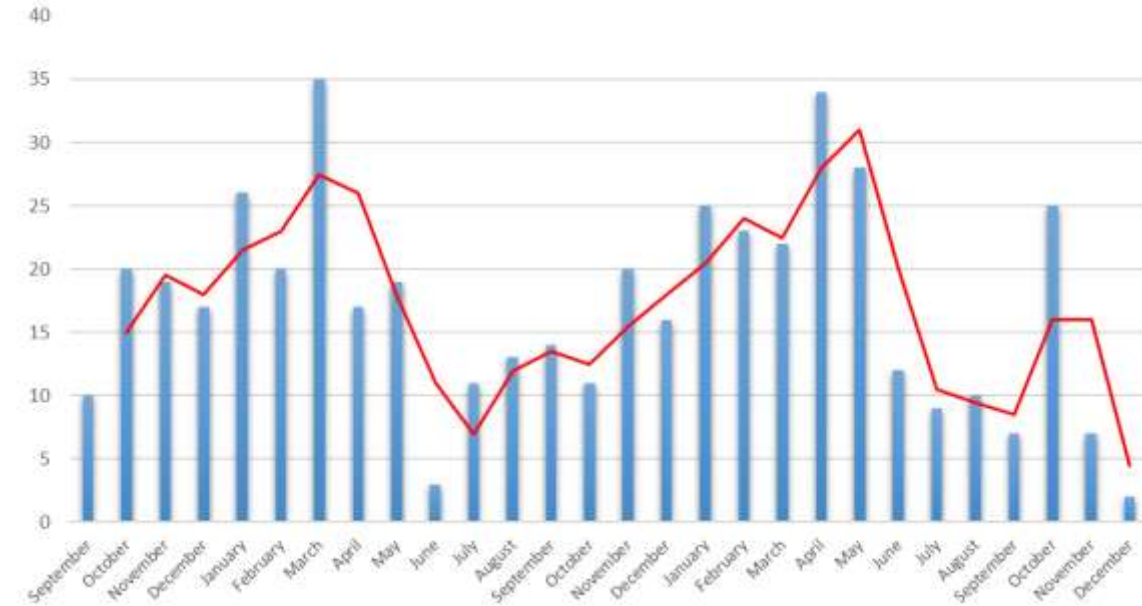
Every month the Manor Royal BID collects crime statistics for Manor Royal, broken down separately for Zone 1 (County Oak) and Zones 2-5 (the rest of Manor Royal). This is because retail related crime accounts for most crime reported to the Police.

Generally, official crime data show a trend of fewer reported crimes throughout the area. However, it is still very important that all crime is reported to ensure a true picture is captured as it impacts the Business District.

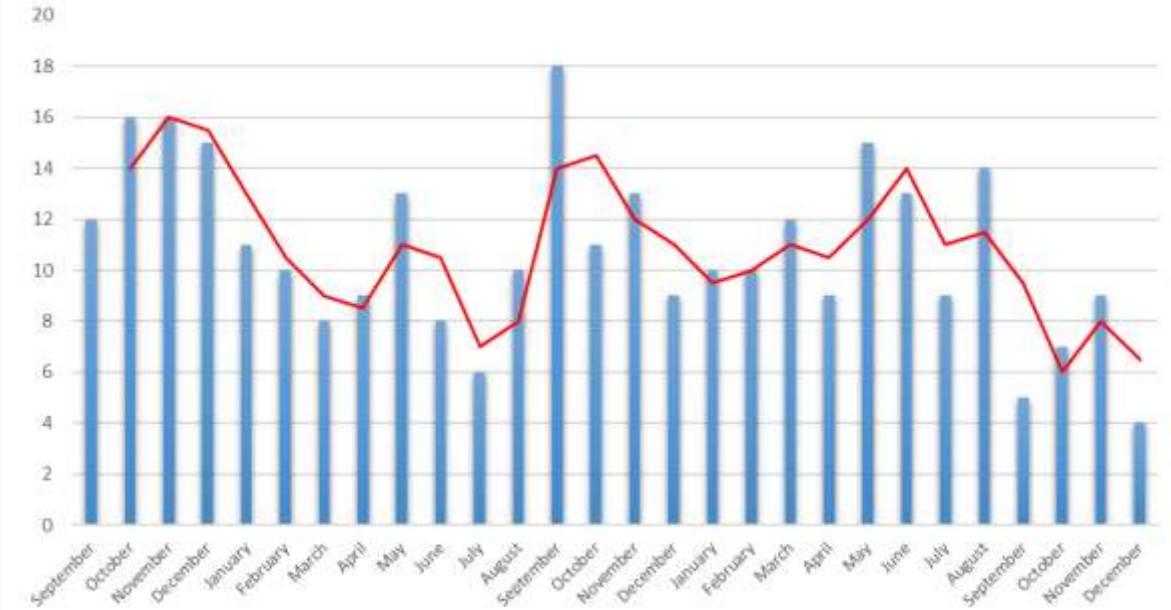
Recorded Crime in Manor Royal (all zones)



Recorded Crime in County Oak (Zone 1)



Recorded Crime in Manor Royal (Zones 2-5)



Security related services provided by the Manor Royal BID

As well as the Business Ranger Service that provides dedicated security to Manor Royal in addition to whatever the Police are able to provide, the BID also provides a variety of other services to help to keep the Business District safe and working, including:

- Free access to the password protected Manor Royal Business Watch Scheme (DISC)
- Area-wide CCTV and ANPR security cameras
- Free security radios for vulnerable retailers
- Support from a dedicated Business Crime Manager
- Free business watch window stickers and police officer vinyls
- Affiliation with Crawley & Gatwick Business Watch
- Free site premises security patrol signs
- Free site security review (via the Blue Light Group)
- Access through the BID to the local policing and Council teams

www.manorroyal.org/security





Thank you, Manor Royal Business Rangers

For more information on the Rangers
Visit www.manorroyal.org/rangers

For more information about security on Manor Royal
Visit www.manorroyal.org/security



Working in partnership for a better Manor Royal

