

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Ranger Reports

The Manor Royal BID has appointed and works in partnership with the Blue Light Group to provide this dedicated service




Month	December 25	Report date	31/12/25	Person	Steve Shaw
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This report provides highlights drawn directly from detailed Business Rangers reports submitted by the Rangers themselves while carrying out their duties. This is not meant to serve as a comprehensive report on every report or activity carried out by the Business Rangers but provides examples of the kind of work the Rangers have been doing to keep Manor Royal safe and working.

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


SECTION 1: Activity this month.


Commentary	Report Type: Crime
<p>02.12.2025 13:57:10</p> <p>Locations Faraday Road Type Crime Details Received an email from South East Ambulance Service regarding a lock knife that was found on their premises. We attended and spoke to staff who were very concerned but didn't want any further attention regarding the matter. We took the knife to police station. Escalated BID (Steve@manorroyal.org)</p>	 A photograph showing a black, curved lock knife resting on a white surface.


Commentary	Report Type: Crime
<p>Locations County Oak Retail Park Type Crime</p> <p>Details Received a call on the radio at about 19.00 hrs regards to an unknown IC1 male who had entered Boots. According to reports, the unknown IC1 male took a substantial amount of items then left the store without paying. When I received the call I was on the other side of the retail park as I approached the corner at Halfords I could see the unknown IC1 male getting into a silver Volvo Ref-OV57 GVR. After checking the (reg) it came back incorrectly. All this information was relayed back to the store they were also advised to contact the police and report the matter. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT


Commentary	Report Type: Graffiti
<p>03.12.2025 10:06:32</p> <p>Locations Metcalf Way Type Street cleanliness</p> <p>Details Graffiti found on rubbish bin at the above location. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	


Commentary	Report Type: Broken Signage
<p>03.12.2025 11:46:44 County Oak Way</p> <p>Broken Banner</p>	

Commentary	Report Type: Crime / Recovery
<p>03.12.2025 18:46:18</p> <p>Shops Pets at Home Recovery £100 - £1000</p> <p>Details £125 worth of year stolen items recovered at the above business mentioned, no arrest was made.</p>	


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Commentary	Report Type: Crime / Recovery
<p>04.12.2025 14:34:42 Shops Tk Maxx</p> <p>Details Stolen goods recovered, no arrest was made Price on stolen good: £39.99</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details Thursday 4th, Time of incident 14:25 Received a call on radio from T.K.Maxx stating two IC1 females stole unknown amount of goods from the store, we caught them in the car park and was able to retrieve two items from one of the ic1 females. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Street Cleanliness
<p>05.12.2025 10:03:17</p> <p>Locations Metcalf Way</p> <p>Details Rubbish located in places at the above business location. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	

Commentary	Report Type: Street Cleanliness
<p>05.12.2025 10:56:21 Locations Gatwick Road</p> <p>Details Rubbish located in places side of road at the above location. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT


Commentary	Report Type: Damaged Verges
05.12.2025 11:17:59 Damaged verges Tinsley Lane North	

Commentary	Report Type: Street Cleanliness
05.12.2025 11:32:34 Locations Woolborough Lane Details Pockets of rubbish located in places at the above location. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)	

Commentary	Report Type: Street Cleanliness
05.12.2025 11:42:16 Locations Crawter's Brook Park Details Small pockets of litter identified at the above location. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Anti-Social Behaviour
05.12.2025 18:00:43 Locations County Oak Retail Park Type Anti social behaviour	
<p>Details Whilst on patrol at the above business location, (Next) I was alerted about X3 IC1 young male's. Report received that the youngsters were being a bit silly / messing about. I attended immediately and spoke to one of individual's, reminding him of his behaviour. He called his friends who were still inside the store encouraging them to be even more disruptive. Not long after they left without any further issues. Minutes after I received another radio call from (TK Maxx) complaining about the same individuals. Again, I attended, spoke to him in a calm and non-threatening manner. After a few minutes they all left the retail park without any further problems. Footage of this incident can be located on my body worn camara..Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Damaged Verges
06.12.2025 10:22:51. Newton Road	
<p>Damaged verges</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	

Commentary	Report Type: Street Cleanliness
06.12.2025 10:31:35. Newton Road	
<p>litter located in places, at the above business location.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	


MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT


Commentary	Report Type: Traffic Issue
<p>06.12.2025 11:13:06</p> <p>Locations Hydehurst Lane Type Welfare</p> <p>Details Road signs at the above business location had blown onto the road, which has been causing some issues to drivers. I tried pushing some over into the path but still wasn't enough to create more space for drivers.</p> <p>Escalated BID (Steve@manorroyal.org)</p>	

Commentary	Report Type: Street Cleanliness
<p>07.12.2025 10:09:29 Locations Metcalf Way</p> <p>Details Litter located in places at the above business location. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	

Commentary	Report Type: Anti-Social Behaviour
<p>07.12.2025 11:04:17 Locations Crawter's Brook Park</p> <p>Details Broken glass located at the main entrance to the park. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	


MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT


Commentary	Report Type: Damaged Verges
<p>07.12.2025 13:54:43. Faraday Road</p> <p>Damaged verges</p> <p>Escalated BID (Steve@manorroyal.org)</p>	


Commentary	Report Type: Broken Signage
<p>07.12.2025 14:31:33. Manor Royal Road</p> <p>Banner at the above business location broken.</p>	

Commentary	Report Type: Crime / Recovery
<p>09.12.2025 12:56:54 Locations County Oak Retail Park Type Crime</p> <p>Details called to Curry's as the manager said that they had an active theft on going. As we entered the store the manager pointed out the three individuals 2 males and a female attempted to steal, the manager and staff approached the individuals who then started to become aggressive towards the manager, I said to call the police as the issues were increasing, we managed to get the car and reg number, all 3 left the store. the value of goods recovered was £350 Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Parking
<p>10.12.2025 17:19:39 Locations Priestley Way</p> <p>Details Whilst on patrol on Priestley way we came across an MG3 (Licence plate#YX64UCY) front end damaged. We went into Access Garage Doors to request CCTV footage and had a conversation with the manager and confirmed he will get back to us. Not put on operation crackdown due to the Access Garage doors. We will monitor the area.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Parking
<p>12.12.2025 10:37:43 Locations County Oak Retail Park</p> <p>Details i received a call from Currys saying that they had an emergency as an ambulance was on site they asked me to watch the traffic past the ambulance as they have parked partially up blocking the road. I monitored the situations until it moved. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Anti-social Behaviour
<p>12.12.2025 13:14:33 Locations County Oak Retail Park Details called to Tk max as they had a male in store becoming abusive towards staff members the males young son who was destroying toy boxes. I entered the store and asked staff what happened. The manager told me that the male was verbally abusive towards them. I approached and asked him to leave as he had already been told several times but he refused. I informed him he was now trespassing and kept asking him to leave it took several attempts to get the male out which he slowly did protesting and wanted my name and the stores name so he can make a complaint. I had my arm out by the main entrance and the male started to come back towards me. He then complained I had touched him. This is on body cam. I asked the store to call the police who spoke to the male now. PCSO 25628</p> <p>Escalated Emergency (999)</p>	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime / Recovery
14.12.2025 17:14:42 Retail Visit Location Boots Details (Optional) Boots called and stated they had caught 3 girls aged approx 15 attempting to shoplift and take candles from boots by putting them in a bag, the goods were recovered by boots and the girls asked to leave by staff before I got there.	

Commentary	Report Type: Crime
16.12.2025 14:41:08 Locations Acorn Retail Park Details Time of incident: 14:48 Description: IC1 Male, Roughly 30's, Approx 5 foot 10, Blue jacket, grey tracksuit bottoms, brown hair. Radio Call: Snap Fitness IC1 male has been and arrested by police for public indecency and theft. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Crime
17.12.2025 14:33:31 Shops Next Recovery £1 - £100 Details whilst on patrol of county oak I observed a female from the travelling community, running from Next in a hurry, we approached I asked if she could show me a receipt, to which she showed me a Smyth toys receipt, I asked if she couldn't show proof then she had to take it back which she did. Escalated Blue Light Security (steve@bluelightgroup.uk)	


Commentary	Report Type: Street Cleanliness
17.12.2025 11:34:04. Woolborough Lane whilst on a patrol I have come across rubbish left by the woolbrough lane subway.	

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Commentary	Report Type: Suspicious Behaviour
<p>18.12.2025 10:22:02 Locations County Oak Retail Park Details called to pets at home by the manager as they have Melvin Cockhran in store who last time stole items, as I entered the store I made eyes on the individual, he became abusive as he left the store, he then made his way out of the area drinking from a bottle of alcohol. I said call the police next time he is in store and to refuse entry. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime / Recovery
<p>18.12.2025 10:47:05 Locations County Oak Retail Park Details called to TK max as they had an individual bagging items in a bag for life as I got to the store the male dumped the bag. Value £1390 white male shaved head navy jumper black trousers joggers I have asked for a photo for disc. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime
<p>19.12.2025 10:59:02 Locations Acorn Retail Park Details whilst on a walk around in M&S I noticed a push bike in side the store blocking the items for customers, I asked the owner to put the bike outside to which he said what's it go to do with me, I said nothing at all but your bike it blocking parts of the store he said he had no lock, I replied that it's not the stores responsibility to look after your bike, he became aggressive and threatened me that he hopes that we don't meet again soon, I said what do you mean by this! he replied the same but staring with intent, I said if you keep on I will involve the police, he carried on making a scene so I left the store I did get some part on body cam. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Crime / Recovery
<p>21.12.2025 15:26:50 Locations County Oak Retail Park Details received a call from B&M saying they had travellers attempting to steal. As we entered the store, we saw 2 females and a child attempting to distract staff and make off with various items plus 2 security CCTV cams valued at £60 each all items recovered.</p>	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT


Commentary	Report Type: Damaged Curb
<p>23.12.2025 14:37:05 Priestley Way</p> <p>whilst on patrol of priestly way the curb has been damaged.</p>	


Commentary	Report Type: Crime / Recovery
<p>23.12.2025 17:05:25 Locations County Oak Retail Park Details called to curry as they had a male in-store attempting to steal a Samsung TV worth £479, he was distracting the staff saying that it was not the price advertised, the payment did not go through and he was walking around the store with a 50' getting closer to the door to exit without paying, the male was white all in grey tracksuit. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Suspicious Behaviour
<p>27.12.2025 12:11:22 Locations County Oak Retail Park Details Whilst on patrol we came across a sealed bag item on the floor next to a red mazda that is full of the same bags inside of the vehicle, we had no way of contacting the owner so placed the sealed bag under the windscreen wiper for the owner to retrieve. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Street Cleanliness
<p>27.12.2025 12:51:24. Manor Royal Road</p> <p>whilst on patrol on bird walk, litter was found</p>	

Commentary	Report Type: Damaged Verges
<p>27.12.2025 13:07:40 Kelvin Way</p> <p>whilst on patrol, with Kelvin way we came across damaged verges.</p>	

Commentary	Report Type: Anti-social Driving
<p>Details Crompton Way Dangerous/Antisocial Driving. Whilst on a car patrol of the Gatwick Distribution centre outside Lyreco signs of anti social driving still taking place . Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Parking
<p>28.12.2025 10:28:05 Metcalf Way Details whilst on patrol the same vehicle parked on Metcalf way was previously reported by rangers. Rangers last night showed the police where the vehicle was located, the vehicle is now reported on operation crackdown.</p>	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime
<p>28.12.2025 16:49:18 Locations Manor Royal Road Details we received a message from The real pizza company that there are three cars with various people with balaclavas outside their shop. As we arrived in Lloyds Court we observed multiple people around different cars holding black bags and what looked like a gun. We approached them and asked them what was going on. One of the men responded they were shooting a music video and that they had fake cash in the bags and a fake gun, he then showed us a video of the police arriving at the scene and they had no issues with them continuing to finish there video shoot. Body cam footage available of the men and their vehicle. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime
<p>30.12.2025 11:34:54 Locations Acorn Retail Park Details whilst on patrol m&S security approached us saying that yesterday (29/12/25) approximately 16:00 a known violent thief by the name T Pirron attempted to steal from m&S, in the process of that the M&S security guard was assaulted, but he's reluctant to call the police, he gave us information that he stole from Tesco, but speaking to Tesco today (30/12/25) at 11:30. They know nothing about it but we will check with the manager. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime
<p>30.12.2025 16:32:08 Locations County Oak Retail Park Details whilst on a patrol at county oak, we received a call from the manager at Currys saying that they had 2 black males in store that are wanted by police for theft from multiple Curry's and many times from county oak. As we entered the store one of the males tried to walk out with a gift card, the store member got this back. The manager said that they are wanted by police, the male turned and said don't start saying that. I advised to call 999, which the manger did and gave details of the 2 males who then ran. We followed them to see what car they used – a cream mini with black wheels blacked out rear windows reg number LA56GBU. They headed towards Gatwick I relayed this over the store radio with car details. We then stood down. The police did not attend. Escalated Emergency (999)</p>	