

MANOR ROYAL BID BUSINESS RANGERS MONTHLY OBSERVATION REPORT

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

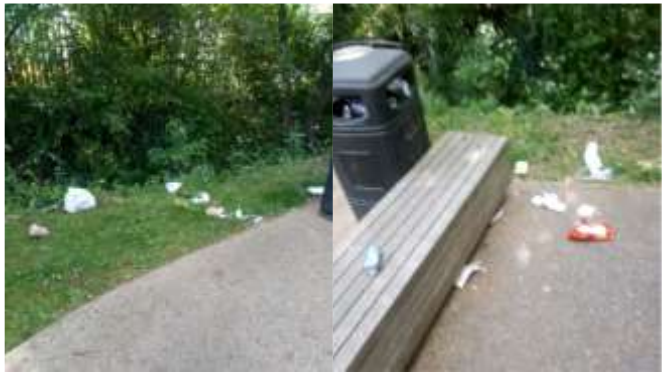



Month	May 25	Report date	31/05/25	Person	Steve Shaw
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This report provides highlights drawn directly from detailed Business Rangers reports submitted by the Rangers themselves while carrying out their duties. This is not meant to serve as a comprehensive 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


Ranger Reports


	Report Type: Street Cleanliness
<p>Commentary</p> <p>01.05.2025 09:14:23</p> <p>Locations County Oak Way</p> <p>Details rubbish all over the ground in the Metcalf park county oak end</p>	 A photograph showing a black bin on a paved area with a wooden bench in the foreground. There is a lot of white and orange rubbish scattered on the ground and on the bench.
	Report Type: Parking
<p>Commentary</p> <p>07.05.2025 09:15:46</p> <p>Locations County Oak Way</p> <p>Details whilst walking along county oak way a car has parked on the pavement on yellow lines blocking access for disabled people and push chairs, the person came back driving off along the pavement potentially could of hit some one coming out of the park.</p>	 A photograph showing a silver car parked on a paved area with yellow lines. The car is parked on the pavement, which is next to a road with trees in the background.

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	Report Type: Fly Tipping
<p>Commentary</p> <p>08.05.2025 16:50:03</p> <p>Locations Crawter's Brook Park</p> <p>Details whilst on patrol of crawters brook loads of rubbish has been dumped</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	Report Type: Retail Recovery
<p>Commentary</p> <p>09.05.2025 18:27:11</p> <p>Locations County Oak Retail Park</p> <p>Details whilst on a patrol of county oak retail park the boots security challenged a female as she set the door alarms off I could see that the security guard was having issues so I joined him and assisted in getting the items back. Value recovered was £86.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
	Report Type: Public Realm Checks
<p>Commentary</p> <p>11.05.2025 10:37:46</p> <p>Locations Manor Royal Road</p> <p>Details litter found</p>	
	Report Type: Antisocial Driving
<p>Commentary</p> <p>11.05.2025 10:54:09</p> <p>Locations Crompton Way</p> <p>Details Signs showing of car wheels spinning donuts at the following business I, Paper grafics</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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	Report Type: Vandalism
<p>Commentary</p> <p>10.05.2025 10:54:15</p> <p>Locations Crompton Way</p> <p>Details Unknown fire has caused major damage to the following business (paper graphics) cause of fire still unknown.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p> <p>Follow Up 10.05.2025 11:09:57</p> <p>Details Whilst on foot patrol at the above location. I came across the aftermath of a major fire that took place last night at the following business (Paper graphics). No one was hurt during this ordeal, reports are that the fire started about 1100hrs last night. Spoke to staff, who confirmed that the incident was reported to the police, cause of fire still remain unknown. According to staff on site, over 500 wooden pallets were destroyed in fire.</p>	


	Report Type: Welfare
<p>Commentary</p> <p>11.05.2025 14:16:00</p> <p>Locations Betts Way</p> <p>Details Received a call on the radio from the following business (Tesco), Requesting support with an well known shoplifter who was lying on floor. Upon arrival, one IC1 male was found lying face down on the floor. We approached with caution whilst engaging verbally with the male. We then managed to get him off the floor, and also to move on without any major issues. Once he was off the location, I reported back to (Tesco) with the outcome of the attendance. With everything under control, I then stood down and returned back to normality.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

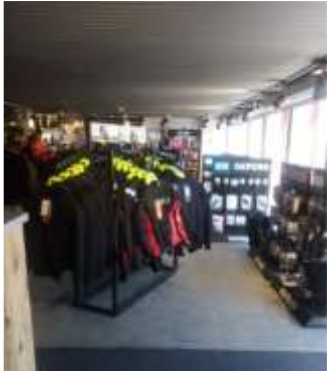
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<p>Commentary 13.05.2025 09:41:00 Locations Kelvin Way Details whilst on patrol on farrady road walking into Kelvin way the road sign has been damaged. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	<p>Report Type: Broken Signs</p> 
<p>Commentary 13.05.2025 09:45:33 Locations Faraday Road Details whilst on patrol of farrady road opposite Amazon parking spaces lots of rubbish found. reported to the maintenance team Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	<p>Report Type: Litter</p> 
<p>Commentary 13.05.2025 11:07:39 Locations Manor Royal Road Details Overhanging trees hanging on pathways at the above location.Crawters Park Entrance.</p>	<p>Report Type: Maintenance Checks</p> 
<p>Commentary 14.05.2025 09:46:58 Locations Fleming Way Type Welfare Details checking in with premier inn to see if they are still getting issues with the homeless sleeping in the public toilets also to check if the graffiti is still happening, I have spoken with the manager as she informs me that they have had no issues in the past few weeks, they have the Rangers business card I asked if they could contact us if the have any issues in the near future. also advised them to inform the police via 101 or 999 if serious. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	<p>Report Type: Welfare</p>


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	Report Type: Street Cleanliness
<p>Commentary</p> <p>14.05.2025 10:55:54</p> <p>Priestley Way</p> <p>Small amount of rubbish found in places at the above location.</p>	


	Report Type: Fly Tipping
<p>Commentary</p> <p>14.05.2025 11:44:07</p> <p>Rutherford Way</p> <p>Signs of fly tipping at the above business location.</p>	

	Report Type: Crime
<p>Commentary</p> <p>14.05.2025 12:47:28</p> <p>Locations Gatwick Road Type Crime</p> <p>Details Whilst on foot patrol, we attended the above business at the above location. And was informed about an incident on the 07/05/25 where X3 IC1 males, entered the premises and stole over £1700 worth of items. Incident was reported to the police, but yet to attend. Staff and the Rangers are convinced that they could be part of a group whom had stolen helmets and other stuff recently from the previous bike shop. We encouraged businesses to continue to report all incidents large or small to local police. Crime no# 221/14/05/2025 - Ref# 47250091420, with everything under control we then stood down and returned back to normality.</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

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	Report Type: Parking
Commentary 14.05.2025 13:10:39 Priestley Way Abandoned vehicle with black - out number plate,park at the above location.	

	Report Type: Broken Signage
Commentary 14.05.2025 17:53:16 Manor Royal Road Damaged sign found at the above business location.	

	Report Type: Damage
Commentary 15.05.2025 09:13:08 Whitworth Road whilst on a patrol on whitworth road a drain cover has been damaged and sunk into the ground. past over to Jordan maintenance.	

	Report Type: Crime
Commentary 15.05.2025 10:15:25 Locations Manor Royal Road Type Crime Details whilst on a patrol of Crompton way I was approached by 2 builders that are working on Manor royal road, they work for land build and they had a theft of equipment in the early hours of this morning, they had a petrol jet washer stolen with a bowser worth roughly £1'500 I asked if they could look at there CCTV to see if they can obtain a number plate of the vehicle used in the theft, also to report the crime via 101, also I told the siteanager Adam that we can look at CCTV that are on the lights at the top of London road in the hope they left in that direction, unfortunately I don't have a time yet as they still to find the footage. I have given out business card for Adam to call me and I will return to view. and help out where I can. Escalated Blue Light Security (steve@bluelightgroup.uk)	

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	Report Type: Crime
<p>Commentary</p> <p>15.05.2025 14:16:03</p> <p>Locations Crompton Way Type Crime</p> <p>Details whilst on a patrol of Crompton way I was approached by 2 builders that work for land build, they informed me that they have had a theft of a water bowser petrol jet wash, the was stolen at midnight on the 15th, I have an image, I also informed the site manager to call 101 and report the crime, and to obtain a crime number, the police should visit the site and also obtain any CCTV, I have asked if Adam the site manager could also send me a pic via email of any vehicles they find that could be involved, as I can look at the CCTV that covers both ends of manor royal road and London road, I did ask Steve the Bid manager to look at the CCTV at the time and date of the crime. hopefully we can find more images.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


	Report Type: Crime
<p>Commentary</p> <p>15.05.2025 14:21:08</p> <p>Locations Hydehurst Lane Type Crime</p> <p>Details I was called by Darren that is a manger for welland, they had a theft of a push bike wheel, the individual jumped the fence from DPD into the bike shed of welland, the individual then proceeded to remove the wheel from the push bike and the jump back the same way, enquiries will be made to see if DPD have captured the person at approx 20.58 on the 14th may 2025 blonde hair black top with white stripes on both arms the incident has been reported to the police by the owner of the bike. CCTV has been saved of the individual.so the police can view.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


	Report Type: Anti – social Behaviour
<p>Commentary</p> <p>16.05.2025 11:17:17</p> <p>Locations Gatwick Road</p> <p>Type Dangerous/Antisocial Driving</p> <p>Details follow on report from the theft from the superbike Wearhouse, the previous theft when it was p&h the individual that was involved is not the same as this recent theft. I did ask the store to chase the police to come and view the CCTV.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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	Report Type: Crime
Commentary	
<p>15.05.2025 14:58:54 Locations Manor Royal Road Type Crime</p> <p>Details called into the people's pension to ask about CCTV in regards to the water bowser theft to see if the vehicle past there front entrance, also piped in to virgin media to ask the same question as the also have a camera facing that direction. they are attempting to go through CCTV and will email me any images if found, this is a follow on from the bowser theft.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
<p>15.05.2025 15:45:00</p> <p>Locations Manor Royal Road Type Crime</p> <p>Details follow on from the bowser theft the people's pension didn't show anything so now I have tracked the number 10 bus as this would of gone past the crime in action, I'm having to ask metro bus for some assistance. follow on to be done after I have seen metro bus.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
<p>15.05.2025 16:12:05</p> <p>Locations Manor Royal Road Type Crime</p> <p>Details follow on from the bowser theft from land build, I have been into metro bus and asked about CCTV from the busses I managed to track past the site where the theft took place, the metro bus manager has informed me that all busses that passed the crime scene will be downloaded, land build will have to request the footage direct from metro bus once reported to the police along with the crime number. I have since passed this information onto Adam the site manager at land build on manor royal road. still waiting for there own CCTV.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
<p>1</p> <p>5.05.2025 16:38:50</p> <p>Locations Crompton Way Type Crime</p> <p>Details follow on from the bowser theft, I have asked Joseph Giles to check there CCTV as the individuals came into Crompton way after pushing the bowser from manor royal road into Crompton, Joseph Giles will contact me if they find footage.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
<p>16.05.2025 10:48:21</p> <p>Locations Crompton Way Type Crime</p> <p>Details follow on from the water bowser theft, I have asked the snack shack to check there CCTV on the time and date, I'm now waiting for there response I have re given our business card</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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	Report Type: Anti Social Driving
<p>Commentary</p> <p>16.05.2025 11:51:48</p> <p>Locations Cobham Way</p> <p>Type Dangerous/Antisocial Driving</p> <p>Details gone into see co- ordination to find out if they are still having issues with anti social driving, which yes they are, I have asked them to email pics of the cars involved, as this is not the only premises this is happening on.</p>	


	Report Type: Parking
<p>Commentary</p> <p>17.05.2025 11:55:46</p> <p>Napier Way: X2 abandoned vehicles were located at the above business location,sign of people sleeping inside. Doors where found opened. But no one was found inside,the vehicle details where checked and both vehicles have got Tax/MOT</p>	

	Report Type: Welfare
<p>Commentary</p> <p>17.05.2025 14:27:48</p> <p>Locations Betts Way Type Welfare</p> <p>Details At about 12:45 am whilst on car patrol,we came across a individual lying in the middle of the road at the following location (Betts Way). We then find a safe place to park, before descending from the patrol car. Upon arrival, we could recognize the individual that was on the floor. Whom had turned out to be a staff member at one the retail shops (Wickes). Following further investigation we confirmed that he was hit whilst crossing the road. At the time of our arrival,the ambulance and the police were already contacted. We then took control of the situation, by monitoring the busy traffic, Matt then went off and started talking to the victim reassuring him and also trying to gather what had happened. Shortly after the Ambulance and the police arrived, the victim was taken into the ambulance for further tests to make sure he was ok. The police took statements from both parties, we continued to monitor the situation until the Ambulance had left site. Once everything was under control we then stood down and returned back to normality.Footage of this incident can be found on the bodycam of both Rangers,if needed for future evidence.Shoulder no# of attending police officer's as follows PCSO'S 19820/A3290.Make /reg of vehicle included in the accident. Grey Ford Transit Reg - YP70 EKN. Driver of the vehicle in question,was in a bit of shock but was ok at the time we stood down. Escalated Emergency (999)</p>	

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	Report Type: Child Welfare
<p>Commentary</p> <p>17.05.2025 18:47:15</p> <p>Locations Acorn Retail Park Type Child welfare</p> <p>Details Received a call on the radio from the security officer at Smyth's toy store, regards to X3 young boys who was racing on push bikes inside the store. Upon my arrival,I saw the kids speeding throughout the department.I calmly approached the kids,and asked to get off the bike as they're previously told by the store manager. At beginning they were acting up,but after another firm conversation they slowly alighted from the bikes with out any further issues.Staff's were happy with the outcome of my attendance, so I then stood down.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

	Report Type: Anti Social Behaviour
<p>Commentary</p> <p>18.05.2025 10:44:12</p> <p>Signs of idle or picnic fire was located at the above location.</p>	
	

	Report Type: Parking
<p>Commentary</p> <p>18.05.2025 10:50:57</p> <p>Napier Way</p>	
	

	Report Type: Crime / Recovery
<p>Commentary</p> <p>18.05.2025 14:15:23</p> <p>Shops Boots Recovery £1 - £100</p> <p>Details £31 worth of stolen items was recovered at the above business location, no arrest was made.</p>	
	

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	Report Type: Crime
<p>Commentary</p> <p>18.05.2025 14:40:39</p> <p>Shops B&M Recovery £100 - £1000</p> <p>Details Rangers were called to the above business location, to assist staff in the recovery of £867 worth of stolen items.No arrest was made, staff remain safe and unharmed.</p>	
	Report Type: Damaged Sign post
<p>Commentary</p> <p>18.05.2025 17:55:19</p> <p>James Watt Way</p> <p>Falling sign located at the above business location.</p>	
	Report Type: Parking
<p>Commentary</p> <p>20.05.2025 09:07:57</p> <p>Locations Metcalf Way Type Parking</p> <p>Details whilst on a patrol of Metcalf way 2 vans are blocking the public highway, I asked if they can be moved as disabled and wheel chairs also push chairs can't get past with out going on the road, parking services.</p> <p>Escalated Crawley Council (https://crawley.gov.uk/council-information/west-sussex-county-council)</p>	
	Report Type: Street Cleanliness
<p>Commentary</p> <p>21.05.2025 11:27:20</p> <p>Priestley Way</p> <p>Drainage cover found out of place at the above location.Rangers then replace cover over open drain.</p>	

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	Report Type: Crime
<p>Commentary</p> <p>20.05.2025 18:00:58</p> <p>Locations Acorn Retail Park Type Crime</p> <p>Details Whilst on foot patrol at the following business mentioned (M&S,we were informed by staff.About a robbery that took place in the early hrs of Monday morning, about 02.00 am.Reports are that X2 individual's entered the store from the side door fire exit, leading towards the Astral Towers carpark. .Both individuals were wearing mask's and baseball caps.Place of entry, was a fire exit door located in the dining area,that leads to the external carpark right of the business mentioned. Staff are still unaware of what, or how much was taken in terms of cash / values due a systematic failure happening with their data provider.From what we have gathered,the matter has been reported to the police, who are currently exploring all areas of information. We did contact a few businesses, to check if they had seen anyone acting suspiciously around the retail park at the time frame given. But all come back all - inclusive, all this was also relayed back to (M&S in regards to our investigation carried out.We have currently stood down from this particular incident,as it is now in the hands of the police, but will still keep an ear out for any further intel, that could assist the police in bringing the perpetrators to justice.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


	Report Type: Anti – social Driving
<p>Commentary</p> <p>22.05.2025 11:27:20</p> <p>Signs of vehicle wheel spinning on site, opposite the following business,(Papergrafics)</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
	


	Report Type: Grafitti
<p>Commentary</p> <p>24.05.2025 10:39:06</p> <p>Crawter's Brook Park</p> <p>whilst on a patrol through the crawters brook park graffiti found on the jetti post flemming road way.</p>	
	

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	Report Type: Business Liaison
<p>Commentary</p> <p>24.05.2025 13:23:49</p> <p>Locations County Oak Retail Park Type Business liaison</p> <p>Details joining the police at county oak retail park for the road show on knife crime awareness week. Sussex police hosting but wanted blue light manor royal business rangers with them.</p>	

	Report Type: Parking/Crime
<p>Commentary</p> <p>25.05.2025 09:22:02</p> <p>whilst on a patrol of Metcalf way I have come across a vehicle that has both windows open the van is a silver vauxhall vivaro cdti reg number DX63 JFY by the looks of the back door it's been broken into rear doors are bent.</p> <p>Escalated Operation Crackdown (operationcrackdown.org)</p>	

	Report Type: Parking
<p>Commentary</p> <p>25.05.2025 09:46:50</p> <p>Whilst on patrol I have noticed the van in the picture has been in the same spot for a few weeks now, this same vehicle was outside subways on Gatwick road for months, operation crack down refused to deal with it as they say it's not abandoned, despite having flat tyres and smashed off wing mirrors. united drives on the side definitely the same vehicle as the one on Gatwick road.</p>	

	Report Type: Parking
<p>Commentary</p> <p>27.05.2025 11:26:21</p> <p>Kelvin Way</p> <p>Abandoned vehicles located at the above location.</p>	

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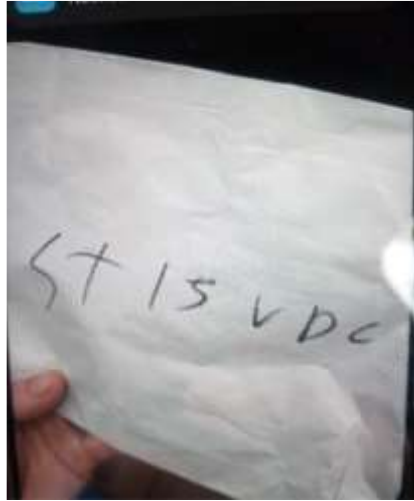
	Report Type: Damaged Verges
<p>Commentary</p> <p>27.05.2025 17:29:41</p> <p>Newton Road</p> <p>Damaged verges found in places at the above location.</p>	


	Report Type: Street Cleanliness
<p>Commentary</p> <p>27.05.2025 17:33:17</p> <p>Kelvin Lane</p> <p>Small amount of litter found in places at the above location.</p>	

	Report Type: Crime
<p>Commentary</p> <p>28.05.2025 10:40:04</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details this morning whilst walking through the county oak retail park I noticed boots was closed, as I went up to see if I could see staff, one member came up to me and said they was broken into this morning at 08.20, I made my way around the back and came into the store, I spoke to the shaken up staff and I viewed the CCTV, the police was called 999 but the store manager was transferred to 101, I viewd the CCTV and seen the individual that pulled open the store front doors and made his way over to the fragrance area and stole 1 tester, he then made is way over to the medication area, and a member of staff said to him why are you in here we are shut, the guy replied the doors was open. to which the staff member said they was shut. and you need to leave now. the police still haven't arrived the store manager is asking if the doors will be dusted for prints. before the doors are fixed</p> <p>Escalated Emergency (999)</p>	

	Report Type: Crime / Recovery
<p>Commentary</p> <p>28.05.2025 13:37:11</p> <p>Shops Tk Maxx Recovery £1 - £100</p> <p>Details £92 was recovered for the above business mentioned, no arrest was made.</p>	


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	Report Type: Crime
<p>Commentary</p> <p>29.05.2025 12:19:15</p> <p>Locations Newton Road Type Crime</p> <p>Details whilst on patrol on newton road the guy from dolphin bites burger van approached me and informed me that a eastern European guy was trying to collect there old oil, but the burger van owner said they already have people to collect, the van driver then said to him I'll pay you!!! I told the burger van owner to report this via 101 as they have the number plate, he also said to me that the bread delivery guy got jumped and beaten by 3 men in a van shouting at the bread man to open up his van the 3 men smashed the van up at the back and then took off with out stealing anything, I'm thinking they thought the bread van was a parcel delivery for fed ex this happend at 10pm 2 nights ago, this has been reported and footage given to the police. ST15VDC belongs to the oil guy.</p> <p>Escalated Crawley Council (https://crawley.gov.uk/council-information/west-sussex-county-council)</p>	

	Report Type: Crime / Recovery
<p>Commentary</p> <p>30.05.2025 14:49:02</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details heated over the radio the boots security trying to get hold of TK max as they had a shop lifter inside, I asked if boots was ok he then informed me that the shoplifter then entered next and stole what's in the picture, as I arrived I noticed the individual going off towards the mosque, I gave chase and retrieved the items from the male.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p> <p>Shops Next Recovery £1 - £100</p> <p>Details see crime report value recovery £62</p>	

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	Report Type: Crime
<p>Commentary</p> <p>30.05.2025 16:22:22</p> <p>Locations County Oak Retail Park Type Crime Details whilst I was in the county oak retail park Curry's came on the radio asking if the rangers can deal with fraud, I said no this is a police matter, however I can assist you if the male gets into a car, which I did I followed the black male black jacket grey jeans black hair matted, he was picked up by a black lexus LK57FFC and made off towards London road way towards the mosque. police dispatch could hear my radio traffic all along me following the male.i told curry if the police want body worn they would have to request it. Escalated Emergency (999)</p>	

	Report Type: Parkling
<p>Commentary</p> <p>31.05.2025 09:30:07 - County Oak Way whilst on patrol on county oak way I have come across a smashed bumped vehicle up against another vehicle glass all over the pavement called 101 as this car is a hazard and needs to be cleaned up. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	
	

	Report Type: Suspicious Behaviour
<p>Commentary</p> <p>31.05.2025 13:53:23 Locations County Oak Retail Park Type Suspicious Behaviour Details Received a called on the radio, to attend the above business location. Regards to two IC1 male's who was recording with a mobile phone from a park vehicle inside the car park. Upon arrival the persons in question had already left site. We then spoke to the victims, x3 IC1 female's, whom had told us that, the guys were probably recording every female walking by.We then advised them to report the matter to the police. Details of the vehicle was captured by the female's, Vehicle registration as follows - WF13 ZKU. With everything under control, we then returned back to normality. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

	Report Type: Security Checks
<p>31.05.2025 15:42:02 Locations Gatwick Road Type Security Checks Details Whilst on patrol around at the above business location.We came across a existing continuous alarm. On further investigation we found out that the alarm,was coming from the following business (Ezzehaul).We attended but no one was on site, lucky we had a email address for one of the managers. He was contacted via email,he then advised us that he will get in touch with the onsite security.In returned he thanked us for our keen support to businesses around the area. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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