

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	November 25	Report date	30/11/25	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.manorroval.org/security

SECTION 1: Activity this month.

Commentary	Report Type: Suspicious Behaviour
01.11.2025 15:13:13	
Locations Acorn Retail Park Type Suspicious Behaviour	
Details called into Smyth's toys as they had a male that was shirtless outside the store causing issues with the public, I have noticed the same male a few times now, after speaking to security the male informed the guard that he was just out of prison. this all the information we have no name and not recognised in the area as a prolific offender. I have asked the local PCSO to attend to speak with him and I'd him, but no answer as yet from them, unfortunately the radio air wave link is down so I could only message via the phone.	
Escalated Blue Light Security (steve@bluelightgroup.uk)	


Commentary	Report Type: Crime
01.11.2025 15:15:50	
Locations Acorn Retail Park Type Crime	
Details a female has been committing fraud in Smyth's toys store I have advised them to report to police as the female is known to the store and other stores for doing the same crime. no further information from the store, all I could do was advise them to inform the police in the hope they come to the store and view the footage.	
Escalated Blue Light Security (steve@bluelightgroup.uk)	

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Commentary	Report Type: Joint Patrol
<p>02/11/25</p> <p>Joint Patrol / Acorn Retail Park</p> <p>Type Business liaison</p> <p>Details joint patrol with Sussex police around county oak and acorn retail parks</p>	


Commentary	Report Type: Welfare
<p>02.11.2025 13:29:27</p> <p>Locations County Oak Retail Park Type Welfare</p> <p>Details whilst on a partol I noticed a car parked by the side of next the driver looked stressed so I approached and asked if all was ok, to which he replied no I have dropped my car key down the drain, I told the male to call the car park owners to see if they could do anything, in the meantime the local PCSO arrived I asked if they had a crowbar so I could lift the drain cover which they did, but the car key had fallen to far down into the sewer, I said maybe they will have to call a drain service to retrieve the key, they had a family member come with the spare car key. nothing further I could do, so the police joined me for a patrol of the area.</p>	

Commentary	Report Type: Street Cleanliness
<p>02.11.2025 13:50:29</p> <p>Crawter's Brook Park</p> <p>whilst on patrol of crawters brook rubbish has been left from over night sleeping.</p>	


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Commentary	Report Type: Crime
<p>02.11.2025 14:29:13</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details called to pets at home, a male was being abusive and threatened the staff member of the vets section who was left shaken and emotional, I said that this can be reported to the police for harassment and distress, I have informed the local PCSO to see if she can come and help, however the male in question has gone, CCTV of the van he was driving white ford transit with stronghold roofing no number plate captured on store CCTV. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

Commentary	Report Type: Welfare
<p>02.11.2025 17:56:34</p> <p>Locations County Oak Retail Park Type Security Checks</p> <p>Details whilst on a drive through of county oak retail park I noticed a bike that was not locked up but it has a flat front tyre, no stores are open and it looks expensive as it's electric, no one is around the bike is unattended outside Halfords. I have called 101 to see if any push bikes have been reported stolen.</p>	

Commentary	Report Type: Joint Patrol
<p>05.11.2025 14:10:48</p> <p>Type of Patrol Foot Patrol</p> <p>Locations County Oak Retail Park</p> <p>Details Currently on foot patrol, with PCSO'S - 43595</p>	

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Commentary	Report Type: Crime
<p>05.11.2025 19:15:16</p> <p>Shops Smyths Recovery £1 - £100</p> <p>Details £38 worth of stolen items, were recovered at the above business location..</p>	


Commentary	Report Type: Crime
<p>06.11.2025 14:17:17</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details whilst on patrol of the retail park I noticed a known thief of the area called Jack page I followed him as he stole from TK max last week, he went to B&M he selected various items and took off around the shop, I noticed security and he followed Jack page then dumped the items and left the store, I followed and observed him leaving the area, I then informed the stores. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Crime / Recovery
<p>07.11.2025 11:26:19 Locations County Oak Retail Park Type Crime</p> <p>Details called to boots by the security guard as they had 2 females travellers in store concealing items, as I entered the store I recognised one of the females she spoke to me asking if the store had called me here, I replied yes and I made them aware that they was being recorded on body cam, they was protesting that they hadn't done anything, further investigation with the store manager on CCTV found that the female in blue did conceal but dumped the items at the till, they protested more then left and made their way to the suv that was parked outside next and not in a bay the reg number LS23 AWZ the vehicle then made off out of the retail park area. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

Commentary	Report Type: Broken Signage
<p>07.11.2025 12:13:53</p> <p>Manor Royal Road</p> <p>whilst on patrol of manor Royal road I noticed a banner that is broken</p>	

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<p>Commentary</p>	<p>Report Type: Street Cleanliness</p>
<p>08.11.2025 11:34:00</p> <p>Locations Crawter's Brook Park Type Street cleanliness</p> <p>Details Small pockets of litter in places at the above business location. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

<p>Commentary</p>	<p>Report Type: Anti-Social Behaviour</p>
<p>08.11.2025 16:27:37</p> <p>Locations Woolborough Lane Type Anti social behaviour</p> <p>Details On observation at the above location, we noticed that the rubbish bin, was not where it normally was. There was also signs of fire in the location, where the bin was. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


<p>Commentary</p>	<p>Report Type: Welfare</p>
<p>08.11.2025 13:21:07</p> <p>Locations Fleming Way Type Welfare</p> <p>Details Whilst on foot patrol at the above business location, We observed what seems like broken door/ window in places at the Following business (Panattoni). We tried to find out, if they're aware of what had happened but was unsuccessful. Rangers are currently reviewing (CCTV Footage) of cameras nearby to see if there were any signs of vandalism. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

<p>Commentary</p>	<p>Report Type: Parking</p>
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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

<p>08.11.2025 14:29:58</p> <p>Locations London Road Type Parking</p> <p>Details Whilst on foot patrol at the above location (London Road). We observed a vehicle, that was obstructing the traffic. We attended and found out that the driver had run out of fuel. It was a female at the wheel, she explained that she only lives around the corner, and her husband is coming. We then waited until her husband arrived, he went and purchase some fuel. We waited until everything was sorted</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
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<p>Commentary</p> <p>08.11.2025 18:03:38</p> <p>Shops M&S Recovery £1 - £100</p> <p>Details £15 worth of stolen items recovered at the above business location.</p>	<p>Report Type: Crime / Recovery</p> 
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<p>Commentary</p> <p>09.11.2025 17:50:53</p> <p>Locations Tinsley Lane North</p> <p>Details whilst on patrol of tinsley lane north I was driving towards the tag I noticed 2 people as I got closer they ran off but next to them was a brick and a bottle I can't be sure but possibly they were going to throw them at the trains, I did call the police 101 reference number 9870925 just in case somebody comes back to the area. I couldn't make out clothing apart from both was wearing black and they ran off towards the main road through the bridle path which has no street lamps I did not pursue the individuals as I'm single crewed.</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	<p>Report Type: Suspicious Behaviour / Crime</p> 
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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime / Recovery
<p>11.11.2025 14:08:01</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details whilst on a patrol boots got our attention as they had 2 females stealing various items, we then made our way round past next as we got there I could see a female pretending to be on the phone, I asked if they had been to boots she said yes, my colleague then went to the back of next and found 2 full bags of items, the female said it was nothing to do with her, we returned the items to the store, body cam footage available. Recovery Details £150.25 see crime report.</p>	


Commentary	Report Type: Welfare / Vulnerable Person
<p>11.11.2025 17:07:33</p> <p>Locations Acorn Retail Park Type Welfare</p> <p>Details responded to a report from astral Towers that someone is sleeping at the end of the building, on inspection we found just bedding, this area will be monitored. will re visit this tomorrow.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime / Recovery
<p>12.11.2025 11:05:07</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details whilst in the county oak retail park we had a call from TK MAX saying 2 females had bagged various items into a bag for life and made off without paying, as we received the call we saw the females walking down county oak way, we stopped in the patrol car and asked for the items back they refused at first then we said we would involve the police, at this point a white pick-up pulled up to watch what was going on not sure if this was involved possibly picking them up, stock was given back to the rangers and we returned to the store. this happened 11th October 19.50 approx value was £201. Escalated Disc (discagainstcrime.com)</p>	

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Commentary	Report Type: Suspicious Behaviour
<p>12.11.2025 11:48:53 Locations County Oak Retail Park Type Suspicious Behaviour</p> <p>Details called to Boots as they had 3 eastern European females in-store which they recognised from a time before. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Street Cleanliness
<p>13.11.2025 12:29:07 Crompton Way</p> <p>whilst on a patrol of bird walk towards the green lane subway fly tipping found also a box of items found in private land fenced off and I can't reach it to see what's inside.</p>	

Commentary	Report Type: Crime / Recovery
<p>14.11.2025 16:53:34</p> <p>Locations County Oak Retail Park</p> <p>Details whilst on patrol I was called to B&M as they had travellers in-store concealing items, as I entered the store the security made me aware of what was going on, I knew I had police on the way for a joint patrol and they joined me, the female with leopard print had already tried to steal from Smyth toys, the police are now dealing with the driver as the vehicle Toyota HV23 NWP land cruiser. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p> <p>Recovery Details see crime report value £50</p>	

Commentary	Report Type: Crime / Recovery
<p>15.11.2025 15:07:41 Locations Acorn Retail Park Type Crime</p> <p>Details called to Aldi as they had an individual in store colsealing items of alcohol, the store security deterred and the individual left the store empty handed this male was Luke wolf known to the area for prolific shop lifting.</p> <p>Recovery Details see crime report value was £20</p>	


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Commentary	Report Type: Crime
<p>16.11.2025 14:08:06 Locations Betts Way Details whilst on a foot patrol of Wickes staff member approached me saying that they had a theft of spray paints one staff member witnessed this and gave me the description, white male mid 30's grey hoodie black shorts white knee length socks, driving a silver Audi A3 registration RK06 WNR, I reported this to the police 101 with police reference 47250227492, the police informed me that they would pass this over to the business crime unit Nd would contact the store for CCTV. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

Commentary	Report Type: Suspicious Behaviour
<p>19.11.2025 13:44:15 Locations County Oak Retail Park Type Suspicious Behaviour</p> <p>Details At about 13.20pm, on the 19/11/25, Security was called to attend the following business (Boots). Regards to two unknown IC1 male's/a unknown IC1 female who was acting in a suspicious manner. When we entered, the two unknown males exited the building. We continued to monitor the unknown IC1 female from a safe distance. We waited until she was completely out of the store before standing down but maintained a local presence.</p>	

Commentary	Report Type: Anti-Social Driving
<p>Locations Crompton Way</p> <p>Details whilst on a patrol of Crompton way we noticed a black Corsa reg number doing burnouts on the road outside urban, the black vauxhall Corsa then made off towards Gatwick Road towards M23, we did not follow any further from the Hazelwick roundabout we then reported this via operation crackdown. the police have already caught through an operation the antisocial group that regularly meet on this road. Escalated Operation Crackdown (operationcrackdown.org)</p>	

Commentary	Report Type: Street Cleanliness
<p>19.11.2025 15:09:50 Locations James Watt Way Type Street cleanliness</p> <p>Details Whilst on patrol at the above business location We came across a large tree branch in the middle of the road. We stopped the incoming traffic and removed the fallen debris</p>	

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<p>Commentary</p>	<p>Report Type: Crime / Recovery</p>
<p>20.11.2025 10:42:12 Locations Betts Way Type Crime</p> <p>Details received a call from Wickes saying that they had a male in store concealing items, staff approached the male and started to following the male around the he store, the male then removed the items and left the store, the male was in a work vehicle see picture for details unfortunately I didn't see what the ale was wearing, but followed the van as I was entering the car park as the van was leaving. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
<p>Commentary</p>	<p>Report Type: Parking</p>
<p>20.11.2025 12:01:36 - Napier Way</p> <p>whilst on a patrol I have noticed the same van for a while now parked in the same position with 2 rear tyres which are flat , I have reported this on operation crackdown. white transit van reg number BK69UAZ</p>	
<p>Commentary</p>	<p>Report Type: Parking / Welfare</p>
<p>20.11.2025 13:15:11 Locations Rutherford Way</p> <p>Details whilst on patrol of Rutherford way a lorry has broken down at the junction of Rutherford and Gatwick road, the driver is waiting for recovery to arrive approximately 13.30</p>	
<p>Commentary</p>	<p>Report Type: Business Liaison</p>
<p>20.11.2025 15:32:02 Police Intel</p> <p>on a foot patrol around manor royal retail stores and the acorn retail stores, about knife crime awareness Challenge 25, good feedback from the stores they all know the dangers of selling knives or scissors craft knives anything that could be used in a crime related way.</p>	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime
<p>21.11.2025 14:03:39 Locations County Oak Retail Park</p> <p>Details whilst on patrol I was called by boots saying they just had a female steal a lot of items. As I got near county oak I could see the individual crossing the road over to the acorn side I could also see another female who threw a bag into the bush outside pets at home, I started to follow this individual and challenged her. She replied "no English i steal nothing", I watched her walk towards Fleming Way where she started to run, I caught up with her as I found her hiding in the bush of the premier inn. The police were called. Body cam footage available. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Crime / Recovery
<p>21.11.2025 14:05:56 Locations County Oak Retail Park</p> <p>Details called by next as they had a female concealing items in a boots bag she then dumped the items as she saw staff watching her, I caught up with the individual and told her to leave the area if she returned I would call the police, long black puff jacket grey jeans black hair Recovery Details value £600 see crime report</p>	

Commentary	Report Type: Parking
<p>22.11.2025 10:03:45 Locations Metcalf Way Type Parking</p> <p>Details Whilst on patrol at the above location, we came across a (Ford Transit Van), that has been stripped out and windows left opened. All doors were found open, one rear light had been removed. The matter was reported to the police, who promised to attend and access the damage. Police ref- 39521112025.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Vulnerable person
<p>Locations Acorn Retail Park Type Suspicious Behaviour</p> <p>Details At about 16:53 pm, on the 22nd of November 2025. We received a call on the radio, to attend the following business (Aldi). Upon arrival, we were informed about a Unknown IC3 male acting in a very suspicious manner. According to reports, the unknown male was in/out of the above store mentioned, earlier in the morning hrs. He paid for all his items purchased, but staff were very concerned about his strange behaviour. After monitoring him for some time, we engaged him in a conversation. We could identify that he was not well, but no danger to the public. So not long after we, just stood down and advised staff, to continue to observe him. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Street Cleanliness
<p>23.11.2025 11:04:17</p> <p>Locations Woolborough Lane Type Street cleanliness</p> <p>Details Rubbish located in places at the above location.</p> <p>Escalated Maintenance Team</p>	

Commentary	Report Type: Street Cleanliness
<p>23.11.2025 11:26:35 Locations Kelvin Way</p> <p>Details Rubbish and, oil spill located in places at the above business location. Escalated Maintenance Team</p>	

Commentary	Report Type: Broken Sign
<p>23.11.2025 11:43:37 Manor Royal Road</p> <p>Damaged direction sign on post, fell to ground at the above location mentioned</p>	


MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

<p>Commentary</p>	<p>Report Type: Bus Patrol</p>
<p>25.11.2025 14:50:58 Locations London Road Details Rangers on bus patrol.</p>	

<p>Commentary</p>	<p>Report Type: Crime / Suspicious Behaviour</p>
<p>25.11.2025 15:14:24 Locations Acorn Retail Park</p> <p>Details Whilst on patrol on the 25/11/25, at the above location. About 14:30 pm, we received a call on the radio, about a unknown IC1 male who had tried to conceal items from the following business (Aldi). All the items were recovered. Not long after we managed to catch up with the male in question, only to see him changing his attire, from what he was wearing earlier. We saw him enter a white (Citroen Van). Following a vehicle check we found that the vehicle was not taxed. The local police were immediately informed. We stood down but continued to monitor the situation, from a safe distance. Police Ref# 41250233645.</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

<p>Commentary</p>	<p>Report Type: Parking</p>
<p>26.11.2025 15:12:05 Locations Jenner Road Type Parking</p> <p>Details Caravan parked at the above location has got sterling lock. It has been parked in the same location a few days now, it's possible that someone could be dwelling onsite.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Parking
<p>26.11.2025 15:28:26 Locations Fleming Way Type Parking</p> <p>Details Vehicle displayed have been parked at the above business location, over 3 days now. Have checked, vehicle has got MOT/Tax, there is also 2 hand written notes, saying vehicle has been broken down.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Anti-social Behaviour
<p>28.11.2025 18:52:45 Locations County Oak Retail Park Type Anti social behaviour</p> <p>Details At about 18:20pm on the 29/11/25, I received a call to attend the following business (Curry's). On arrival, I was informed of incident where a customer was being verbally aggressive. I waited and monitored the situation from a safe distance. Not long after the matter was solved, without any intervention from the Rangers. With everything under control I stood down. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Parking/ Damaged Verges
<p>29.11.2025 11:25:02 Newton Road</p> <p>whilst on a car patrol of newton road the verges outside yunex limited these verges always get torn up as the vans from the businesses also trucks park on this verge for the snack van.</p>	

Commentary	Report Type: Street Cleanliness
<p>29.11.2025 11:34:09 Jenner Road</p> <p>whilst on a patrol of Jenner road I noticed that fly tipping rubbish has been left on the ground.</p>	


MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime
<p>29.11.2025 11:40:56 Locations Acorn Retail Park</p> <p>Details I received a radio call from the security guard of M&S saying 3 males had entered the store and had taken sandwiches without paying, I asked where they had gone and for a description, he gave me a message back saying the had base ball caps and all in black, I noticed the individuals that matched the description and I noticed one was eating a sandwich, I had located them on county oak way getting in to a van, I radioed back saying that the individuals has got into a white transit van and gave the reg plate to the security guard, I asked him to check CCTV and see if they paid or not if not then report via 101 with the van details and individual descriptions.</p>	

Commentary	Report Type: Parking
<p>29.11.2025 12:01:42 Tinsley Lane North. Whilst on tinsley lane north I noticed a black VW golf R with a flat N/S/F flat tyre the car has been left out side the main gates of a building that is for rent the car is taxed. Will re check the area throughout today and tomorrow.</p>	

Commentary	Report Type: Vulnerable Person
<p>29.11.2025 14:49:19 Locations County Oak Retail Park Type Welfare Details whilst I was in boots I was asked if I could go to into hobby craft to help an elderly lady who had passed out in the lift, as I entered the store I could see many people at the lift I asked if I could offer any assistance, I was told that the ambulance had been called at 11.30 and they had been given a 6 hour window, I called the ambulance as that was ridiculous I managed to get the ambulance upgraded to a priority, but the lady refused to go to the hospital via ambulance, her family that was with her will take her to east Surrey. I then stood down from hobby craft.</p>	


Commentary	Report Type: Suspicious Behaviour
<p>29.11.2025 14:58:45 Locations County Oak Retail Park Type Suspicious Behaviour Details called by boots, TK max,B&M that they all have travellers in store acting odd, I advised all these stores to keep any eye out and call 999 if anything is stolen or they receive threatening behaviour.</p>	

Commentary	Report Type: Anti-Social Driving
<p>29.11.2025 17:50:11 Locations Crompton Way</p> <p>Details whilst on patrol on Crompton way I have noticed new skid marks on the roads out side of wbc and urban. I asked the security in urban to make notes of any cars reg numbers makes models of cars and to call police and report the issues. for a reference number as the police have already had an operation to crack down on the drivers. I can then pass this onto the local PCSO'S in the area.</p>	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Street Cleanliness
<p>30.11.2025 11:24:25 Whittle Way</p> <p>whilst on patrol of Whittle Way I noticed some rubbish that has been left on the pavement outside of the back of Komfort. Also some outside the sofa Warehouse on the corner towards James Watt Way.</p>	

Commentary	Report Type: Damaged Verges
<p>30.11.2025 14:49:01 Kelvin Way</p> <p>whilst on patrol of Kelvin way more and more verges have been damaged by trucks and verge parking.</p>	

Commentary	Report Type: Parking
<p>30.11.2025 17:51:04 Locations County Oak Retail Park</p> <p>Details I was approached by the Tk max loss prevention officer he had a male with him saying his car was hit in the car park, I said to the male I would look at the CCTV which I have access to, unfortunately 5 cars came in and out next to the males car, I could not see the number plates of all the cars, I have messaged the male to tell him this. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	