

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	October 25	Report date	31/10/25	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: Street Cleanliness
01.10.2025 14:06:02 Locations Woolborough Lane Type Street cleanliness Details Small pockets of litter/Rubbish located at the above business location. Escalated Maintenance Team	

Commentary	Report Type: Parking
01.10.2025 14:26:07 Locations Woolborough Lane Type Parking Details Whilst on patrol at the above business location, we located a vehicle with petrol leaking on the floor. We then informed the local fire service, who attended and poured sand on the raw petrol. We also received CCTV intel from the businesses around the area, whom had informed us that the vehicle had been left on location in the night of the 10/09/25. The Fire service has informed us, that the matter will be reported to the police. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Find out more, including viewing other performance reports, at www.manorroval.org/rangers

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Welfare
01.10.2025 14:42:46 Locations Gatwick Road Type Welfare Details We have received reports of tree hanging over in road. Escalated Maintenance Team	

Commentary	Report Type: Parking
02.10.2025 11:35:56 // Rutherford Way Abandoned vehicles whilst on patrol of Rutherford way I noticed a black vauxhall all smashed up on the side of the road, turns out after investigating it belonged to a customer of vauxhall that picked it up new and crashed leaving the showroom in another car and wall of the property, a recovery truck is on route to collect this car today so I have been told.	

Commentary	Report Type: Crime
03.10.2025 11:36:03 Locations County Oak Retail Park Type Crime Details this morning I was called to B&M as last night approx 20.30 2 white males stole items value unknown of electrical items, I have observed CCTV and identified the 2 males as the same 2 males that went into next on Wednesday this week and stole items and ran out of the fire exit, I asked again if they can report to the police via 101 and make a note of the crime number, I have asked next a few times now and nothing since the theft have been reported as I asked the local PCSO to check, I have asked both stores to save the footage so police can see. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Crime
03.10.2025 11:39:12 Locations County Oak Retail Park Type Crime Details called today by the manager of Curry's, he informed me of 2 males that have been hitting Curry's in the gaming section every first Friday of the month, 2 black males, Curry's have been told by police to call 999 if they appear today and quote the reference number for police attendance as both males are wanted in connection with the thefts from all Curry's around the country. I also advised to call the rangers to also attend for support. Escalated Blue Light Security (steve@bluelightgroup.uk)	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime
03.10.2025 14:01:47 Locations County Oak Way Type Crime Details called by B&M as they had a theft of goods value unknown, white male along with another male and female who also stole items , I became aware of the first male as he was running around the back of Halfords I gave chase and he went into a bush to try and evade me, he then ran from the bush and towards the council site at this point a worker for the council tried to stop the male along with 2 others but he evaded me and them, I was then told the female had also stolen but I could not apprehended them as I was trying to get the first male, I told B&M to report this straight away as they now know the name of the female. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Crime
03.10.2025 14:04:18 Locations Acorn Retail Park Type Crime Details whilst in m&S I observed 3 males enter the cafe area and then went to the bakery section, after a short while the 3 males left the store whilst eating the pastries they made no attempt to pay, I informed the security but he did nothing, I informed the manager of what happened and that they work for abv roofing which was on the t shirt of one of them, I asked the store to report this. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Welfare
03.10.2025 14:32:14 Locations County Oak Retail Park Type Welfare Details with all the issues that have happened today Friday the 3rd I have made several attempts to call the police via the air wave radios to which I had no response at all, this is not right let down by the police, they only seem interested when they have to do an event for them, I needed assistance and did not have time to call 101 and go through the issues and it was not a 999 call, I could of done with there presence in the area if they had answered the radio. this needs to be raised with Sussex police as we are told they have PCSO'S for this area, they do come but for coffee only maybe and few times they drive through but some stop and others just pass Nd no interaction with the rangers to ask if all is ok. unacceptable Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Crime / Recovery
03.10.2025 17:47:09 Locations County Oak Retail Park Details called by mamas and papas they told me that 3 males have run out of the fire exit all wearing black, one male was the same as the B&M theft earlier today, I gave chase and retrieved £270 worth of stock, body cam footage available all three male ran into Dobson road car park and through the ally way leading onto London road. I have asked the store to report to the police as items was still taken Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)	



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Commentary	Report Type: Crime / Recovery
04.10.2025 15:08:00 MANOR ROYAL BID BUSINESS RANGER MONTHLY OBJECTIVE Shops Next Recovery £100 - £1000 Details £200 worth of stolen items were recovered at the above business location, no arrest was made. Footage of this incident can be located on both rangers body cam for further evidence if needed.	

Commentary	Report Type: Anti - Social Behaviour
04.10.2025 18:53:12 Locations County Oak Retail Park Type Anti social behaviour Details Rangers received a called on the radio, from the following business (Next). Regarding X3 IC1 teen-agers, whom staff says was misbehaving inside the department. Upon my arrival, I was informed that the teen-agers were lying on the beds, whilst wearing their shoes. On my approach, I recognised X2 of the 3 teenagers, whom I had spoken to, on previous occasions. I then asked them, in a calm but sturdy manner "Can you stop! being silly, and act like grown ups". What I said was taken on board, and all X3 teenagers then exited the department without any further issues. Staff were happy with the outcome of the attendance. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Graffiti
05.10.2025 10:05:35 Locations Metcalf Way Type Anti social behaviour Details Graffiti located on seat inside park at the above location. Escalated Maintenance Team	

Commentary	Report Type: Anti-social Driving
05.10.2025 10:33:42 Locations Crompton Way Type Dangerous/Antisocial Driving Details Dangerous/Antisocial Driving activity located at the above business location. Escalated Blue Light Security (steve@bluelightgroup.uk)	

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Commentary	Report Type: Parking
05.10.2025 18:43:12 Locations Priestley Way Type Parking Details Whilst on patrol at the above business location, a brand new Vauxhall car was found outside the vauxhall dealership, with the rear windows down. There was also bottle of champagne left inside. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Crime / Recovery
07.10.2025 13:43:35 Shops Tk Maxx Recovery £100 - £1000 Details £220 has been recovered at the above business location, no one was arrested or any harm was sustained during this ordeal.	

Commentary	Report Type: Crime / Arrest
08.10.2025 12:20:30 Description whilst on duty the rangers received an urgent call via the air wave store radios, from boots asking for urgent assistance. As we entered the store we could already hear shouting coming from inside, as we entered we could see that a white male wearing all black was being held by 2 males later we learnt one was an off duty police officer and the other male was a immigration officer manager, as I joined holding the male he was resisting so I made the decision to put the male on the floor face down which was easier to control the male who was being abusive to all people, we were then informed that the male was trying to flee the store with stolen food as previously in the day he had been in to hide the items ready to take. As the male was trying to get away he knocked over an elderly lady causing her the hit her head on the floor. The boots staff and my colleague took care of her as I asked a member of the public to call 999 police and ambulance, in the time we were waiting still restraining the male he was becoming more abusive towards staff and us, police arrived and took over with mechanical restraints to	

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the rear. The male was then questioned in store by the police officers and taken away to a police car where he was searched I followed as he was getting agitated towards the police the male had a crack pipe and needle in his pocket, this was unknown until the police was searching him they then took him away and statements were taken from the boots staff, the police did say that they would be in touch if body cam is needed but this will only show the restraint. the ambulance then took the elderly lady off to hospital.	
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Commentary	Report Type: Graffiti
08.10.2025 13:17:10 Graffiti whilst on patrol of woolbrough lane Subway more graffiti found racist comments and graphic pictures	

Commentary	Report Type: Crime / Recovery
09.10.2025 10:20:56 Locations County Oak Retail Park Type Crime Details called by TK Maxx that they have 2 males in-store attempting to steal a jacket by putting it under their own jacket, I entered the store the 2 males passed me and dumped the item at the tills. Value was £79.99 Escalated Blue Light Security (steve@bluelightgroup.uk)	

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Commentary	Report Type: Crime / Recovery
09.10.2025 11:34:39 Locations County Oak Retail Park Details called by next manager as 2 females in store attempting to steal candles X3 as they placed them around the store ready to collect to steal £90 total value found Further Details follow on from next attempted theft 2 females in white tops with black and brown leggings driving a white VW SUV reg NJ18UVX	

Commentary	Report Type: Suspicious Behaviour
09.10.2025 13:11:31 Locations Acorn Retail Park Type Suspicious Behaviour Details called to Aldi as they had a Male in-store that has been banned heading to the alcohol section, I advised the store to call the police as he has been banned I would swing past as I was near the store but Aldi did their job and deterred the individual he soon left the area towards Langley green. Details the same individual that stole from B&M last night was around with one other this morning trying to steal a jacket, he was wearing a black and grey jacket black joggers white and black trainers black face mask, informed the stores of his presence. to be on the look out Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Vulnerable Person
10.10.2025 14:15:23 Locations Gatwick Road Type Welfare Details Whilst on mobile patrol at the following business location (Oakwood Trade Park). We were informed about a unknown IC1 male, whom had been sleeping in his car in the car park. We approached the unknown IC1 male, to question his reason for sleeping in his vehicle. The unknown male explained to us that he has got mental health issues and as recently lost his job. He drove a car to which looks like, it's been modified for off road racing. We expressed our concerns for him sleeping in his vehicle. We introduced him to places and organisations that could be of help. We also called 101, the matter was also reported to the police, who were not interested. Footage of our attendance can be found on bodycam of both Rangers. Escalated Sussex Police (crimestoppers-uk.org)	

Commentary	Report Type: Street Cleanliness
11.10.2025 12:16:25 Locations James Watt Way Details Rubbish found in places at the above business location. Escalated Maintenance Team	

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Commentary	Report Type: Anti-social Driving
11.10.2025 14:17:15 Locations Crompton Way Details Dangerous/Antisocial Driving located at the above business location. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Parking
11.10.2025 16:03:25 Locations County Oak Retail Park Details Whilst on patrol at the above business location, at around 14:55 pm I was informed about a car that had roll back into another vehicle. I attended and assessed the situation Not long after, the owner who's car rolled back arrived. She was very apologetic. While I was taking her details, the owner of the other car was located. I let both parties speak with each other and the matter was solved amicably and both parties were happy with my attendance.	

Commentary	Report Type: Crime / Recovery
12.10.2025 12:26:11 Shops B&M Recovery £1 - £100 Details £30 worth of stolen items recovered at the above business location.	

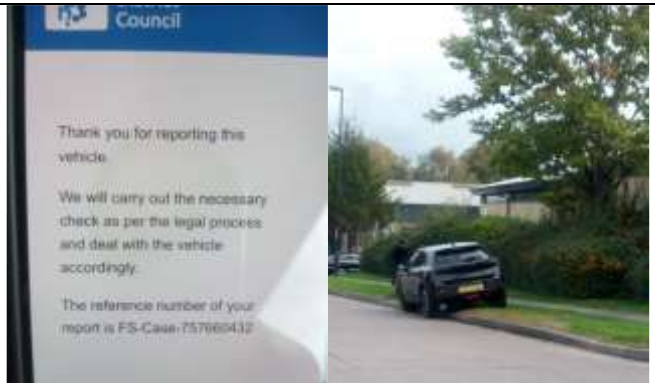
Commentary	Report Type: Crime / Recovery
14.10.2025 18:59:39 Shops B&M Recovery £1 - £100 Details £85 worth of stolen items recovered at the above business location, no arrest was made, and no one was harmed during this ordeal.	

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Commentary	Report Type: Crime / Recovery
15.10.2025 18:40:09 Shops Pets at Home Recovery £1 - £100 Details £67 worth of stolen items recovered at the above business location.no arrest was made.	

Commentary	Report Type: Crime / Recovery
15.10.2025 18:42:51 Shops Boots Recovery £1 - £100 Details £18 worth of stolen items recovered no arrest was made.	

Commentary	Report Type: Parking
16.10.2025 13:21:32 Abandoned vehicles the vehicle abandoned on Priestley way has been now reported on crack down as the car hasn't moved in 2 weeks.	

Commentary	Report Type: Crime / Recovery
17.10.2025 14:55:42 Shops Wickes Recovery £1 - £100 Details good recovery £48. Whilst in Wickes car park 2 young boys ran out of the store with buckets and trowel and grout. I gave chase and recovered the items.	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime
17.10.2025 15:58:38 Locations County Oak Retail Park Type Crime Details Received a call from B&M saying that someone had just run out with stock. In response I found the male who was a black male dressed in a black top with hoodie underneath. I attempted a stop him but he ran away towards the airport then turned off london road down a bridle path. I followed for a bit but I called the chase off as I did not know where I was heading and was single crewed. I advised the store to call the police.	

Commentary	Report Type: Crime
18.10.2025 15:45:52 Locations Manor Royal Road Type Crime Details Received a call on the radio to attend the following business (Land Rover/Jaguar). Reports are that a member of staff was testing driving a vehicle when the Trade plates fell off. CCTV footage shown an unknown white Van, drive past but returned to pick the plates up. We attended and spoke to all the business close to the area of the incident. No image of the vehicle was located. The business was advised to contact 101 and report the matter in case the trade plate are used to commit a crime or a driving offence. They were also advised to alert the DVLA. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)	

Commentary	Report Type: Street Cleanliness
19.10.2025 10:47:52 Locations Crawter's Brook Park Details Small pockets of litter located in places,at the above location. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)	

Commentary	Report Type: Parking / Vulnerable person
19.10.2025 15:36:57 Locations County Oak Retail Park Type Parking Details Whilst on patrol at the above business location, I was informed of a situation where an IC1 elderly female was injured in the car park. Reports are that the unknown elderly IC1 female was walking across the car park when she fell Infront of a moving vehicle. During the process the elderly female put her hands out as she fell to the ground. An incoming vehicle then accidentally ran over her lower arm. Her fingers were showing signs of fracture but not sure if they were broken. Both parties did exchange phone numbers, and vehicle registration. Not long after the panther of the injured IC1 female arrived and the injured unknown IC1 female was taken away by her partner for further assessment at the Surrey infernal Hospital. Escalated Blue Light Security (steve@bluelightgroup.uk)	

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MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Commentary	Report Type: Crime / Recovery
21.10.2025 15:07:20 Shops Tk Maxx Recovery £100 - £1000 Details £220 worth of stolen items, recovered at the above business location. No arrest was made. Footage of this incident can also be located on (Rangers #1) body cam if needed for future evidence.	

Commentary	Report Type: Crime / Recovery
21.10.2025 16:31:22 Shops Next Recovery £100 - £1000 Details £66 worth of stolen items recovered. No arrest was made. The unknown IC1 female was cautioned about her behaviour. Images of this incident can be located on both Rangers bodycam.	

Commentary	Report Type: Street Cleanliness
25.10.2025 10:07:34 / Metcalf Way Fly tipping / Escalated Maintenance Team	

Commentary	Report Type: Anti - social Driving
25.10.2025 11:50:28 Locations Cobham Way Details Signs of Dangerous/Antisocial Driving located on site Escalated Blue Light Security (steve@bluelightgroup.uk)	

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Commentary	Report Type: Crime / Recovery
25.10.2025 18:40:29 Shops Tk Maxx Details £160 worth of stolen items, recovered at the above business location.	

Commentary	Report Type: Welfare/ Vulnerable person
30.10.2025 12:49:52 Locations Crawter's Brook Park Details Signs of people sleeping on bench inside park, at the above business location. Escalated Blue Light Security (steve@bluelightgroup.uk)	

Commentary	Report Type: Street Cleanliness
30.10.2025 12:51:47 Locations Crawter's Brook Park Details Litter in found in places at the above location mentioned. Escalated Maintenance Team	

Commentary	Report Type: Anti-Social Driving
30.10.2025 13:10:06 Locations Crompton Way Details Signs of Dangerous/Antisocial Driving located at the above business location. Escalated Blue Light Security (steve@bluelightgroup.uk)	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

SECTION 2: Escalation Reports

This section details issues previously identified that remain unresolved from the previous month that are subject to continued monitoring and/or escalation.



First reported: 12/07/25	Report Type: Parking – 05/10/25
	
Update of any ongoing or subsequent action	Date of next action:
Reported Operation Crackdown	Operation Crackdown
Abandoned vehicles Napier Way	Parking Over 3 months Vehicle with flat tyre parked in location for a very long time, this vehicle in question has also been reported on Operation Crackdown)
Issue resolved.	No

First reported: 24/08/2025	Report Type: Street Cleanliness – 26/10/2025
	
Update of any ongoing or subsequent action	Date of next action: 26/11/2025
24.08.2025 11:09:15 / Faraday Road. Fly tipping activities identified at the above business location.	First Reported Month/Date Over 4 weeks Details Unused tyres left on the side of road Faraday Road.
Issue resolved.	No

Find out more, including viewing other performance reports, at www.manorroval.org/rangers

SECTION 3: Company or property change reports

This section details any changes to business occupiers or new contacts identified. This should include property details of where a company is suspected of moving out and details of any old contacts that should be deleted or replaced.



Is it a.... ?

- **New occupier / business?** Capture as much detail as possible e.g. company name and property address (minimum)
- **Newly empty property:** Capture property address detail (evidence of a company moving out)
- **New Contact:** Capture Name. Job Title. Company. Phone number. Email.
- **Old contact:** Provide details of the person who has left, if known, so we can amend our database.

Details of change. Is it a new contact, a new business, a newly empty property?

05.10.2025 18:48:43

Priestley Way **To let or For Sale signs? Name Details** Bp installations



Escalated BID (Steve@manorroyal.org)

Details of change. Is it a new contact, a new business, a newly empty property?

26.10.2025 10:58:07 / Kelvin Lane Unit to let Windsor Place



Escalated BID (Steve@manorroyal.org)