

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	April 24	Report date	30/04/24	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.manorrooyal.org/security

Ranger Reports

	Report Type: Street Cleanliness
Commentary Gatwick Road Small pockets of litter found in places at the following location (Crawters Brook park).	


	Report Type: Graffiti
Commentary Manor Royal Road Graffiti found in places at the following location (The Terrace).	

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


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	Report Type: Welfare
<p>Commentary</p> <p>Napier Way Type Security Checks</p> <p>Details Attended the following business location (Rainbo) regards to a alarm activation earlier from Blue leaf company opposite Rainbo. Again spoke to Abigail,who has confirmed that the alarm from next door, has now been silent without any further issues. So with everything under control, we then stood down and returned back to normality.</p>	


	Report Type: ASB
<p>Commentary</p> <p>London Road</p> <p>Type Anti social behaviour</p> <p>Details Received a call on the radio to attend the following business address (Pets at Home).Regards to X2 teenage boy's who was showing signs of hostility towards the staff. Upon arrival, the teenage boy's had already left the location. Spoke to staff and also reminding them, to report each incident on disc/and to also keep the police informed. Shortly after we then stood down and resumed back to normality.</p>	

	Report Type:
<p>Commentary</p> <p>Gatwick Road</p> <p>This vehicle has been parked in this location over 4wks now. Businesses have been complaining and feeling very overwhelmed, has nothing seems to get done about this particular vehicle. We have told them, that the matter was also reported by the rangers as well. Vehicle has not got any Tax or MOT, parking on the double yellow line and restricting the view of the surrounded businesses.</p>	

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	Report Type: Crime / Recovery
<p>Commentary</p> <p>B&M Recovery £1 - £100</p> <p>Details A well-known shop lifter was stop at the above business location, £18 worth of stolen items was recovered from his person.no arrest was made,goods was returned staff was happy with the outcome.</p>	

	Report Type: Suspicious Behaviour
<p>Commentary</p> <p>Received a call on the radio, to attend the following business location (Halfords). Regarding a unknown IC1 male suspected of shoplifting inside the shop.Upon arrival the unknown IC1 male was found inside the shop.The male was then approached in a calm manner,and questioned on if he had any stolen items on his person. The unknown male declared his innocence,and offered his bag for a search. Nothing belonging to the store was found on his person. The unknown male was then allowed to continue with his day, without any further issues.</p>	

	Report Type: Crime
<p>Commentary</p> <p>County Oak Retail Park Type Crime</p> <p>Details at 15.22 X2 males entered boots seen in the pictures attached, they stole products to the value of approximately £4,000, a call came out over the radio from the manager saying they have just been raided, I replied back saying I was on foot at the Acorn retail side and I was making my way over, as I got into the store at 15.27 i went over to where the manager and security was as they were looking at what was taken which was high end care products, before I got in the store of boots, I noticed a police van heading towards the Acorn retail park which I know they go for coffee, I radioed M&S to ask the to send the police over to assist me, as they</p>	

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came over I explained what had happened, I said that boots had just been raided and a female member of the public had been pushed into the shelving by one of the raiders, I was thinking the police would get out and deal with the situation, however, they asked what direction the robbers went which I advised them they headed towards the Dobson road car park to which the police went but before they left the police officer said to take all the details and just report it in the same way!!! I was shocked to hear this as I was hoping they would look at the CCTV and fact find, they didn't seem bothered that an innocent person got assaulted. the police then left the scene and didn't return to see me!! I then viewed the CCTV after a short time and got the images attached to this report, the store has called this in on 101 after the event. boots security was in store but on a break the store could of called security to assist and to call 999 straight away and then the rangers. the call ref 91912424 and crime ref 47240068786. the female that was pushed did not want to get involved, and the 15 year old girl that was in boots at the time her mum informed myself of her age and no details was given to me. I did show the girl a photo of a previous time and she 80% I,d one of them as the same people from the last raid. some body cam footage but not of the raid just the police and partial store. I had no further dealings with this incident.


Locations County Oak Retail Park **Type** Crime

Details follow on from boots raid today I radioed the police 2 times asking if they could assist I got no response at all, just been informed that the actual total of loss was £6000.



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	Report Type: Graffiti
<p>Commentary</p> <p>Manor Royal Road</p> <p>Graffiti found in places at the following location (Crawters Brook Park)</p>	


	Report Type: Graffiti
<p>Commentary</p> <p>London Road</p> <p>Graffiti found in places at the above location.</p>	


	Report Type: ASB
<p>Commentary</p> <p>County Oak Retail Park Type Anti social behaviour</p> <p>Details Received a call on the radio to attend B&M, regards to a unknown IC1 female who was supposed to be begging. Rangers responded, but upon arrival the unknown female had already left the location. Rangers then advised the staff to call, if the female should resurface</p>	

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	Report Type: ASB
Commentary Acorn Retail Park Type Anti social behaviour Details Received a call on the radio to attend the following business location (M&S). Regarding some youth's on push bikes,whom staff claimed was looking for trouble. Upon arrival none of these youth's were located,the staff who made the call,did not even saw the kids in question, she was told by a member of her team.I assured her that everything is ok,and that she call if these youth's do resurface. I then stood down and returned back to normality with out any issues.	

	Report Type: Graffiti
Commentary Manor Royal Road Graffiti found in places at the following location,(The Terrace)	

	Report Type: Broken Signage
Commentary Manor Royal Road Falling signs	

	Report Type: Broken Fencing
Commentary Maxwell Way Broken fence found in places at the above location.	

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	Report Type: Broken Signage
<p>Commentary</p> <p>Fleming Way</p> <p>Broken sign found in places at the above location.</p>	


	Report Type:
<p>Commentary</p> <p>Priestley Way</p> <p>Rubbish found in internal places.</p>	

	Report Type: Crime
<p>Commentary</p> <p>Priestley Way Type Crime</p> <p>Details Received an email from the following business, (Seymour Cutting) regards to the theft of their transit van rear bumper. We attended and spoke to the management, who informed us that the matter has been reported to police. We also review their CCTV, but visual was not clear enough. They were also advised about using disc, we also encouraged them to check with other businesses around the area, to see if they might have any footage of the individual before or after the incident took place. We did advised that the vehicles be parked in different areas on different day's, but their parking space is also limited. We promised them, that we would speak with other businesses, and see if they got any evidence or intel that could help solve the issue.</p>	


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	Report Type: ASB
Commentary County Oak Retail Park Type Anti social behaviour Details Received a call on the radio to attend the following business (Halfords).Regarding x3 teenage boy's who was been verbally aggressive towards staff/customer's.Upon arrival the boy's were found outside the entrance of the store. We then approached them in a calm manner/and questioned to what was their reason to be in the area.But one of them became very verbally aggressive towards us, there was an off duty female police officer listening to what was going on ,who then step in our aid.They were also giving the police officer lots verbal,We then reminded them of their behaviour, but the verbal did not stop.Not long after we managed to calm the situation,and the teenage boy's left the location without any further issues.	


	Report Type: Recovery/Crime
Commentary M&S Recovery £1 - £100 Details Just managed to recover £70 worth of stolen items at above business location.	

	Report Type: Fly Tipping
Commentary . Whittle Way Type Welfare Details Signs of fly tipping found in places,at the following location (Gatwick Distribution Centre).	


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	Report Type: Broken Signage/ Graffiti
<p>Commentary</p> <p>Gatwick Road</p> <p>Busted zone banner found in the above location.</p> <p>Graffiti found on lamp post in the above location.</p>	

	Report Type: Welfare
<p>Commentary</p> <p>Acorn Retail Park Type Welfare</p> <p>Details Whilst on foot patrol at the above business location. We came across one of Manor Royal most notorious female shop lifter. She was also with another female accomplice, who is known for aggressive begging around the retail park. We then managed to start up a conversation with the 2 female's. From then we could understand a lot more, about why they act in the manner they do. Showing a bit of sympathy towards the x2 females addicts, we were left the guilt of getting them some food. Which we did, we also explained to them about the repercussions of stealing from the shops. They assured us that they would reduce all criminal behaviour, when we are around. We bought them some sandwiches snacks /drinks, the female 's were over the moon, and praised the rangers with nothing but respect before leaving the location without any further issues. Footage of the conversation with the 2 female addicts can be viewed on bodycam.</p>	

	Report Type: Graffiti
<p>Commentary</p> <p>County Oak Way</p> <p>walking through the Metcalf micro park on the bench county oak end I found graffiti. reported previously</p>	


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	Report Type: Street Cleanliness
<p>Commentary</p> <p>County Oak Way Type Street cleanliness</p> <p>Details on patrol of county oak way I have come across an M&S trolley which has a HP printer inside the trolley is located outside the business of Vulcan Ellis and bridgeham</p>	

	Report Type:
<p>Commentary</p> <p>. County Oak Way Type Crime</p> <p>Details called to pets at home as they have had a theft of cat food at 11.15 IC1 male green beanie hat black and white scarf black jacket blue jeans, black rucksak on a push bike headed towards London road Wickes side.</p>	

	Report Type: Suspicious Behaviour/ Welfare
<p>Commentary</p> <p>County Oak Retail Park Type Suspicious Behaviour</p> <p>Details called to boots by the security guard, because of a lady that was starting to shout and get upset with the security guard, as I arrived I was pointed towards a female that appeared distressed as I approached the female was arguing with the security and another member of the public who was shopping at the time, I made the female aware I was recording, and I asked what was happening, she replied that the security had asked her to leave and that she was not welcome in store, the female said that she had done nothing and wanted to know why? at this point I asked her to come outside which took her away from the security as she was getting more distressed as she informed me that she suffers from mental health problems, also informed me that 2 years ago she was raped, as I was talking I asked if she wanted boots complaint procedure, to which I then got the assistance of the assistant manager to talk with her, as the security guard had made an allegation of being racially abused by the female, the manager asked her if she did saying anything like this which she replied no, she said that if she was black!! she would be followed around the store. no complaints made no procedure taken to complain the female then made her way across county oak away from the store.</p>	


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	Report Type:
<p>Commentary</p> <p>Newton Road Type Crime</p> <p>Details visited Telant as they have had theft of equipment from one of their vehicles, as in a tow ball only from the 4x4 pick up truck 2 males one medium build in a black hoodie black face mask black jeans black shoes black gloves, the 2nd male grey hoodie black joggers black trainers large build driving a silver Merc class reg unreliable. time of theft 00.15 hours on the 04/04/24. I am attending another business to try and find the reg of the silver Merc, the tow ball was also taken from the Telent transit. I have given 2 blue light window security stickers, they will let know if they want the large fence blue light signs. I have also said about joining disc which I will send the link.</p>	


	Report Type: Crime
<p>Commentary</p> <p>Was there a crime? Yes Shops Next</p> <p>Loss £500 - £1000</p> <p>Details X2 males stole to the value of £600 worth of fleece and blankets and run out of the rear fire exit</p> <p>County Oak Retail Park Type Crime</p> <p>Details X2 white males entered next and stole in the value of £600 of blankets and fleeces from next they then both run out of the rear fire exit of the store. I have said to report via 101 and disc.</p>	

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	Report Type: Crime
<p>Commentary</p> <p>County Oak Retail Park Type Crime</p> <p>Details white male went into Currys at 14.15 stole gaming laptops X3 to the value of £3,500 they did not realise until today 12th that they had been taken, this is the only CCTV image they have at the moment, this crime has been reported to the police.</p>	 A CCTV still image from a store, likely Currys, showing a person in a light-colored jacket and a cap standing near a counter. A digital clock in the background shows 1:39. The person appears to be in the process of stealing or handling items.

	Report Type: Crime
<p>Commentary</p> <p>County Oak Retail Park Type Crime</p> <p>Details following a guy in a blue coat red lining black jeans With an empty carrier bag attempted to steal in M&S but deterred, he then made his way over to next and stole bags, as I attempted to stop I gave chase as he left the store, I attempted to get the bag as the bag was empty going in the store, I had the security from boots and the manager of next with me, as I went to grab the bag the male ripped the bag back which caused injury to my left wrist he then kicked me on my left leg to which I almost fell down the slope leading onto London road, the male then ran off, I did not give chase, theft confirmed by the store, he also swung his arm back to hit me, I have called the police to log the assault.</p>	 Two images showing a person in a blue coat and black jeans running away from a store. The top image shows the person running on a paved area, carrying a white bag. The bottom image shows the person running on a grassy slope, with a hand visible in the foreground, possibly indicating the person taking the photo.


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	Report Type: Knife Found
<p>Commentary</p> <p>Acorn Retail Park Type Crime</p> <p>Details Large blade found sticking inside the ground rear of Astral Towers, no was harm during this discovery.</p>	

	Report Type: Crime/ Recovery
<p>Commentary</p> <p>M&S Recovery £100 - £1000</p> <p>Details Recovered £46 worth of stolen items at the above business location,no arrest was made.</p>	

	Report Type: ABS
<p>Commentary</p> <p>County Oak Retail Park Type Anti social behaviour</p> <p>Details Received a call on the radio to attend Currys, regards to a female customer whom had made racial coments to a member of staff.Upon arrival the female was found standing inside the shop.But from the female expression,it seems she has got some mental illness. The store manager told us that the female commented that she doesn't want to be served by any (Packi).We advised the manager to report it to the police if he needs to, but he didn't want to.So we then stood by, whilst the manager asked the female to leave the store.Not long after the female exited the store without any further issues.</p>	


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	Report Type: Child Welfare
<p>Commentary</p> <p>County Oak Retail Park Type Child welfare</p> <p>Details Whilst on foot at the above business location, we were approached by a member of the public.Regards to baby that was left on its own locked in a:parked vehicle. We contacted to police due to the welfare of the child. Whilst on the phone to the police,the mom of the infant arrived,and was very annoyed to see us by her car.But we explained to her that,we are just acting on Info received. Shortly after the police arrived, and started to speak to the female. With everything under control, we then stood down and returned back to normality. Badge no# of police attended - A2923/19820</p>	

	Report Type: Crime
<p>Commentary</p> <p>Acorn Retail Park Type Crime</p> <p>Details call came over the radio saying an IC1 male had been deterred from B&M and that the male was going in the direction of Acorn retail park, as I was already on county oak way I had seen the male dressed in a pale blue beanie hat blue hoodie and blue joggers enter the Aldi store, as I got into the store I alerted the security guard to keep an eye on this male, at this point I had already seen 2 boxed items in the males joggers pocket, the male also had a pack of steak in his hand which he quickly ditched and said to me that he had left the steak behind, I asked him about the 2 boxed items he had in his pocket which was noticed also my M&S, the male replied he doesn't have that and acted surprised I did say it's on CCTV body cam of this he protested that he didn't have them from B&M which was confirmed by the security at B&M that he is on CCTV taking them, he then left Aldi, I then checked where the steak was ditched to see if the boxes from B&M was with it but nothing was left, I informed B&M of this that nothing was found.</p>	

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	Report Type: Recovery/ Crime
<p>Commentary</p> <p>Boots Recovery £100 - £1000</p> <p>Details £235.80 recovered from boots as I was called to them this morning at 10.50 I was called via the radio by the store manager. security then was on site item have been put back</p>	

	Report Type: Welfare
<p>Commentary</p> <p>Locations Metcalf Way Type Welfare</p> <p>Details Signs of rough sleeping inside Metcalf park.</p>	
	


	Report Type: Broken Furniture
<p>Commentary</p> <p>Broken floor board found on foot bridge inside Crawters Brook park.</p>	
	

	Report Type: Crime
<p>Commentary</p> <p>County Oak Retail Park Type Crime</p> <p>Details Received a call on the radio to attend (Next) at the above business location, regarding to a unknown IC1 female who was caught shoplifting. Upon our arrival the female had just left the location. But we managed to caught up with her, the police was also in the area at the time, so we flag them down for extra support. The stock was returned to the shops (T.k.maxx /Next and the female was taken back to the store. The unknown IC1 female was also issued with a banning order. Badge no# of Police attended (43414/39818) Total cost each shop - T.k.maxx -£75 /Next £110. Crime # SXP202404240490.</p>	

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	Report Type: ASB
<p>Commentary</p> <p>County Oak Retail Park Type Anti social behaviour</p> <p>Details Antisemitic graffiti was found on face glass outside T.k.maxx.If your unable to read, it reads as follows - (F*** Palestine) the police is also aware of the incident, no arrest was made.</p>	


	Report Type: Recovery/ Crime
<p>Commentary</p> <p>Next Recovery £100 - £1000</p> <p>Details £120 worth of stolen items, recovered at the above business location, no arrest was made.</p> <p>County Oak Retail Park Type Crime</p> <p>Details X2 female traveller's was caught has they tried to exit the following business department (Next) with £120 worth of stolen items. No one was arrested, staff's were happy with the outcome of the situation.</p>	

	Report Type: Crime
<p>Commentary</p> <p>Acorn Retail Park Type Crime</p> <p>Details called to M&S the manager has advised me that they have had a scissor lift stolen from the loading yard, I have tracked the vehicle number plate using Smyths toys CCTV as this had a better view of the transit van used, unfortunately the males cant be identified via CCTV as to blurred, however the van number plate is HN21MVZ this ford transit is a hire vehicle from a company</p>	

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<p>called S&J self drive, i have now passed the info over to the manager at M&S so he can pass over to the police. the value of the scissor lift is unknown as this is hired and not owned my M&S.</p>	
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	<p>Report Type:</p>
<p>Commentary</p> <p>Crompton Way Type Dangerous/Antisocial Driving</p> <p>Details called to paper graphics as they are having issues with anti social dangerous driving, 2 cars a black golf and a silver Audi A4 coming onto there private land doing doughnuts and they have also broken the private land signs by ripping them down and driving over them, I have advised that they log theses issues via 101 and I have also sent a link for them to use disc, they have also informed that they are getting new CCTV motion cameras. I have advised them to call the police and the rangers if this happens again as we could hopefully get them on body cam.</p>	

	<p>Report Type: Crime/ Recovery</p>
<p>Commentary</p> <p>. Acorn Retail Park Type Crime</p> <p>Details called to Wickes as they had a male that stole a multi tool screwdriver to the value of £14 white male blue hoodie black joggers black rucksack sack with white writing on black beanie. good returned as I approached the male I asked him if he had been into Wickes and taken something, at frsthe said no, the manager then said to the male it's down your trousers, at this point the male said sorry and gave the item back to the manager. this is caught on body cam and the manager banned the male from Wickes.</p>	

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	Report Type: Street Cleanliness Result
<p>Commentary</p> <p>Locations Manor Royal Road Type Street cleanliness</p> <p>Details The report that was made about the camping in Crawters brook with the fire making on the public foot path has now gone and has been cleared up.</p>	

	Report Type: Crime
<p>Commentary</p> <p>Acorn Retail Park Type Crime</p> <p>Details called to M&S as a known prolific offender stole from M&S the known person is Damien o hare districton blk and grey beard red jacket black beanie hat grwy hoodie underbred jcket with green camo trousers. his push was taken by M&S staff unfortunately they did not recover the food items, he made his way through the Metcalf micro park towards Langley green, I did see the individual by the base point but was unable to stop and detain , I then lost site and attempted to find the individual in cherry tree lane but with no luck, crime number 47240078506 staff attempted to get the items back but the individual push the female staff off. the push bike was going to be used as the get away process, the police are aware of this and the fact the store has it as this bike could be stolen.</p>	 

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