

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





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| Month | October 24 | Report date | 31/10/24 | 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.manorroyal.org/security

Ranger Reports


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| <p>Commentary</p> <p>01/10/2024</p> <p>Shops Wickes Recovery £1 - £100</p> <p>Details £21, worth of stolen items recovered at the above business location, no arrest was made.</p> | <p>Report Type: Crime / Recovery</p>  |
| <p>Commentary</p> <p>03.10.2024 12:01:46</p> <p>Crawter's Brook Park</p> <p>whilst on patrol rubbish has been thrown everywhere. reported to the maintenance team</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p> | <p>Report Type: Street Cleanliness</p>  |


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| <p>Commentary</p> <p>Locations County Oak Retail Park Type Child welfare</p> <p>Details yesterday 3/10/24 at approx. 17.00 I was on patrol of county oak retail park walking through the retail store of mama and papa, a member of staff approached me and told me about her niece that has just started work in XXXX and that she is being followed and harassed by 2 males known to the area, the males have been following the young staff member around the store of XXXX asking her what time she finishes work where do you live and that they know what bus she waits for, I went to see the young staff member as her family member was concerned, I spoke with her to ask what happened, I advised that she should call 101 and report this as it's happened over a few days, I did call the police and waited with the young female I said once she had finished work go to meet her family member in mamas and papas and I will meet you there as the police may need to speak with you. after a short a time then police called back and I explained the situation, they then asked to speak with the victim, and she told the whole thing to the police caller, they told her that the police would come to her home address to take a statement, and if she sees the 2 males again she is to call 999 quoting the ref number 100631024, her family members then got picked up and taken home, my shift then finished, the 2 males are pictured below.</p> | <p>Report Type: Anti-Social Behaviour</p>  |
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| <p>Commentary</p> <p>05.10.2024 15:10:55</p> <p>Shops B&M Recovery £1 - £100</p> <p>Details £80 worth of stolen items was recovered at the above business mentioned, no arrest was made.</p> | <p>Report Type: Crime / Recovery</p>  |
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| | Report Type: Crime / Recovery |
| <p>Commentary</p> <p>05.10.2024 15:16:13</p> <p>Shops Next Recovery £100 - £1000</p> <p>Details £130 worth stolen items, was recovered by the rangers, no arrest was made.</p> |  |

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| | Report Type: Anti – Social Driving |
| <p>Commentary</p> <p>05.10.2024 15:53:37</p> <p>Haines Check</p> <p>Any issues? Yes</p> <p>Description Signs of wheel donut onsite</p> |  |

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| | Report Type: Crime / Recovery |
| <p>Commentary</p> <p>09.10.2024 16:36:11</p> <p>Shops Smyths Recovery £100 - £1000</p> <p>Details Received a call on the radio to attend the above business, in regards to a unknown IC1 female whom had left the store with unpaid items. The unknown IC1 female was stop/challenge, where she denied have any stolen items. But after a lengthy debate she finally admitted to the theft. The police was informed, but arrived late. With everything under control, we retrieved the stolen items. We then stood down and returned back to normality without any further issues.</p> |  |

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| | Report Type: Crime |
| Commentary 10.10.2024 16:36:54 I was advised and seen the smoke now been told by Steve ops manager that the fire is coming from the Langley green farm, I went to see from cherry lane car park and came across 2 known males instantly coming from the direction of the fire, they started to throw stones at me, I then left and went back to speak to the fire service asking if the police was with them as they have asked for police attendance, I informed the fire service of the two males in the area of the fields next to the fire. I gave my business card so he can contact if they need information of description of the males also to the police. | |

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| | Report Type: Child Welfare |
| Commentary 10.10.2024 18:10:50 Locations Acorn Retail Park Type Child welfare Details called to M&S by the security guard and a member of management told me that 3 Chinese people have been taking pictures of a young family's baby, the family then told me what had happened, I approached the 3 that had taken the pics asking if they could prove that the picture had been removed from the phone , to which they showed me that no pics was still on the phone, I asked why they did it they said because the baby was cute. I then told the young family that I have not seen your baby on the phone as they showed me all the delayed photos. Escalated Blue Light Security (steve@bluelightgroup.uk) | |

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| | Report Type: Damaged Verges |
| Commentary 11.10.2024 10:51:47 Faraday Road whilst on a patrol of Farraday road the verges outside dnata are damaged. Escalated BID (Steve@manorroyal.org) |  |


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| | Report Type: Damaged Verges |
| <p>11.10.2024 10:57:46</p> <p>Faraday Road</p> <p>also damaged verges next to Kelvin way still on faraday</p> |  |


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| | Report Type: Crime / Recovery |
| <p>Commentary</p> <p>11.10.2024 18:47:21</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details called by TK max as they had a male traveller run out of the store with £128.93 of goods, I saw the male run towards pets at home I gave chase and retrieved the goods and returned back to the store. image should be on body worn.</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p> |  |

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| | Report Type: Street Cleanliness |
| <p>Commentary</p> <p>12.10.2024 13:13:16</p> <p>Woolborough Lane</p> <p>Small amount litter found in places at the above location.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p> |  |


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| | Report Type: Crime / Recovery |
| <p>Commentary</p> <p>12.10.2024 14:36:43</p> <p>Shops Tk Maxx Recovery £1 - £100</p> <p>Details Unknown IC1 female left the department without paying, we attended and she was stop whilst attempting to drove away. All items were accounted for and returned back to shop, without any further issues.</p> |  |

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| | Report Type: Crime / Recovery |
| <p>Commentary</p> <p>12.10.2024 14:43:52</p> <p>Shops Curry's Recovery £100 - £1000</p> <p>Details X2 IC1 male attended the department and tried to stole a soundbar. Once the individuals saw the presence of the ranger, they swiftly exited the store without any further issues.</p> |  |

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| | Report Type: Crime / Recovery |
| <p>Commentary</p> <p>12.10.2024 18:51:34</p> <p>Shops Next Recovery £100 - £1000</p> <p>Details Managed to stop a unknown IC1 female, who was trying to exit the store, with £215 worth unpaid items. Once the items was safely recovered. I then stood down and returned to back to normality without any further issues.</p> |  |

MANOR ROYAL BID BUSINESS RANGERS MONTHLY OBSERVATION REPORT

| | Report Type: Anti-Social Behaviour |
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| <p>Commentary</p> <p>16.10.2024 12:31:34</p> <p>Type of Patrol Foot Patrol</p> <p>Locations London Road</p> <p>Details Received a call on the work phone, to attend the following non - retail business (Ibis Styles Hotel) at the above location. In regards to a guest, who was drinking heavily and also was displaying some signs of aggression towards the staffs. The staff was advised by the rangers, not to serve any more alcohol to the individual in question. And if he became more aggressive, that they should call the police. But from further information received, the male continued to be difficult, before the police was called. Shortly after the disruptive male was arrested and taken away. Hotel staff praise the rangers for the information they received.</p> |  |

| | Report Type: Crime |
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| <p>Commentary</p> <p>16.10.2024 17:44:39</p> <p>Locations London Road Type Crime</p> <p>Details Whilst on patrol, we received a call on the radio to attend the following business (Boots) regarding a robbery that was actually in progress. We received full description of the individual, and his present location. We managed to catch up with the unknown male outside (Pets at home) as he was trying to leave in his car. I then challenged the male to return the stolen items. Instead, the male looked me in eye then shouted “F*** off”, before driving his car at me, It was with quick thinking that I was not hit by the car. I then went on the radio, to inform my colleague that the guy is very dangerous, because my colleague was on his way to me. The unknown male then headed towards London Road at high speed as he was trying to get away. I then started walking down London Road and saw the car approaching at high speed. When the unknown male saw me, he then went over the verge and hit a female motorist’s car. But the male still did not stop, the police was then called where</p> |  |

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| <p>we reported the incident. Whilst following the unknown male, the lower -spoiler on the work car fell to the ground, because the screws holding the spoiler was lose. Some footage of this incident can be found on Evon’s body cam for further evidence in needed. Police attended. EB - 093 Ref:09871624</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p> | |
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| <p>Commentary</p> <p>19.10.2024 15:32:15</p> <p>Locations Acorn Retail Park Type Business liaison</p> <p>Details Just liaising with the police, at the above business location, whilst they're promoting a police safer community for citizen/ non citizen's in and around Manor Royal.</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p> | <p>Report Type: Business Liaison</p>  |
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| <p>Commentary</p> <p>Locations Acorn Retail Park Type Parking</p> <p>Details Whilst on foot patrol at the above business location. I was stopped by the parking attendant at Astral Towers, who brought to my attention to a car that was obstructing the traffic on the roundabout. According to the parking attendant, he alerted a uniform police officer, that was in the area at the time. But was told, that he should call the rangers. I told him that we got no authority on parking. Whilst I was there, the owner of the parked car arrived. And said that she had no choice, but to park on the roundabout because her son had diarrhoea. There was a heated conversation between the parking attendant/the owner of the car. I monitored the situation from a far, but stood down soon the car drove away.</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p> | <p>Report Type: Parking</p> |
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| | Report Type: Anti – Social Behaviour |
| <p>Commentary</p> <p>22.10.2024 19:33:24</p> <p>Locations County Oak Retail Park Type Anti social behaviour</p> <p>Details Received a call on the radio to attend the following business (Boots),in regards to a few members from the travelling Community. Whom according to report received, was causing problems across the retail park. We were told that they came to the shop, and asked for the security officer, but was told he was not in. Then one them, became very verbally aggressive towards the staff before leaving the shop We were also informed of other occasions where they pour water on a staff member. They were reminded of their behaviour/also issued with a banding letter. They claim that they felt victimised, but I explained to them that, only they can change the picture that they already painted. One of male did threatened to returned and stole a large quantity of items, but once again we reminded of any signs of trouble. Then we will get the police involved, we then stood down and returned back to normality with out any further issues. boots manager did call the police but she was told that they would not be attending.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p> | |

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| | Report Type: Street Cleanliness |
| <p>25.10.2024 14:11:02</p> <p>Locations Crawter’s Brook Park</p> <p>Type Street Cleanliness</p> <p>Small pockets of litter found in places at the above location.</p> |  |

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| | Report Type: Crime / Recovery |
| <p>30.10.2024 19:24:03</p> <p>Shops Boots Recovery £100 - £1000</p> <p>Details One unknown IC1 male was stop after he had exited the above business, with £190 worth unpaid items. All items was recovered safely, with no arrest made, male was issued with a verbal warning.</p> |  |

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| | Report Type: Street Cleanliness |
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| <p>31.10.2024 10:49:27</p> <p>Locations Woolborough Lane</p> <p>Type Street Cleanliness</p> <p>Details signs of rubbish at Woolbrough lane subway.</p> |  |

| | Report Type: Crime / Recovery |
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| <p>31.10.2024 13:13:41</p> <p>Shops B&M Recovery £1 - £100</p> <p>Details IC1 male attempted shoplift in B&M. IC1 male is in black hoodie, blue jacket, black trousers, black bag. BID Rangers have witnessed the individual conceal an item in his bag. the items concealed are 2 Bluetooth speakers, 1 is worth £30 so total attempted shoplift is £60. He has returned the items in store. body cam footage is available. total recovery is £60.</p> | |