



Manor Royal Security Survey 2024 Report

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INTRODUCTION

The Manor Royal BID supports the safety and security of Manor Royal in various ways. Without the BID the extra services and projects provided to help keep Manor Royal safe and working would not happen.

The services provided by the BID are in addition and complimentary to those provided by the police or the local authority. The Manor Royal BID, however, is the only organisation to provide entirely dedicated security services to the Manor Royal businesses.

The Manor Royal BID provides a varied range of support to Manor Royal businesses, which can be found at www.manorroyal.org/security

THE SURVEY

The Manor Royal BID Security Survey was carried out between January and February 2024. It was compiled with the assistance of Sussex Police, Crawley & Gatwick Business Watch and the Blue Light Group (providers of the Manor Royal BID Business Rangers).

The purpose of the survey was to understand the latest concerns of Manor Royal businesses, to gain insights into their perception of safety and their views on what else might be done to support them, including gathering their feedback on the role and performance of the Manor Royal BID and the services it provides.

The survey was open to all Manor Royal BID based businesses, with a particular focus on drawing a response from the retailers based in County Oak and Acorn Retail Parks who tend to be most likely victims of crime given the nature of their business and being particularly at risk of shop lifting.

The survey was provided online and in hard copy paper formats and was supported by PPL Insights, an expert market research company based in Manor Royal.

Previous attempts to engage businesses in Manor Royal by organising a Business Watch / Shop Watch meeting had not solicited a sufficiently positive response. It was, therefore, decided that a simple survey would be the most effective way to gather local intelligence and to provide businesses with an opportunity to provide feedback to help improve the services and support provided.

In total 31 responses were provided.

HOW SATISFIED ARE YOU WITH MANOR ROYAL?

Encouragingly 90% of respondents were aware of what the Manor Royal BID does to protect the area and make it safer. 97% also felt it was important to have dedicated security services provided to the area, which only the Manor Royal BID does directly, although it is recognised that close working relationships with the police and local authorities is key.

Most (70%) felt Manor Royal was a safe place to do business, despite this 71% felt that crime and anti-social behaviour were issues for their businesses and 67% had experienced some form of crime in the past twelve months.

As deterrents, significant value was attached to the provision of CCTV (94%) and the Business Rangers (90%) and 71% had access to the DISC (Business Watch) system.

94% of respondents wanted the Manor Royal BID to continue to invest in anti-crime and security measures.

To what an extent do you agree with the following statements?	Agree	Disagree	Uncertain
Crime and anti-social behaviour are issues for my business	71%	13%	16%
Manor Royal is a safe place to do business	70%	27%	3%
My business has been a victim of crime or anti-social behaviour in the past 12m	67%	3%	30%
I have a Manor Royal Shop watch security radio	42%	10%	48%
I use the Manor Royal Shop watch security radio	35%	13%	52%
I value the service provided by the Manor Royal BID Business Rangers	90%	10%	0%
Area-wide CCTV is important for the BID to operate and maintain	94%	6%	0%
I am happy with the visibility and engagement of the Police in Manor Royal	37%	30%	33%
I have access to the Manor Royal Business Watch DISC platform	71%	10%	19%
I regularly log on and use the Manor Royal Business Watch DISC platform	39%	6%	55%
I always report crime experienced by my business via DISC	19%	42%	39%
I always report crime experienced by my business via the Police	43%	27%	30%
The Manor Royal BID should continue to invest in anti-crime and security measures	94%	6%	0%
I would be interested in attending Manor Royal Business Watch meetings	39%	45%	16%
I am aware of what the Manor Royal BID does to help protect the area & businesses	90%	10%	0%
It's important for Manor Royal to have a dedicated security service	97%	3%	0%

Of the 71% of respondents who have access to DISC (Business Watch), 55% regularly log on while on 27% make reports via DISC, although this might be because they do not have any crimes to report or do it directly to the Police.

42% of respondents, mostly retailers, benefit from having a Shop Watch security radio with 77% reporting they were regularly using the radios.

Less than half report crime to the police (43%) and a little over a third were interested in attending business watch meetings.

USE OF BID SECURITY SERVICES (RADIOS, DISC and RANGERS)

As already reported, most businesses with a security radio tend to use it. 65% of respondents had said they had engaged with the Business Rangers in some way. Of those that hadn't used the Business Rangers the main reason was that they hadn't had a need to.

Encouragingly, 71% of respondents reported having access to DISC and important secure platform for reporting crime and receiving and sharing crime and security related information and intelligence, including alerts. However, just 55% regularly log on with the reasons given including company policy, confusion over how to access DISC, or having forgotten passwords.

"Not had any need to call on Rangers yet. but like the visibility they provide. regularly see them on Bell Centre"
(A verbatim comment on reassurance role of the Business Rangers)

EXPERIENCE OF CRIME IN THE PAST 12 MONTHS

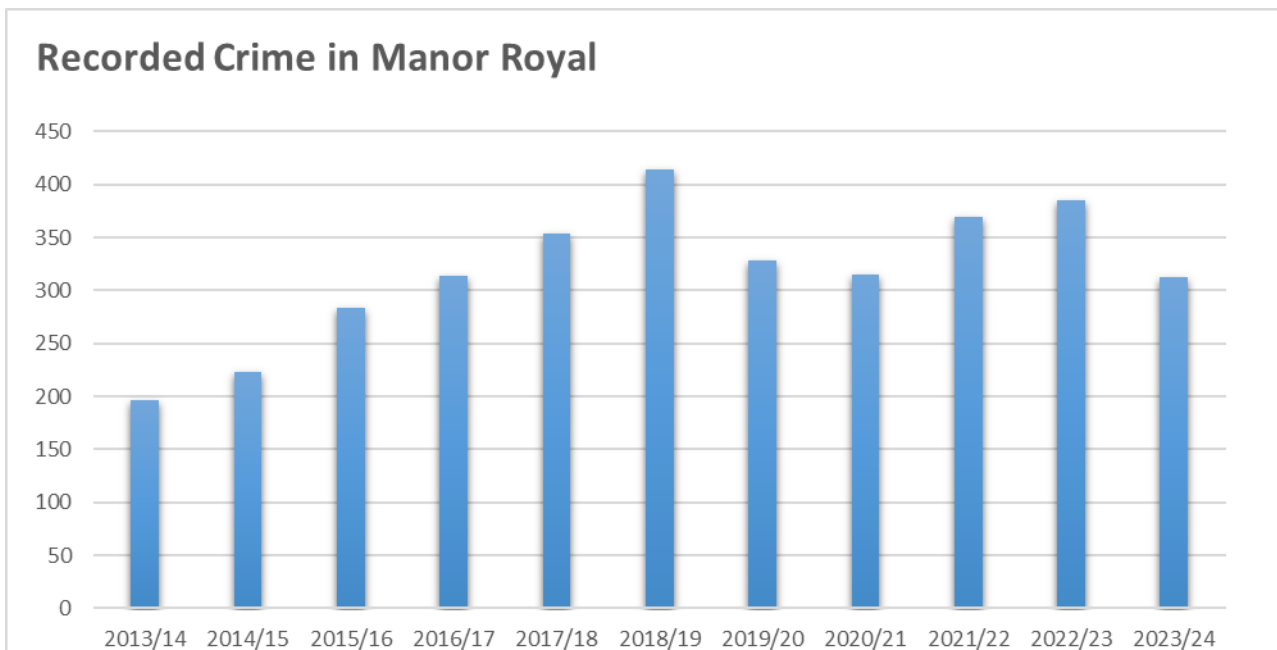
65% of respondents had experienced some form of crime in the past 12 months (*see note 1). Of which theft/shoplifting was by far the most common crime type (70%), with 40% experiencing some form of Anti-Social Behaviour (mostly experienced by retailers) and 25% having experienced some form of criminal damage to property or premises.

It was encouraging that 35% had experienced no crime in the past year.

Note 1: Each month the Manor Royal BID receives the latest reported crime statistics from the police and reports these via DISC. Crime overall in Manor Royal (including County Oak and Acorn Retail Parks) peaked in 2018/19 following the opening of the retail parks in 2016/17. Since then it has settled to a relatively stable pattern with roughly 300 crimes being reported each year (approximately 26 per month in 2023/24).

It can be seen that the retail areas distort the crime statistics and appear most vulnerable to theft and shoplifting, in particular. Most crimes are reported as having been committed in the County Oak area (Zone 1) accounted for by the large out of town shopping areas of County Oak and Acorn Retail Parks.

In 2023/24, 61% of all reported crime was from Zone 1 – the business district's smallest geographical area with the fewest number of businesses. In the rest of Manor Royal (Zones 2 – 5) crime has steadily been going down with just 123 crimes having been recorded for zones 2-5, which is among the lowest since the BID started to report on recorded crime statistics. In the past 12 months crime has dropped for all areas, including zone 1 (County Oak).



TOP ISSUES AFFECTING BUSINESS

The top three issues impacting business, according to the security survey are:

Theft / Shoplifting (36%)
Anti-social behaviour (18%)
Parking issues (13%)

Other issues include business specific issues, vandalism and road conditions around the area.

IDEAS FOR MAKING MANOR ROYAL SAFER

Of the respondents to the survey, 48% could offer no further ideas for what might Manor Royal safer beyond what was already being delivered. Of the 52% who did have suggestions, collectively 24 ideas were offered to improve the area some of which were repeated ie where the same idea was proposed by more than one respondent.

42% of respondents felt that more Rangers would be welcome or consideration given to extending the hours the Rangers worked to include later shifts. 25% wanted to see more police presence and 8% would welcome more investment in CCTV, on top of what has already been invested by the Manor Royal BID.

“Rangers to have more support. More rangers. They can't be everywhere at once. More availability.”

“I don't believe that much more can be done. I think the radios work brilliantly in informing other businesses on the estate.”

(Verbatim comments received about Business Rangers, radios and what is already being delivered)

SUMMARY

The information provided by the Manor Royal BID Security Survey will be shared with partners (e.g. the Police) and used to help inform decisions the Manor Royal BID might take to help keep Manor Royal safe and secure.

Business Ranger performance and observation reports, plus contact details for the Business Rangers, can be found on the dedicated Manor Royal BID Business Ranger web pages at www.manorroyal.org/rangers

KEEP IN TOUCH

For further information about the Manor Royal BID visit www.manorroyal.org

For further information about the security services provided by the Manor Royal BID visit www.manorroyal.org/security

For further information about the Manor Royal BID Business Rangers visit www.manorroyal.org/security