

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	March 25	Report date	31/03/25	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.manorroyal.org/security

Ranger Reports


	Report Type: Crime
Commentary	
01.03.2025 17:00:37	
<p>Details At about 15:20 pm on the 01/03/25, whilst on foot patrol at the following location, Acorn carpark. We were approached by the (Wickes) store manager, who brought to our attention a IC1 female whom was caught stealing. The items in question was retrieved by the store manager. We then tried to see which car she was getting into, but she then went in M&S store.</p> <p>Whilst we were outside the M&S store, a member staff came out and identified another female whom she said was with the previous female who tried to shoplift inside Wickes. We then continued to monitor the situation by following from a distance, this new female then went into - Pets at Home. Where she spends some time before leaving the store. I then made my way onto London Road, as my colleague Matt made his way onto County Oak Way. I was then told by my colleague that the female from Pets at Home had met up, with some other female inside the Acorn Carpark.</p> <p>As I was walking across the carpark towards my colleague who was a on County Oak Way. I was then approached by a IC1 female, who started to accuse me and my colleague of following her daughter. I explained to her that we were not following her daughter. But the female become verbally aggressive and started to called us pedofiles and other names. An argument develop, and the female then grab me by the collar. I asked to let go of me, but she refused, I told again and she refused. I thought then that my life was in danger, my colleague also tried to get her of me but she was not realising her grip so I then held her by the hair, hoping she would let go of me, but she didn't she held me tighter instead. Not long after she released her arms so did I, my colleague then called the police who came and took our statement.</p> <p>We told the police that all the footage of the incident can be found on both officers bodycam. After the police had took ours and their statement, they told us, that we can continue with our normal duties, until they received the body cam. With everything under control, we then stood down and returned back to normality. Attending Police Officer badge no# CK171, Cad no# 01030763.</p>	

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	Report Type: Public Realm Check
<p>Commentary</p> <p>Locations Rutherford Way Micro Park</p> <p>Details Tree has fallen into the main road.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	Report Type: Police Intel
<p>Commentary</p> <p>04.03.2025 17:13:02</p> <p>Details Driver seems to be always under the influence,, seen drinking behind the wheel on several occasions.Car make - Mercedes - Registration no - SPXXXX.This matter was also reported to the police before by my colleague whom had seen the driver drinking behind the wheel</p> <p>Escalated Emergency (999)</p>	
	Report Type: Retail Recovery
<p>Commentary</p> <p>05.03.2025 18:03:51</p> <p>Shops M&S</p> <p>Details Security was called, to attend the following business (M/S).Upon arrival we were informed of a IC1 female shoplifter ,who was still inside the shop. We then did a foot patrol around the shop making our presence visible.,then made our way back towards the main entrance where we waited.Shortly after the female in question, walked out the shop saying that the staff, were watching her.She was seems to be very upset, saying she has got money.The staff then checked all the stuff she had left back,and saw that all the security stickers were removed from the items. Value of items recovered amounted to £169, staff then praised the Rangers for a job well done.</p>	


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	Report Type: Retail Recovery
<p>Commentary</p> <p>07.03.2025 13:24:31</p> <p>Locations TK Maxx</p> <p>Details 3 males entered TK max and attempted to steal clothes to the value of £1069.72 challenged by the store all 3 males ran from the store.</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	


	Report Type: Retail Recovery / Crime
<p>Commentary</p> <p>07.03.2025 13:28:55</p> <p>Locations TK Maxx</p> <p>Details 2 women and 2 men attempted to steal clothing items and cosmetics and turns out they stole a mobile phone from a customer</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

	Report Type: Fly Tipping
<p>Commentary</p> <p>08.03.2025 12:37:10</p> <p>Locations Gatwick Parade Micro Park</p> <p>Details Fly tipping found in places</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	

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	Report Type: Graffiti
<p>Commentary</p> <p>09.03.2025 10:40:43</p> <p>Locations Terrace pocket park</p> <p>Details Graffiti found in places at the above location.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	


	Report Type: Crime / Result
<p>Commentary</p> <p>12.03.2025 09:43:50- Locations Crompton Way Type Crime</p> <p>Details last year a motor bike was stolen outside of frontier Pitts, I did alot of investigation and managed to obtain pictures of the bike and of the person stealing the bike, whilst on patrol today I was walking past frontier Pitts and asked if the chap who's bike was nicked if he had any results, I was told that they actually found the bike which was in Broadfield and it was returned to the owner, however the bike was heavily damaged and was written off, the owner did manage to claim money back through his insurance company.</p>	

	Report Type: Crime/ Recovery
<p>Commentary</p> <p>12.03.2025 11:33:18</p> <p>Shops Tk Maxx Recovery £100 - £1000</p> <p>Details Received a call on the radio, to attend the above busines location.Regarding a shoplifter whom had stolen £357.96 worth items.All items were recovered without any further issues.</p>	

	Report Type: Crime/ Recovery
<p>Commentary</p> <p>12.03.2025 13:24:47</p> <p>Shops Wickes Recovery £1 - £100</p> <p>Details £7 was recovered at the above business location, no arrest was made.</p>	



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	Report Type: Crime
<p>Commentary</p> <p>12.03.2025 19:23:23</p> <p>Shops Next</p> <p>Recovery £1000 - £5000</p> <p>Details £2442 worth of stolen items recovered at above business location, no arrest was made.</p>	

	Report Type: Crime / Recovery
<p>Commentary</p> <p>14.03.2025 14:02:05</p> <p>Locations County Oak Retail Park Type Crime</p> <p>Details observed a white female with 3 bags for life with boots on, attempted to steal clothes items from next. £146 recovered</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

	Report Type: Crime
<p>Commentary</p> <p>14.03.2025 15:11:13</p> <p>Locations Acorn Retail Park Type Crime</p> <p>Details I was called to M&S to assist the security officer and staff on dealing with an theft of food items, the store challenged the hysterical lady that she says she suffers from mental health, I asked the lady to return the items from the car she then started to get very upset, the friend said that she didn't know it was in the car. after a short time the lady's grandparents arrived to pay for the items that had been taken, the lady kept saying she needs her meds which she had on her the whole time. I told the lady to stop swearing in public. she became verbalully insulting towards me so I left the grandparents to deal with her. some body cam footage taken. not escalated to the police as her friend took her home and away from the area.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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	Report Type: Fire Emergency
<p>Commentary</p> <p>15.03.2025 19:05:00</p> <p>Locations London Road</p> <p>Details At about 18.20pm,I received a call on the radio from the following business (Tesco Express) - In regards to a car that was on fire. With no hesitation, I hastily made my way to the location of the burning car. Upon arrival,the fire had already spread across the engine component of the car. I then made my way to the front of the car, to see if there was anyone inside. But it was clear that the burning vehicle was free from any passenger. Once I had assessed what was going on, I then called 999 (Police ,Fire) Whilst I was on the phone,there was a police unit from Gatwick,who attended and took control of the situation. Shortly after the fire unit arrived,now the situation was fully manned and secured, I stood down, but monitored the situation on my body cam from a distance. Car Name - Vauxhall Colour - Grey Reg - N40 SEJ Fire Unit Attended - FN no - 220</p>	
	Report Type: Retail Recovery
<p>Commentary</p> <p>16.03.2025 14:42:19</p> <p>Shops M&S</p> <p>Details £40 worth of stolen items recovered from shoplifter at the above business location,no arrest was made.</p>	

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	Report Type: Antisocial Driving
<p>Commentary</p> <p>18.03.2025 09:46:17</p> <p>Locations Crompton Way</p> <p>Details whilst on foot patrol I have noticed more antisocial driving skid marks on the road and some local businesses paper graphics have also had issues with antisocial driving on their land.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	
	Report Type: Graffiti
<p>Commentary</p> <p>18.03.2025 10:01:39</p> <p>Locations Manor Royal Road</p> <p>Details whilst on a foot patrol of Manor royal road I came across graffiti on the arrow point building which is now occupied by blueleaf.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	Report Type: Litter
<p>Commentary</p> <p>18.03.2025 10:21:06</p> <p>Locations Woolborough Lane</p> <p>Details Small amount of litter found in places</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	



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	Report Type: Crime Intel
<p>Commentary</p> <p>18.03.2025 18:15:11</p> <p>Locations M&S / Acorn Retail Park</p> <p>Details We have notice a unknown IC1 male whom had been attending the following business (M&S) for some time now. But the unknown male, had been drink driving, reason are - we and other staff has been monitoring this individual for sometimes now. Several reports were made to police, regards to the concerns of the male in question.Cad no# 10080425. At about 17.30 pm, on the 18/03/2025, the male in question was observed purchasing his regular alcoholic drink, and also consumed two large mouth full. The police who was aware of the situation,had already engaged with us to let them know when he arrives,and when he leaves the shop. Procedures were followed and the male in question, was then pulled over by the police, has he exited the (Acorn Carpark). Not long after, we received a called in the radio from the police, that the male had passed his breathelizer test With everything under control,we then stood down and returned back to normality.</p> <p>Escalated Emergency (999)</p>	

	Report Type: Fly Tipping
<p>Commentary</p> <p>19.03.2025 09:39:40 / Locations Kelvin Way</p> <p>Details whilst on patrol of Kelvin way I have come across bumped rubbish on the public foot path see pictures.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	

	Report Type: Crime
<p>Commentary</p> <p>19.03.2025 09:44:30 / Locations Kelvin Way</p> <p>Details whilst on patrol on Kelvin way a van has been left no head lamps and flat tyres, looking at the back of the vehicle some one has attempted to brake into the back</p> <p>Escalated Operation Crackdown (operationcrackdown.org)</p>	
	

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	Report Type: Crime
<p>Commentary</p> <p>20.03.2025 13:28:54</p> <p>Description whilst on a foot patrol I noticed 2 individuals by the names of Olivia Downey and Jay Andrews, I know that Olivia is on a CPW order with many conditions, I called 101 and advised the call handler that these 2 individuals are in the county oak car park as Olivia is breaching her CPW and I tracked them both going over to the acorn retail park side, I gave all information to the call handler. Shortly after a unit arrived and I advised them of where Olivia and Andrew's were heading. Once the police were on the scene I stood down.</p>	
	Report Type: Broken Fence
<p>Commentary</p> <p>21.03.2025 11:10:01</p> <p>Locations Crawler's Brook Park</p> <p>Details whilst walking through crawler's brook a pet of the fence has been broken flemming way end entrance.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	Report Type: Business Liaison
<p>Commentary</p> <p>22.03.2025 16:38:26</p>	




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	Report Type: Vulnerable Person
<p>Commentary</p> <p>22.03.2025 16:13:07</p> <p>Locations County Oak Retail Park</p> <p>Details Whilst on foot patrol at the following location I was alerted of a incident of a IC1 male was walking through the car park,when he fell and hit his head. I was also on foot patrol with PCSO'S 44445/43595 at the time whom also attended. The male had hit his head, and was bleeding form the nostril.The police then took control of the situation, straight away I started monitoring the traffic to prevent any further casualties. The male was given minor First Aid,and was advised by the police to seek medical advice on his way home. The male was with his partner,we then assisted him out of the main road,and helped him into one of the parking bays.Once everything was under control,I then stood down,but continued to monitor the situation from my body cam.Details of this incident,can also be found on my body cam for future evidence if needed.</p> <p>Escalated Emergency (999)</p>	

	Report Type: Crime Intel
<p>Commentary</p> <p>22.03.2025 17:08:30 / Locations Rutherford Way</p> <p>Details Whilst on car patrol,I was approach by a IC1 male, who was asking for my assistance in retrieving his stolen car.I advised him, that I can put a alert out,and also have look whilst am on my regular patrols, Details as follows: car was stolen in Crawley Downs in the early hrs of this morning. There is also a contact number if seen, police are already aware of the incident.</p> <p>Escalated Emergency (999)</p>	




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	Report Type: Graffiti
<p>Commentary</p> <p>23.03.2025 11:00:00</p> <p>Locations Crompton Way</p> <p>Details Graffiti found in places at the above location</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	Report Type: Graffiti
<p>Commentary</p> <p>25.03.2025 09:13:05</p> <p>Locations Manor Royal Road</p> <p>Details whilst on patrol on the table tennis table graffiti is on it in the terrace park.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	
	Report Type: Suspicious Behaviour
<p>Commentary</p> <p>26.03.2025 10:19:38</p> <p>Locations Bell Centre</p> <p>Details whilst on patrol of the bell centre a member of public approached me and informed me that the fence at the back of unit 18/19 has been cut and tampered with, this is suspicious as a few years back these units was broken into, I have made checks on the back doors but no sign of an attempt to break in.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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	Report Type: Crime / Recovery
<p>Commentary</p> <p>26.03.2025 18:40:15</p> <p>Shops Tk Maxx</p> <p>Details At the above store mentioned we managed to recover the following £259, no arrest was made. The store has got X3 Lost Prevention Officers, working from the rear of store at present watching CCTV, but still was unable to detect the crime.</p>	
	Report Type: Anti – Social Behaviour
<p>Commentary</p> <p>27.03.2025 12:46:36</p> <p>Locations Crawley Business Quarter Centre</p> <p>Details whilst on a patrol of the Crawley quarter I have noticed that more antisocial driving is taking place now in this area, on the roundabout Manor royal road entrance I don't know when possible at night, can't ask the local businesses as I can't say a time or date, also paper graphics are still getting this also, which has been previously reported. a head of tyres all around the roundabout. evidence of a car losing control as the curb is damaged with skid marks on</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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	Report Type: Crime / Recovery
<p>Commentary</p> <p>27.03.2025 15:09:37</p> <p>Locations County Oak Retail Park</p> <p>Details called to boots as they had a deter and also a theft from TKmax which was recovered £40</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

	Report Type: Welfare
<p>Commentary</p> <p>28.03.2025 09:34:14 / Locations Acorn Retail Park</p> <p>Details whilst on a patrol of the acorn retail park I was called over by M&S as I got close the staff member told me of a homeless person sleeping by the front entrance, the staff member said she needs a welfare check as I got closer I could see that the person was moving slightly so I called out and she came too, I asked if she was ok she said that she was just sleeping or that she was homeless something to those words this was approx 11am yesterday the 27th march, the female overheard the staff member calling the police, this made the female very agitated and she started to swear saying don't call the police as she can't stand them she then started to run towards the staff member swearing in front of her and other members of public</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

	Report Type: Foot Patrol / Joint Patrol
<p>Commentary</p> <p>Locations County Oak Retail Park</p> <p>Details Currently on foot patrol with PCSO - 39820</p>	

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	Report Type: Crime
<p>Commentary</p> <p>28.03.2025 09:47:27 / Locations County Oak Retail Park</p> <p>Details I received a call from boots security saying that the manager of Costa wanted to talk to the rangers in regards to 2 females and a male that have been stealing food items for the last few days, I went over to talk to the manager and she started to tell me what has happened I asked how long ago they left she said a few mins ago, I had already passed 3 homeless looking people before I arrived at Costa, so I asked if the 3 individuals looked homeless to this the manager said yes, so I left the store and started to search the area, I was joined later around 15.00 by the local Pcsos and we just conducted a store visits, we then receive a call saying that one of the females is sat again outside Aldi, we made our way over to chat to her she gets agitated and a member of the public arrives trying to get involved by asking if we were bothering her or words to that affect. The PCSO tried to get the female discourage the female member of the pubic from getting involved as she was making the situation worse. Things escalated and the Gatwick police arrived as one officer was already in M&S, body cam footage caught may be needed for evidence. later on that same day the other 2 arrive which we chat to outside BP on London road. I asked if they had been into Costa taking food items the male said they went on to charge a phone but didn't take anything, the same individuals had also been deterred from B&M attempting to steal items, the male told me that they were all from Coulsdon, but the PCSO knew the second female and they was staying in a self made shelter in the woods near the BMX track by cherry lane. Body cam of this also captured</p>	

	Report Type: Child Welfare
<p>Commentary</p> <p>30.03.2025 15:26:58 / Locations County Oak Retail Park</p> <p>Details Received a call on the radio to attend the above business location, regards to a mum whom had locked her child inside the car" whilst she went shopping..Upon arrival members of the public, were seen trying to unlock the vehicle mum was also standing next to locked car.We tried everything,but didn't want to break the car window as mum requested not to. Mum was then given a lift home to retrieve the spare keys she had. By this time the fire brigade was called. Shortly after the fire brigade arrived and the little girl was freed from the locked up car without any further problems.</p>	

	Report Type: Welfare
<p>Commentary</p> <p>30.03.2025 19:28:37</p> <p>Locations Bank Precinct</p> <p>Details Main office door closed, but access gate to work yard found opened. No one is currently onsite, which I found very unusual. Upon my arrival there were a IC1 female onsite filming but she quickly left once she saw me.</p>	



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