MANOR ROYAL BID BUSINESS RANGERS MONTHLY PERFORMANCE REPORT

The Manor Royal BID has appointed and works in partnership with the Blue Light Group to provide this decicated service.

BLUE LIGHT SECURITY

MANOR ROYAL BUSINESS DISTRICT CRAWLEY & GATWICK

Activity month	November 25	**Report date**	30/11/25	**Person**	Steve Shaw

This report provides an overview of the key activities carried out by the Manor Royal BID Business Ranger Team each month. It serves as a summary of activities to demonstrate the impact the team is making across the Business District. This is a responsive service sometimes requiring last minute adjustments depending on the circumstances. The main purpose and functions of the Business Ranger Team is set on the last page.

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

Key Metrics

	Metric
Number of additional hours provided	**340**
Number of miles coverage during vehicle patrols	**776**
Number of steps covered during foot patrols	**223,564**
Number of business visits / welfare checks carried out (non-retail)	**491**
Number of calls responded to	**14**
Number of incidents attended	**22**
Number of stops made	**12**
Value of goods recovered	**£1,209.49**
Number of crime reports / intelligence reports made	**22**
Number of public realm reports made e.g. reports of litter, damaged furniture	**11**
Number of anti-social behaviour reports made e.g. graffiti, drug paraphernalia	**6**
Number of parking / traffic issues reported	**15**
Security advice visits / meetings attended	**4**
Property checks carried out	**345**

Other Routine Daily Key Metrics

The following tasks are carried out routinely everyday the Rangers are on shift, except in very unusual and exceptional circumstances. Sometimes these minimum standards are exceeded.

	Metric
Patrols of retail parks (County Oak, Acorn and related – Zone 1)	142
Bus Patrols	3
Radio checks	42
Retailer visits	362
Park inspections carried out	369
Visits to area-wide tag sites	26

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Activities by Geography

Streets and Roads

Activities carried out (✓) Road / area	Zone	Crime related	Anti-Social Behaviour	Parking / Traffic issue	Street cleanliness	Broken furniture / signs	Business Liaison	Welfare checks	Vulnerable person / child welfare	Foot patrol	Car Patrol	Bus Patrol	Other
Baird Close	4									25	25		
Bell Centre	3						1	1		27	31		1
Betts Way	1	12					1	3	3	33	28		
Brunel Centre	3									26	33		
Cobham Way	5									14	24		
County Oak Lane	1									22	31		
County Oak Way	1	10	2	3			1	9	1	30	46		5
Crompton Way	3		2	2						18	27		
Crawley Business Quarter	2									13	30		
Faraday Road	2									19	26		
Fleming Way	Various			1			4	1		25	43		
Gatwick Road	Various									22	35	1	
Hydehurst Lane	2									15	27		
James Watt Way	5				1		1			27	31		
Jenner Road	2			1	1					16	27		
Kelvin Lane	2									13	26		
Kelvin Way	2			1	2					18	19		
London Road	Various			1						41	45	1	
Manor Royal (road)	2/3					2				34	37	1	
Maxwell Way	4									20	24		
Metcalf Way	1			1						23	30		
Napier Way	3			1			1			22	25		
Newton Road	2			1	1					20	26		
Priestley Way	5									15	24		
Royce Road	5									16	23		
Rutherford Way	5			1			1	1		17	28		
Tinsley Lane	4									13	26		
Tinsley Lane North	5	1		1						26	29		
Wheatstone Close	5									17	29		
Whittle Way	5				1					21	18		
Whitworth Road	5						1			19	30		
Woolborough Lane	3		2		2		1	1		23	24		

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Gateways (Entranceways) and Subways

Activities carried out (✓) Gateway / Subway	Zone	Crime related	Anti-Social Behaviour	Parking / Traffic issue	Street cleanliness	Broken furniture / signs	Business Liaison	Welfare checks	Vulnerable person / child welfare	Foot patrol	Car Patrol	Other
Gateway 1 (Manor Royal)	-									9	22	
Gateway 2 (near Thales)	-									1	25	
Gateway 3 (near Astral)	-									7	25	
Gateway 4 (James Watt)	-									5	31	
Gateway 5 (near LoknStore)	-									2	23	
Woolborough Subway	3									15	24	
Bird Walk	3				1					31	0	
Green Lane Subway	3									25	2	

Parks & business areas

Activities carried out (✓) Park / area	Zone	Crime related	Anti-Social Behaviour	Parking / Traffic issue	Street cleanliness	Broken furniture / signs	Business Liaison	Welfare checks	Vulnerable person / child welfare	Foot patrol	Car Patrol	Other
Gatwick Road Parade	5									12	22	
Metcalf Way Micropark	1									30	12	
The Base Micropark	2									17	22	
The Terrace Pocket Park	3									23	14	
Crawter's Brook	4				2				1	43	27	1
Priestley Way Corner	5									12	24	
Rutherford Way Corner	5									10	26	
Gatwick Road Micropark	5									19	13	
Woolborough Subway										31	38	
Green Lane Subway										25	2	
MR Central Superhub	3									30	16	
Other areas in development requiring future inspection												
County Oak Corner	1											
MR West (near Thales)	2											
Woolborough Lane Park	3											

Information about the Manor Royal BID Business Rangers Service

The Manor Royal BID Business Ranger that was officially launched at the Manor Royal BID AGM of September 2017. The service is currently provided by local security company - Blue Light Security.

The role of the Rangers is to provide a highly visible, approachable, uniformed presence on the streets of the BID area for staff, visitors and businesses, and to act as the eyes and ears of the BID company, dealing directly with a defined range of issues and escalating and reporting any other issues to the appropriate authority where they can't be resolved by the Rangers.

Functions of the Rangers

a) The "eyes and ears" of the BID recording, reporting and where possible resolving issues of low level incidence e.g. fly tipping, graffiti, abandoned vehicles, parking, litter, broken street furniture, anti-social behaviour etc
b) Where issues cannot be resolved by the Rangers the issue should be escalated to the relevant authority. Those issues should continue to be monitored until appropriate actions have been taken.
c) Reassurance to visitors and staff and to promote the ethos and work of the Manor Royal BID
d) Another resource to the BID to assist in building and maintaining a sense of community in Manor Royal and between the Manor Royal BID and businesses (a liaison and engagement role).
e) Close working relationship with the Manor Royal Maintenance Team to resolve public realm issues.
f) A visible security function responsive to the needs of the area and businesses, providing advice and assistance where appropriate to help protect businesses
g) Assisting police in their enquiries in support of Manor Royal businesses
h) A key liaison role in representing the BID to businesses and other security firms hired by businesses
i) A link between the BID, Manor Royal Business Watch, the Police and other statutory providers e.g. Crawley Borough Council and West Sussex County Council.
j) A role in managing road space and parking in the area and on-site incident support e.g. for accidents – for parking enforcement the Ranger role is an advisory service. Where enforcement is required this should be referred to the Crawley Parking Services Team provided by Crawley Borough Council.
k) To maintain timely and accurate records of incidents and issues arising, recording all incidents (including public realm incidents) using the DISC system and promoting its use to businesses
l) Provision of an intelligence gathering role on behalf of the BID e.g. reporting on new businesses, businesses that may have moved out where buildings have become vacant and obtaining details of new contacts
m) To assist in delivery of events, projects and initiatives organised by the Manor Royal BID
n) Carry out those duties as required and directed by the Manor Royal BID
o) Reporting of activities and actions undertaken, including photographic evidence where relevant, for use by Manor Royal BID to (i) monitor performance and (ii) promote the service via electronic and printed mediums as required and agreed.

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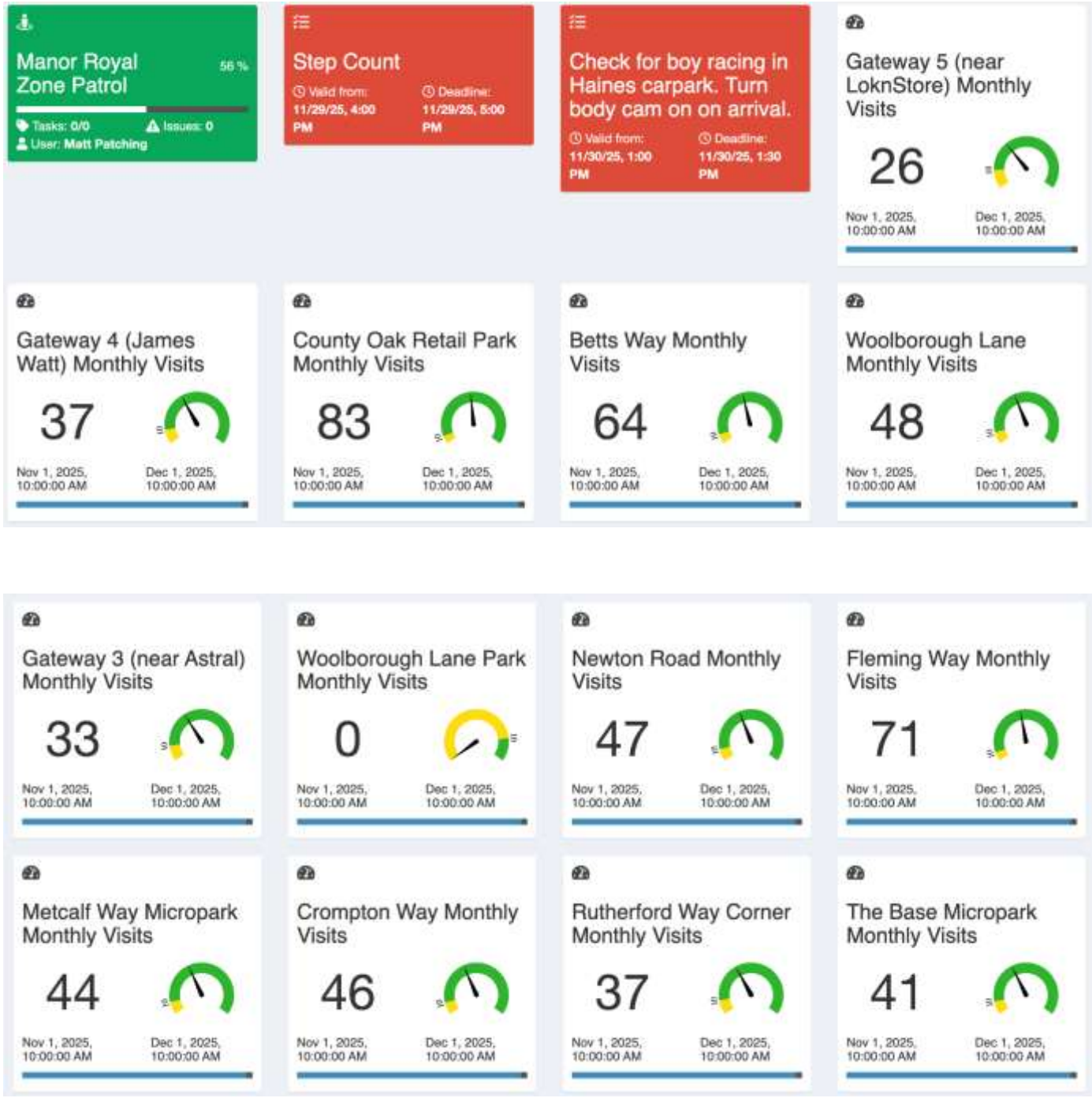

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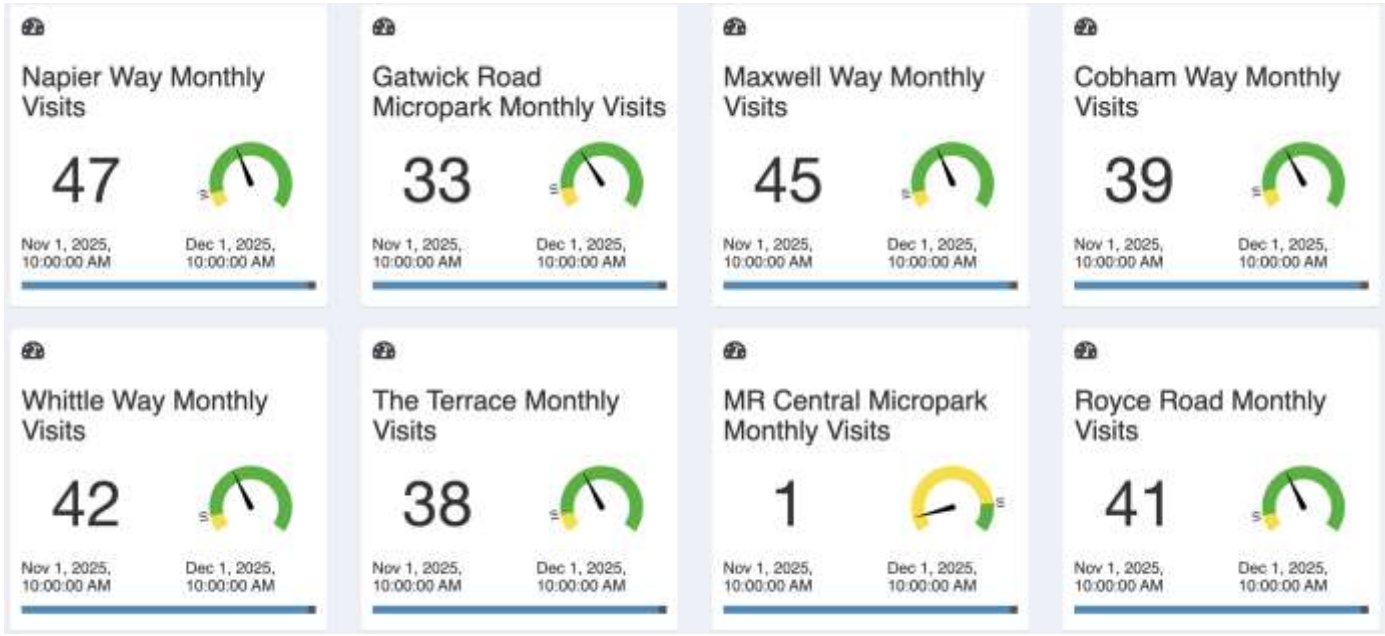

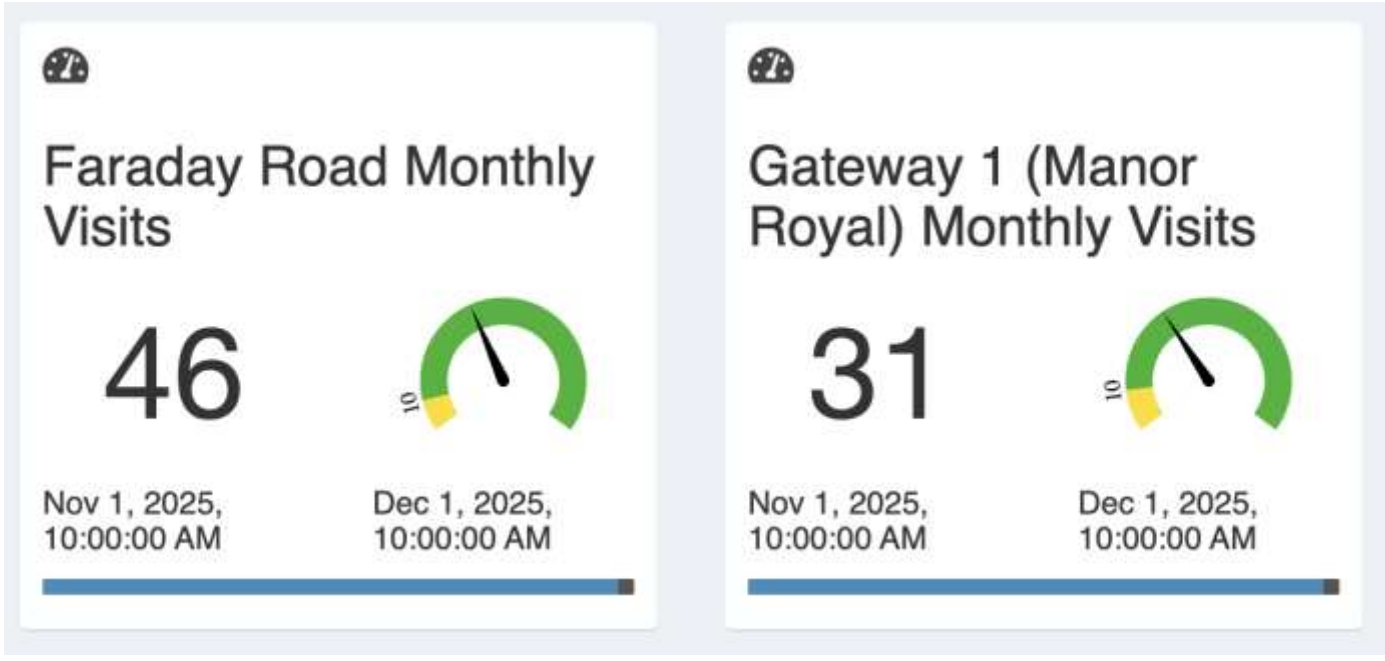
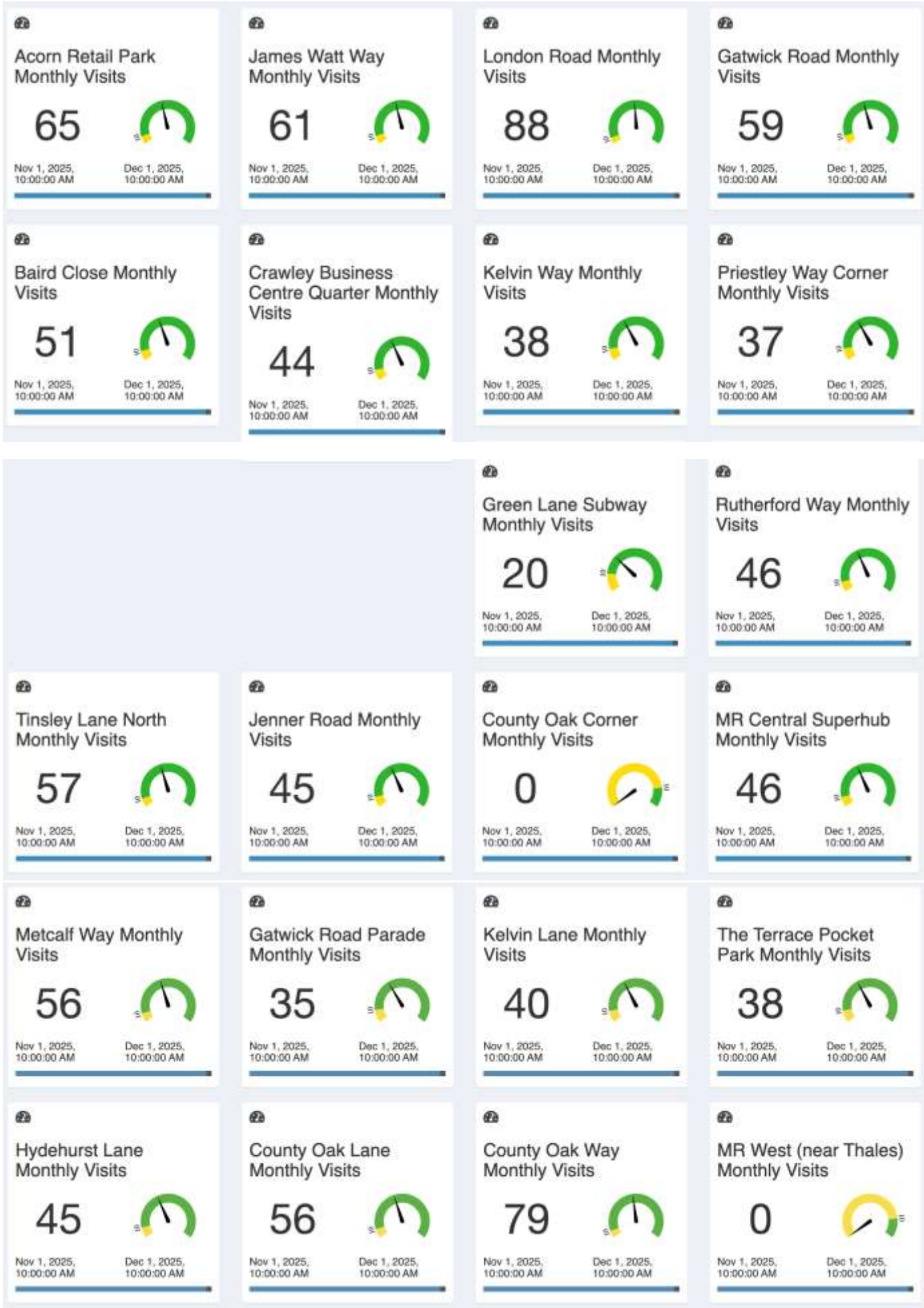
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