

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

Ranger Reports

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



Month	April 26	Report date	30/04/26	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.manorroval.org/security


SECTION 1: Activity this month.

Commentary	Report Type: Street Cleanliness
<p>01.04.2026 10:04:20 // County Oak Way</p> <p>Damaged verges whilst on a foot patrol on county oak lane came across damaged verges outside the Metcalf micro park.</p> <p>Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	

Commentary	Report Type: Crime / Recovery
<p>01.04.2026 13:10:58 Locations County Oak Retail Park</p> <p>Details a call came in over the store radios that a white male dressed all in a grey tracksuit scruffy looking blonde hair was acting suspiciously around Next and was deterred from taking items. A call then came from Boots about the same male. As I got to the area I noticed the male walking towards the mosque, I stopped the male saying that he had set the alarms off. He kept walking and I could see he had items in an Asda bag that still had tags on. I asked if he had a receipt for the items he said it's a tag on my clothing!! I retrieved the items for Boots and discovered that he had also taken from TK max. Value from Boots £55 and the items for TK max value £48.97.</p>	

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

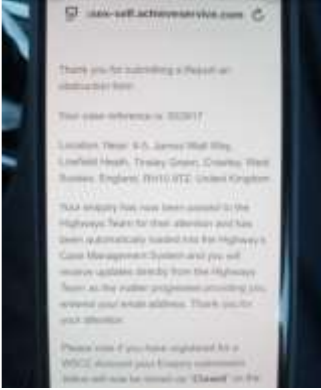
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Commentary	Report Type: Crime / Recovery
<p>01.04.2026 18:29:24 Locations County Oak Retail Park Details whilst I was on a retail patrol I observed 2 white males one dressed in all black with a black over the shoulder bag and the other male with a red grey and black jackets with black trousers joggers, also with a checked over the shoulder bag, I observed them walking away from B&M quickly with the bags looking full, I radioed the B&M store to see if they could check the CCTV, as I was flowing them with the body cam on, as they got to pets at home they split up and then on the acorn retail side they then ran off, I observed them going up London road towards manor royal road, I still was following as I was waiting for the store to confirm, but as I got closer to them they decided to drop items and they also dropped the bag carrying stolen items from the store. I could see that the price tags had B&M on them and I radioed the store to say they have definitely had a theft, I returned all the items back to the store.the value was £144 . Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	 <p>The image shows several mobile phone boxes in their original packaging, arranged in two rows. To the right is a receipt from B&M with the store's logo at the top. The receipt includes a barcode and some text, though it is partially obscured.</p>

Commentary	Report Type: Crime / Recovery
<p>01.04.2026 19:14:35 Locations County Oak Retail Park Details received a call from pets at home saying that 2 white males had taken a trolley load of dog food, as I got closer to pets at home I could see a white male in a grey t-shirt blue shorts blond hair approx 6ft and the 2 Nd male blue jeans navy t-shirt black trainers black hair loading up the boot of the land rover, I approached I asked the guy in navy that the store has called me saying that you haven't paid for the items in your vehicle, he replied that his wife paid this morning, I said to the store manager to check on cctv, I was told that no payment has been made they protested a while and then left the store in a hurry. I asked the manager to 101 this and to get the number plate, some body cam footage available value was £110 Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	 <p>The image contains three separate photographs. The top-left photo shows a man in a dark t-shirt and blue shorts in a store aisle. The top-right photo shows a man in a light green t-shirt and dark shorts walking in a store. The bottom photo shows a shopping trolley filled with various bags of dog food and other supplies.</p>


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Commentary	Report Type: Crime / Recovery
<p>02.04.2026 13:15:52 Locations County Oak Retail Park</p> <p>Details called to B&M re: an attempted theft of goods, as I arrived the goods had been retrieved by the security but the rangers attended the store, descriptions of the individuals was put out over the radio as he headed over to Smyth toys, they entered the store of Smyths but the soon left as security was watching them. value of the goods £</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Parking
<p>02.04.2026 17:50:30 //James Watt Way</p> <p>Abandoned vehicles Caravans or sleeping in vehicles the caravan on James watt way has now been reported to another part of the council, as now there is more signs of brake ins and being smashed up glass and the doors broken. Escalated Crawley Council (https://crawley.gov.uk/council-information/west-sussex-county-council)</p>	

Commentary	Report Type: Anti-Social Behaviour
<p>04.04.2026 10:29:20 Locations Metcalf Way</p> <p>Details whilst on a patrol of Metcalf way I noticed sitting in the micro park of Metcalf way a known thief by the name of Melvin cockrhan heavily drinking in a public area, contacting 101 as to see if he is wanted. they couldn't tell me this information, however I gave a discription of him and where he is at the moment. ref number 335040426. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

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Commentary	Report Type: Welfare
<p>04.04.2026 10:53:34 //Betts Way</p> <p>Alarms sounding whilst on patrol I noticed alarms sounding coming from astral Towers, I could see that the fire panel is activated saying a fire has started., I could not see smoke I have called the manager of the building, as this has happened before. waiting for the fire department to arrive. as at this time it's not known what is the cause.</p>	

Commentary	Report Type: Crime
<p>04.04.2026 15:43:51 Locations County Oak Retail Park Type Crime Details i was on a foot patrol of county oak at next when i was approached by a staff member that they had a theft of Victoria's Secret. I viewed the store cctv and observed footage of the 3 females taking the stock i informed the store to report the theft.. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Parking
<p>07.04.2026 12:36:42 // Kelvin Way // Overnight Parking // Abandoned vehicles previously reported on kelvinway that a transit has been parked on yellows over 2 weeks this van MJ71 HVH had now re appeared.</p>	

Commentary	Report Type: Street cleanliness
<p>07.04.2026 12:39:36 // Faraday Road Damaged verges whilst on patrol on faraday road verges are still being damaged due to large vehicles stopping for the snack van. Escalated Maintenance Team (Jordan.soul@crawley.gov.uk)</p>	

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Commentary	Report Type: Open Skips
<p>07.04.2026 18:20:28 //Tinsley Lane North</p> <p>Skips or bins open whilst on a patrol of Tinsley north notice a bin that is over flowing with rubbish, this could attract people trying to start a fire, it poses an issue as it's close to the train track.but on private land of the Gatwick Distribution Centre it's not outside a building and also the business are now closed.</p>	

Commentary	Report Type: Crime / Recovery
<p>08.04.2026 15:24:51 Locations County Oak Retail Park</p> <p>Details called by B&M as they had a female in-store to steal but was deterred by security female in a white vest, pink shorts carrying a next carrier bag, attempted to steal items of food and kitchen items. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime / Recovery
<p>08.04.2026 17:07:03 Locations County Oak Retail Park</p> <p>Details called by B&M as they had a female come up on face watch, I was informed that the lady had put items in her bag that she did not paid for the items. the individual was banned from the store value £17.52. white SUV Gx16cdy Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Street cleanliness
<p>09.04.2026 14:23:59 // Gatwick Road Details whilst on a foot patrol of the Gatwick road micro park rubbish has been dumped by the bins, sent to maintenance.</p>	

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Commentary	Report Type: Crime / Recovery / Arrest
<p>09.04.2026 16:16:01 Locations London Road Details I received a call from pets at home saying that 2 females had stolen a large amount of items at approx 15.20 in the same trolley was various food items from Aldi which confirmed as paid for by the store as I gave a description of one female with orange frizzy hair blue trousers grey coat, as I arrived the police was already on scene on London road outside county oak retail park. items taken value was £126 confirmed by pets at home the other female I did not see as she had left the area. Two other police cars arrived and arrested the female that was with the stolen goods pc Ec038 and pc eb985 also PCSO 44214 on checking with Aldi and the police who are still in store it's confirmed that not all items from Aldi have not all been paid for and they also hit M&S for various items waiting for confirmation. Escalated Emergency (999)</p>	

Commentary	Report Type: Crime / Recovery
<p>09.04.2026 16:36:15 Locations Acorn Retail Park Details the same 2 females from the pets at home theft also stole lots of items from Aldi staff is going through the items waiting for a price on value. a lot more items have not been paid for price £127 Escalated Emergency (999)</p>	


Commentary	Report Type: Crime / Recovery
<p>09.04.2026 16:48:49 Locations Acorn Retail Park Details same 2 females hit M&S and stole £30 of various items these are the 2 females from the pets at home theft. Escalated Emergency (999)</p>	


Commentary	Report Type: Business Intel / Vulnerable Person
<p>09.04.2026 19:13:14 Information Details Locations Exact Location Urgent Escalated Photo 1 (optional) it was brought to our attention that a homeless person was sleeping rough and starting fires outside a business of cubic on Meadowbrook Industrial estate, I can see the aftermath of a fire outside the building at the back by the loading bays, also next to wooden pallets which could be used for fire wood, also. bin that isn't locked.</p>	


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Commentary	Report Type: Vulnerable Person
<p>10.04.2026 12:03:43 //Gatwick Road // Homelessness whilst on a patrol of crawters brook signs of homelessness has started by the bench as old fire has been put out on the main path. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Street Cleanliness
<p>10.04.2026 13:01:27 // Gatwick Road Fly-posting whilst on patrol of Gatwick road micro park, we came across an offensive sticker we have removed this from the post.</p>	

Commentary	Report Type: Street Cleanliness
<p>10.04.2026 13:26:22 // James Watt Way // Fly tipping whilst on a patrol of James watt way we came across a pallet and various rubbish .dumped on the side of the road opposite Markovitz. maintenance informed of this</p>	

Commentary	Report Type: Shop Inteligence
<p>10.04.2026 13:57:56 Information Details: Locations Exact Location Urgent Escalated Photo 1 (optional) Received a call from Currys and spoke to Ken regarding an IC-4 male who tried to steal INK-CARTIGES old ones that get handed in so no value as not stolen new ones the store deterred and recovered all items. he had left the premises when we reached on their car.</p>	

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<p>Commentary</p>	<p>Report Type: Graffiti</p>
<p>10.04.2026 18:56:41 // Metcalf Way Details whilst on a patrol of Metcalf way micro park graffiti found on the side of the tables and the bin at the top end of the park by Metcalf way.</p>	

<p>Commentary</p>	<p>Report Type: Crime</p>
<p>14.04.2026 14:05:14 Locations Gatwick Road Details a bus stop on Gatwick road has been smashed up the glass has been smashed, I have been sent CCTV of the individuals that did the criminal damage, I have advised the bus company and sent an email, however looking at the bus stop today I can see hazard tape, I would imagine that metro bus are aware. I'm still waiting to see if close ups can be taken of the faces so I can pass this over to the police via metro bus. the company Zenitel has supplied the CCTV. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

<p>Commentary</p>	<p>Report Type: Welfare</p>
<p>14.04.2026 14:33:50 Locations County Oak Retail Park Details whilst on a patrol we was made aware of an oil spillage in the county oak retail park outside Halfords in the parking bays , I have contacted the car park manager as it's his duty to arrange the clear up.</p> <p>Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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Commentary	Report Type: Crime
<p>15.04.2026 19:40:48 Locations Acorn Retail Park Details Received Radio from Tesco Express Acorn Retail Park Betts way again by Store Manager Bradley regarding Same known IC-1 male who stole from Tesco Express Acorn retail park betts way on 17:30 stole again multiple Items from Tesco worth £130 on the same day after a while on 18:45. This time this offender had his IC-1 male partner with him who stole bottle of Alcohol worth £70. The total stolen items value is £200 collectively by the both IC-1 Males. Description #1 with £170: White Male Grey Beany Cap Black Top with white logo Black Trousers with white logo Black Crogs footwear Description #2 with £70: white Male Black Top, Grey Hoodie Inside, Black shirt. Black Trousers with white logo Grey shoes Black Beany Cap</p> <p>Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

Commentary	Report Type: Anti-Social Driving
<p>16.04.2026 12:15:27 Locations Royce Road Details whilst on a patrol of Royce road I cam across skid marks in the road outside a disused Wearhouse number 18, this looks like antisocial driving has taken place. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime / Recovery
<p>16.04.2026 13:33:21 Locations County Oak Retail Park Details whilst on patrol I was informed that boots had an attempted theft of perfume a skin care items, to the value of £100 the store deterred the 2 females and 2 males as they help themselves to a paper bag behind the till area and proceed to fill the bag up but the store staff was following them and then they all left the store. Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	


Commentary	Report Type: Street Cleanliness
<p>17.04.2026 13:08:41 // Manor Royal Road // whilst on a foot patrol we have passed vacated building that used to be HHS, there has been a large fly tip in the disused business, this is private land so the maintenance team won't clear this.</p>	

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Commentary	Report Type: Anti-Social Behaviour Driving
<p>16.04.2026 17:17:29 Locations County Oak Way Details whilst on patrol of county oak way, a radio call came through about a known shoplifter being in the area, as the call came through I noticed the individual as Sam Hester as I have delt with him before stealing, and put him on disc. As I turned my marked vehicle around to see where he was going, he went past this retail park and headed towards the traffic lights at the top of county oak way, he was in the right hand lane ready to turn right onto London road, I was behind him at this point as I was carrying on with my patrols. He proceeded to put his van into reverse and attempted to ram the front of my marked vehicle. I sounded the horn to indicate I was behind him, but the van still came back towards me, I put my vehicle into reverse – to avoid being hit, I could see the reverse lights on the white citeron Berlingo van reg number KS21VVC I still sounded my horn on my vehicle, at this time the traffic lights had turned green but the van did not move, the light went red and the van sped off leaving me at the red light. this has been reported to the police Ref 47260100439/ SPX-20260416-1083 Escalated Sussex Police (crimestoppers-uk.org) (Tel: 101)</p>	

Commentary	Report Type: Crime/ Recovery
<p>17.04.2026 14:16:05 Locations County Oak Way Details whilst on visit Pets and Home around 13:30 to dispose of Heroin Supplements taken from TK MAX , we observed two IC-1 regular female shoplifters at one of the Aisles with big empathy bags and made the Store manager aware. After being deterred at Pets and Home both females left to Hobbycraft county oak retail park. we followed them all the way to Hobbycraft and simultaneously kept on alert all the retail shops. Upon visiting hobby craft approximately at 13:50 observed both IC-1 Females concealed multiple items worth £78 and recovered those items back to the store staff larrisa. Both regular IC-1 Females rushed back towards Pets and Home area apparently to drive away on their Grey Vauxhall Corsa number plate is DN06 ZTF. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Anti-Social Behaviour
<p>17.04.2026 13:53:08 Locations Acorn Retail Park Details Received Radio from TK MAX county way retail park regarding an unknown male who left one heroin supplement outside their premises. Upon visited TK MAX one of the female Tk Max staff showed us herion supplement dropped outside and has been collected safely in a transparent plastic bag. Escalated BID (Steve@manorroyal.org)</p>	

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

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Commentary	Report Type: Crime
<p>17.04.2026 16:14:47 Locations Betts Way Details Received Radio from Aldi security guard on 15:27 regarding attempted theft by two IC-3 under age boys , who parked their bicycle on the store and stuffed themselves with Alcohol Can in their black #. security recovered all canes worth of £3 pound each, totally £6 and they left the store on 15:32.</p>	

Commentary	Report Type: Street Cleanliness
<p>17.04.2026 17:35:37 // Maxwell Way Fly tipping whilst on patrol of Maxwell way rubbish has been dumped by the burger van next to the bin.</p>	

Commentary	Report Type: Street Cleanliness
<p>21.04.2026 10:24:55 // Maxwell Way // Fly tipping whilst patrol on Metcalf way micro park , rangers have come across one rubbish bag, few debris and one allegedly stolen basket B&M sticker on it.</p>	


Commentary	Report Type: Crime
<p>24.04.2026 13:32:53 Locations Gatwick Road Details whilst on a patrol of Gatwick parade, we have seen staff from cherryfields, sitting in the Gatwick road micro park, whilst we was here a fight broke out against 2 staff members a male dressed all in black with a hair net on black male, punched another male all in grey tracksuit a Chinese male, the black male shouted out don't call monkey again to the Chinese guy after the black male punched the Chinese male, my self and my colleague followed the black male towards cherry Fields and I observed him going into the business, the Chinese guy also came in and we informed the staff and the managers what had happened. they told us that they would deal with the issue. I gave our business card, I did have body cam on but didn't show the assault however my colleague witnessed the assault. we asked if the injured male wanted the police but I did say that was up to him. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	


Commentary	Report Type: Welfare
<p>24.04.2026 15:57:50 Locations James Watt Way Details Rangers have revisited Dumped Caravan site with Local PSCO Emma and police officer Stuart. we have stressed this CARVAN as potential Hazard and problem for the members of public. Emma advised rangers to discuss with last PCSO who have done a training. we had also informed this issue has been escalated with location SUSSEX Council. Escalated (Steve@manorroval.org)</p>	

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Commentary	Report Type: Crime / Recovery
<p>25.04.2026 10:28:01 Locations County Oak Retail Park Details whilst on patrol on County Oak Retail Park, received radio from Boots Manager George regarding a regular IC-1 female who stolen No.7 multiple items worth 153.50. As Rangers were already on patrol and same time driving past Boots could see George giving us description live through Radio and we matched the description with George and recovered all items.</p>	

Commentary	Report Type: Welfare
<p>25.04.2026 11:03:46 Locations Type Details: Escalated Photo1 (Optional) While on foot patrol on county oak retail park we have seen a Cherry Picker right outside the currys pavement which is causing blockage for the pedestrian and customers. we escalated this issue with Currys staff who informed us they have installed cameras and the workers have left it over here. we told Curry's that it could be dangerous for members of public and should be moved imminently.</p>	


Commentary	Report Type: Welfare
<p>25.04.2026 11:21:48 Locations Type Details The Hazard area outside Curry's county oak retail park has been Cardon off with the Hazard Tap around the cherry picker machine to keep members of public safe from any potential dangers. Now, It can at least be notified easily that some hazards ahead on the pavement. Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Crime / Recovery
<p>28.04.2026 16:12:32 Locations County Oak Retail Park Details We received call from boots that they had 2 individuals in store acting suspiciously, they attempted to steal vitamins, but the staff deterred them, they then made their way to Tkmaxx and was also recognised by the lost prevention officer as he has caught them before in the Crawley store. they then went towards B&M as was also deterred from that store also by the security, all stores was communicating via the shop radios. the 2 individuals then left the area. Escalated Blue Light Security (steve@bluelightgroup.uk)</p>	

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Commentary	Report Type: Anti-Social Driving
<p>29.04.2026 10:36:50 Locations Type Details whilst on patrol on Crompton way near to bird walk parking we have observed some prints of Anti social Driving again. Note: They had the same issues a while ago and this area shall be monitored in next coming days and weeks. Blue Light Security (steve@bluelightgroup.uk)</p>	

Commentary	Report Type: Street Cleanliness
<p>29.04.2026 11:22:59 Litter or Dirt whilst on patrol on Brunel centre come across a dumped small fridge right opposite to the Grave Jenkins property people and BID Tag.</p>	

Commentary	Report Type: Crime
<p>29.04.2026 18:04:23 Locations Acorn Retail Park Details Received a Radio from M&S Security Guard regarding a attempted theft by One IC-4 and one IC-1 female. Upon arrival on acorn retail park one of the Aldi staff helped us spot the IC-1 female then M&S guard confirmed both of them as well. we followed the IC-1 female up until outside London road where she has been waiting for her partner to come and pick up. later, she observed her partner was not coming as she returned back to the acorn retail park right outside the M&S where IC-4 came out in aggressive way with a brown bag in his hand and kept on threatening the M&S security guard which can be seen on body worn camera. we approached them with intentions to deescalate the matter but he as a soon as he saw us he kept on abusing , threargnjng , aggressive, racist, tried to talk to us in Urdu and English to me and my colleague. He was aggressively threatening to my colleague in Urdu and abusive as well. Upon asking him multiple times to not come close to us he tried to come closer to provoke us into a physical confrontation. even the last moment before getting into his car he kept on threatening us, while crossing the pedestrian crossing he again said "white lines for black and Black Lines for white" just to humiliate me and my colleague. when he left in their Grey nissan note car, we visited Aldi and spoke to security who said they have been hassled multiples item by them. Both of the security stated that items were recovered from them on the same time as they tried to hit one after another and shout on their customers as well which made them nervous. most importantly, IC-1 was extremely AGGRESSIVE, ABUSIVE, THREATENING AND RACIST not just towards M&S AND Aldi staff and security but with the rangers as well. Police were called on 999 I was told they were on their way but no police arrived. body worn cameras was on and recording. Escalated Emergency (999)</p>	

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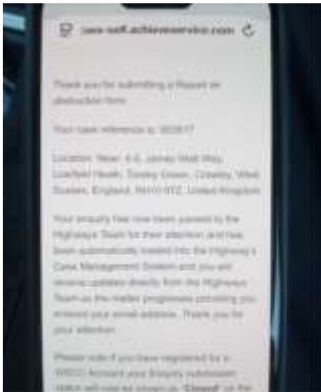
Commentary	Report Type: Parking
<p>30.04.2026 16:08:32 // Crompton Way Abandoned vehicles Received an email from Viridien regarding a white abandoned Un-taxed and no MOT van number FC16 DFN allegedly park for last three months, which is stinky and rubbish in it. whoever parked this white van here had parked another van here before that was moved later by the authorities and clamped. Staff at Viridien confirmed that a brown van comes everyday pulls up next to the white van and exchange some stuff. Rangers have reported it to operation crackdown so, this hazard can be removed for the safety and peace of the business and members. Escalated Operation Crackdown (operationcrackdown.org)</p>	

MANOR ROYAL BID BUSINESS RANGER MONTHLY OBSERVATION REPORT

SECTION 2: Escalation Reports

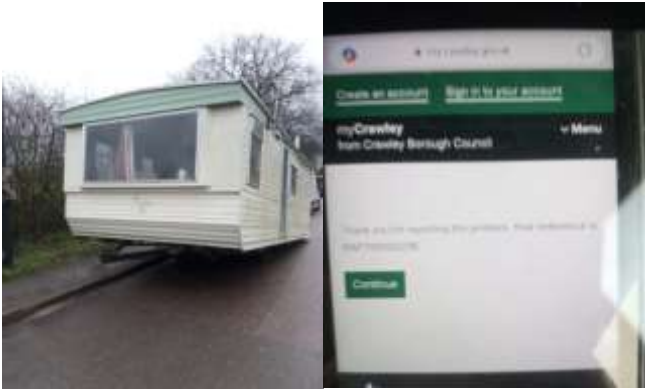

This section details issues previously identified that remain unresolved from the previous month that are subject to continued monitoring and/or escalation



<p>First reported: 12.02.2026 13:12:38</p>	<p>Report Type: Parking</p>
<p>12.02.2026 13:12:38</p> <p>James Watt Way</p> <p>Caravans or sleeping in vehicles</p> <p>whilst on patrol of James watt way I have come across an abandoned caravan that looks very much like it's been dumped as it's collapsed one side, I have reported this to the council as it's full of rubbish. as it's opposite Whitle way. which will make it difficult for trucks to turn out of.</p> <p>12.02.2026 13:25:35</p> <p>James Watt Way</p> <p>follow on from the caravan I have now reported the issue to the council parking services</p> 	<p>02.04.2026 17:48:18</p> <p>Type First Reported Month/Date Details</p> <p>Parking December 2025</p> <p>this caravan has now been reported to another part of the council as there is more signs of brake lns and being smashed up</p> <p>James Watt Way</p>  <p>the caravan on James watt way has now been reported to another part of the council, as now there is more signs of brake ins and being smashed up glass and the doors broken.</p>
<p>Update of any ongoing or subsequent action</p>	<p>Date of next action: 07/05/26</p>
<p>Reported - Yes</p>	
<p>Issue resolved. No</p>	<p>No</p>

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<p>Update of any ongoing or subsequent action</p>	<p>Date of next action:</p>
	
<p>Issue resolved.</p>	<p>No</p>

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