

NEWQUAY BID

AUGUST 2026

PATROL REPORT

AXSL Rangers | Operational Activity & Community Impact

REPORT PURPOSE

A client-facing overview of patrol activity, preventative work, business engagement, community support and partnership working undertaken during August 2026.

Prepared for Newquay BID

1. Executive Overview

August was a busy month for the Rangers team, with regular patrol coverage and a visible presence maintained across the town. The team continued to build strong relationships with local businesses, residents, CCTV, police and other partner agencies.

Feedback from businesses and traders was generally very positive, with many appreciating the visible presence and quick response when issues arose. A significant amount of the team's work was preventative and would otherwise go largely unseen.

2. Key Figures



3. Business Engagement & Reassurance

Regular contact was maintained with businesses throughout the month, with Rangers checking in with staff, responding to concerns and providing a visible point of contact when issues arose.

More than 150 shop and business visits were completed during patrol activity. This helped strengthen relationships between the BID, local businesses and the wider patrol operation, while improving the flow of information around repeat issues and individuals.

Retailers were able to raise concerns directly with the team, allowing issues to be identified early and, where appropriate, information to be shared with CCTV, police or other relevant partners.

4. Retail Crime & Business Protection

Shoplifting remained a significant concern for retailers, with repeated reports and suspected theft incidents requiring intervention.

Rangers maintained regular liaison with retailers, dealt with suspected shoplifting, recovered property where possible and helped prevent further losses.

Relevant information concerning repeat retail-crime concerns was shared between businesses, BID, CCTV and police, supporting a more coordinated response.

5. Street Drinking, ASB & Dispersal

Street drinking remained one of the largest areas of patrol activity, with more than 115 interventions during the month.

Rangers dealt with drinking in public areas, intoxication, disruption to businesses and concerns raised by members of the public. Alcohol was confiscated or disposed of where appropriate, and individuals were moved away from problem locations when necessary.

More than 105 people were dispersed or moved on. Other ASB-related work included aggressive behaviour, public urination, youth-related incidents and disruption affecting businesses and the public. The emphasis remained on early intervention and de-escalation wherever possible.

6. Drugs, Environmental Hazards & Public Realm

Drug-related activity continued to be monitored, with more than 30 drug-related incidents or intelligence matters recorded.

The team identified significant quantities of drug-related paraphernalia and waste, including more than 60 needles and associated items such as foil, bags and vials.

Where hazards could be safely dealt with, Rangers took appropriate action and reported issues to the relevant authorities, helping reduce risks to residents, visitors, businesses and public-service staff.

7. Medical, Welfare & Safeguarding

More than 50 medical and welfare interventions were attended during August, including incidents involving seizures, intoxication, vulnerable individuals and situations requiring ambulance or other emergency-service attendance.

Several serious welfare incidents required significant intervention and coordination with emergency services.

The Rangers also assisted police, ambulance, Coastguard and RNLI personnel during a number of incidents. The ability to provide immediate support while waiting for specialist services was an important part of the team's community-safety role.

8. Emergency Service & Partnership Working

Partnership working remained strong throughout August. Rangers regularly exchanged information with police and CCTV, particularly around repeat retail-crime concerns, street drinking, drug activity and ASB.

More than 15 occasions of intelligence sharing were recorded.

The BID patrol presence continued to provide an important link between businesses and emergency services, with Rangers dealing with lower-level issues before they escalated and passing more serious matters to the appropriate agency.

9. Community Assistance & Safeguarding

Alongside enforcement and preventative work, Rangers provided assistance to members of the public experiencing difficulties.

This included supporting vulnerable individuals, dealing with lost property and assisting with animal-related incidents.

These interventions demonstrate the wider community role of the patrol team and the value of having trained, visible staff available throughout the town.

10. Event & Crowd Management

During busy periods and events, Rangers provided additional support with crowd management, queue control, intoxication-related issues, underage drinking and general public safety.

Close liaison with event staff, security, police and other agencies helped ensure that issues were dealt with promptly and prevented from escalating.

11. Operational Approach

The Rangers' approach throughout August was centred on visibility, early intervention, reassurance and partnership working.

The team sought to resolve lower-level issues at the earliest opportunity, engage positively with businesses and the public, and escalate incidents appropriately where specialist intervention was required.

Key principles: visible patrols; preventative intervention; business reassurance; safeguarding and welfare; accurate information sharing; de-escalation; support to emergency services; and maintaining a safe and welcoming town-centre environment.

12. Overall Assessment

August demonstrated the continued value of the BID patrol operation in Newquay.

The Rangers provided a consistent visible presence, supported businesses, addressed persistent ASB and street drinking, assisted vulnerable people, identified environmental hazards and provided valuable intelligence to police and CCTV.

The volume of preventative interventions, dispersals, medical and welfare responses, retail-crime work and environmental safety activity shows that significant community-safety work is taking place every day. Much of this work prevents incidents from developing or escalating and is therefore not always visible through conventional crime statistics.

13. Focus for September

The focus for September will remain on the main town-centre hotspots, retail crime, street drinking, vulnerable individuals and continued close working with businesses, police, CCTV, the council and other partner agencies.

The team will continue to prioritise early intervention, business reassurance and the prevention of incidents before they escalate.

NEWQUAY BID PATROL OPERATION

August 2026

Visible presence • Prevention • Business support • Community safety • Partnership working

Safeguarding, Suicide Risk & Signposting

A particularly serious safeguarding intervention during August involved a vulnerable male who was attempting to jump from a cliff edge and was at immediate risk of serious injury or death. Rangers recognised the urgency of the situation and intervened immediately, physically preventing the individual from carrying out the act and maintaining his safety while emergency support was arranged.

Rangers worked closely with police throughout the incident, helping to manage the immediate risk, keep the individual safe and support the response until police were able to take control of the situation. The individual was subsequently taken to hospital for further assessment and support.

The intervention required a calm, safeguarding-led approach rather than simply moving the individual on. Rangers remained focused on preserving life, reducing immediate risk and working in partnership with the appropriate emergency services. This incident demonstrates the wider role of the patrol team and the importance of having trained, visible staff able to respond quickly when a member of the public is in immediate danger.

The incident also highlights the importance of partnership working. Rangers are not a substitute for specialist medical or emergency services, but they can provide a vital first response, protect life during the critical initial period and help bridge the gap until specialist support arrives.