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## **CANDIDATE INSTRUCTIONS**

**In this exercise you have 7 pages of preparatory information:**

- **A Memo from Customer Services Manager**
- **A Letter from I Ridley**
- **Christian Defence League Leaflet**
- **Letter from Christine Galloway**
- **Customer Service Desk Report**
- **Statement Security Officer Lincoln**
- **Statement Security Officer Jefferson**

## **SUNIFORD Centre MEMO**

**From:** Jane Potts Customer Services manager

**To:** Candidate Customer Service Officer

**Subject:** Political Leaflet

**Date:** Today

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I have attached a letter from Ivan Ridley, one of the members of the Centres Independent Advisory Group (IAG) and a letter from Christine Galloway who also works with Asylum seekers. Ivan is perturbed about leaflets that have apparently been handed out in the centre. Ivan attended at the centre yesterday, he took one of the leaflets which he gave to Security Officer Thomas Jefferson. Christine Galloway came to the centre 2 days ago. I have attached letters from Christine and Ivan. IAG's are a new initiative, they were set up to provide links between the centre and leaders in the local communities. They consist of volunteers who are there to give Independent advice to the Centre. The centre now has monthly IAG meetings. Ridley works for the local Authority as a support worker for Asylum seekers. Ivan is well respected in the community and has an in depth understanding of the issues affecting the Asylum seekers community.

We have no knowledge of this group the Christian Defence League. Anyone distributing leaflets in the centre requires permission and we most certainly have not given permission to the Christian Defence League.

Two days ago the Customer Services Desk received an anonymous report that, offensive leaflets were being distributed in the centre. Security Officer Abraham Lincoln attended and removed 2 people from the centre. I have attached statements from the security officers an incident record from the Customer Service Desk. I request you provide a summary of the incident so I can brief Senior Management on what has happened.

Ivan Ridley  
2 Lymm Road  
Suniford  
XS2 3PG

Date: Today

Dear Customer Services Manager

As you are aware, we are trying to integrate the asylum seekers' into the community in Appleton, however, there has been some difficulty with people's perceptions. This is understandable and there are always misunderstandings when trying to integrate Asylum Seekers into communities largely due to ignorance. The local Authority works hard to try and expel the myths that are circulated about Asylum Seekers. What clearly does not help is when your centre allows extreme political groups to distribute leaflets in the centre and your security staff endorse the views of these extreme groups.

I have was given information by Christine Galloway one of our asylum team workers that offensive political leaflets were being distributed in your centre. I attended yesterday and there was a man handing out leaflets a copy of which I enclose with this letter. I took one of the leaflets to one of your security guards and told him about the man handing them out. I was dismayed by the reaction from your security guard. The guard took the leaflet and said, I quote I'm not sure what I can do about it, I'll have a look into it. At this point I left the centre as I had an important meeting to attend.

I don't think the guard was trying to be rude but their comments are disturbing and the fact you allow people to distribute such leaflets in your centre will do a lot of harm to community relations.

Ivan RIDLEY

# **CHRISTIAN DEFENCE LEAGUE**

## **APPLETON BRANCH**



**Suniford is being swamped by Muslim Refugees, they are scrounging off the state; they get free houses and cash handouts that you and me pay for.**

**Christian people are treated as second class citizens in Suniford. These aliens are responsible for massive increases in crime everywhere they go and they all support islamic terrorism .**

**The Suniford branch of the CDL will never surrender**

**Join us – 0781 444 5381**

Christine Galloway  
2 Stockton Road  
Suniford  
TS3 5PA

Date: 2 days ago

Dear Ivan

I was given information At an Asylum seekers meeting last week that offensive political leaflets were being distributed at the Suniford Centre. I attended today and there was a man handing out leaflets. The man was a white male with a shaven head. He was very large and I was not comfortable approaching him. There was a small white woman with him, they were both about 50 years old. This was about 130 pm. I observed the man from a distance for about half an hour during which time he handed out approximately 50 leaflets. Due to the fact I had an important meeting I then left the centre. I did not obtain a leaflet from the man but from what I was told at the Asylum Seekers meeting they are offensive, disturbing to the Asylum seekers and could have a negative impact on community relations.

The man was handing out the leaflets outside the Toys for Kids Store. While I was there a security guard did walk past but they did not approach the man handing out the leaflets.

I bring this to your attention as I do not know what to do about the issue

Yours Sincerely  
Christine Galloway

# Customer Service Desk Incident Report

Name Person Reporting Not Given

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Time 1500hrs

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Date Two Days Ago

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## Incident

Customer who wishes to remain anonymous reporting two people not further described handing out offensive leaflets outside Toys for Kids Store.

## Action

1510 Hours Message passed to Security Officer Jefferson to attend and investigate

## Incident recorded by

Susan Walsh - Customer Service Desk Attendant Identification number 301

## Sunniford Centre

### Employee Statement

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Employee  
name  
Abraham  
Lincoln

Employee ID  
number 255

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Department  
Security

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| Report date | Today | Incident<br>Date | Two Days ago |
|-------------|-------|------------------|--------------|
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At 1505 hours Two days ago I received a report from the Customer Service Desk. As a result of this report at 1510 hours I attended outside the Toys for Kids Store located in the West wing of the Centre. At this location there were 2 people a man and a woman handing out leaflets supporting a group known as the Christian Defence League. The man was about 50 years old the woman was about 40 years old. The man was about 6 feet 2 inches he was heavy build and had a shaven head. The woman was about 5 feet tall and very thin I was aware that these people had not been given permission to distribute leaflets at the centre. I asked the two people involved for their personal details but they refused to provide these. In line with company Policy I requested that the two people leave the centre which they agreed to do. I escorted the two people to the West wing exit where they left the centre. While being escorted to the exit both people put up the hoods on the hoodies they were wearing I noticed the Man had a Tattoo of the Union Jack on the back of his hand. I later checked the Centre CCTV. There is no CCTV in the area of Toys for Kids but the two people were captured on CCTV as they left the centre via the West wing Exit. They were also recorded getting into a car on the West wing Carpark. As the two people had their hoods up when leaving the centre their faces could not be seen on the CCTV. The car was a Bronze Toyota Avensis Registered number RG 53LBB. I have not seen the two people prior to this incident or since.

Abraham Lincoln

## Sunniford Centre

### Employee Statement

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Employee  
name Thomas  
Jefferson

Employee ID  
number 250

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Department  
Security

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| Report date | Today | Incident Date | Yesterday |
|-------------|-------|---------------|-----------|
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At 1300 hours Yesterday I received a report from a Customer Ivan Ridley that there were 2 people a man and a woman handing out leaflets supporting a group known as the Christian Defence League. Ridley gave me a copy of the leaflet and I said I would look in to the matter. I wasn't exactly sure what to do so I contacted the Head of Security for advice via my personal radio. The Security manager informed me that these people did not have permission to distribute leaflets at the Centre and that I therefore had the power to remove them. I made my way to the Toys for Kids store where they were supposed to be. I got there at 1320 hours and there was no one there. I made enquiries with shoppers who said they had left via West wing entrance shortly before I arrived at the scene. The only description I could get was a man and a woman both wearing Hoodies .The Man had a black hoodie the woman a green one. The man was described as very big. None of the shoppers wanted to give their details.

Thomas Jefferson