

D4289's cell. DCO Austin, who later takes over constant supervision duties, is also seen wearing the mask in front of D4289. He is also seen at certain points to again not be within eye sight of D4289 when carrying out his constant supervision duties. D4289 later complained to the mental health nurse on 21 October 2012 that officers had woken him up with the mask and complained that they had been noisy and kept him awake. It appears that officers kept music channels on loudly overnight within the wing.

167. Michelle Brown rightly concludes that several officers - DCOs Willoughby, O'Connor, Grant, Yems, Culleton, Tyrell, Austin, and DCM Clayton - failed in their duty of care, acting inappropriately and finding that many breached DCR Rule 41, constant supervision policy and procedure and the G4S employee charter. This incident showed several staff (almost the entire complement of the night shift for each night), including the supervising DCM, all casually being involved in incidents that dehumanised and made light of D4289's clear vulnerabilities and acute suicidal crisis, whilst at the same time failing to properly carry out the constant supervision duties. Although various recommendations were made by Michelle Brown, I cannot recall what the outcome of the investigation was. I am also not aware of this being escalated by senior management or any further follow up being undertaken to address how widespread this culture as and what should be done to address it. I do not believe that this was a one off incident given how many staff were involved. It is also clearly an aspect of the institutional culture that continued for years as the Panorama recordings show.

168. While I was at Gatwick IRCs, I had a particular issue with Residential Manager Juls Williams, who was in charge of all the residential staff and therefore responsible for setting the tone and attitude of the staff / detainee relationships. Juls didn't embody the values of respect and dignity; he would simply get the job done and was dedicated to making things happen, regardless of the human cost. He was surrounded by a number of staff for which I felt he was inappropriately close, such as Graham Purnell, Alan James, Anthony Morgan, David Aldis, Joe Marshall, Luke Hutchinson, Nathan Ring, Simon Brobyn and Stephen Marner. This group were protected and favoured by Juls Williams, and this dynamic is representative of the hierarchies that operated in