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| <p>1 A. Amongst some staff. Yeah, amongst some staff.</p> <p>2 Q. Did other staff pull them up on this -- those kinds of</p> <p>3 comments, apart from you, who you've just said did?</p> <p>4 A. James Begg. I think I remember -- yeah, he would --</p> <p>5 I think he pulled up someone. He pulled up people on</p> <p>6 that. But as far as I know, no-one else. I can't speak</p> <p>7 for anyone else. Only what I -- only what</p> <p>8 I experienced.</p> <p>9 MS TOWNSHEND: Madam Chair, those are the questions I had</p> <p>10 just in relation to mental health and vulnerabilities.</p> <p>11 I don't know whether you have any questions on that</p> <p>12 topic?</p> <p>13 THE CHAIR: Just one brief one, actually, on the ACDT</p> <p>14 process. You talked in your statement about when</p> <p>15 somebody has been identified as being at quite high risk</p> <p>16 of suicide or self-harm, that they might be put on</p> <p>17 a constant supervision or a constant observation. How</p> <p>18 would you describe what the expectation is for that?</p> <p>19 What does that staff member need to do? Is it simply</p> <p>20 about observing or does it depend on the individual</p> <p>21 situation?</p> <p>22 A. It depends on the individual situation. I've had</p> <p>23 someone who's made a statement who -- and I've got grave</p> <p>24 concerns. Early on, I would have to literally fight to</p> <p>25 get that person on E wing, for instance. But later on,</p> <p style="text-align: center;">Page 93</p> | <p>1 A. I'd like to say they would be encouraged to speak to</p> <p>2 that person. A lot of the time, they didn't. If I was</p> <p>3 put on a constant observation, I'd pick up the ACDT,</p> <p>4 read the assessment, or read the initiated -- read the</p> <p>5 assessment, find out what the issue, and then try and</p> <p>6 have a chat with them, go in the room, sit on the bed,</p> <p>7 have a chat. Obviously, if someone -- if it was safe to</p> <p>8 do so and have a chat, "Why do you feel like that?"</p> <p>9 Believe me, a lot of the time, someone's issue could</p> <p>10 be so -- it could be quite small, and you could resolve</p> <p>11 it or you could talk someone out of something. You</p> <p>12 know, you just -- it was all about communication. If</p> <p>13 you had good communication, that's how you keep people</p> <p>14 safe.</p> <p>15 THE CHAIR: So it might depend on the person who was doing</p> <p>16 it. Is that what you're saying, that some people may</p> <p>17 interact?</p> <p>18 A. If someone cared, it worked. If someone didn't care, it</p> <p>19 wouldn't work.</p> <p>20 THE CHAIR: Thank you. That's very helpful.</p> <p>21 MS TOWNSHEND: I want to move now to the fourth topic,</p> <p>22 managerial oversight.</p> <p>23 A. Sorry, could you say ...?</p> <p>24 Q. I want to now go on to the fourth topic about managerial</p> <p>25 oversight, and I'm going to then -- hopefully we can</p> <p style="text-align: center;">Page 95</p> |
| <p>1 it was listened to more. Around about the period of,</p> <p>2 you know, the period we are talking about, it was still</p> <p>3 more if someone made a statement, they would be put onto</p> <p>4 a -- it would be listened to more. I know for a fact,</p> <p>5 if I made a statement, I'd make sure that person was</p> <p>6 safe, not left alone, put on a constant observation,</p> <p>7 explain to that person why they are on a constant</p> <p>8 observation so they'd work with us, instead of thinking</p> <p>9 they are just -- they're put there for a punishment.</p> <p>10 They've got to realise that they're not put there for</p> <p>11 a punishment. There was a process of more -- if someone</p> <p>12 was on a constant supervision, they wouldn't be tied to</p> <p>13 their room. They could go around the centre with an</p> <p>14 officer. I thought that was a really good idea.</p> <p>15 I thought that made someone feel that they weren't</p> <p>16 locked in.</p> <p>17 THE CHAIR: That's really helpful, thank you. Thinking</p> <p>18 about it from the staff member's point of view, would</p> <p>19 there be situations where they would be required to,</p> <p>20 say, have some interactions with that person once an</p> <p>21 hour or once every 20 minutes or did it generally tend</p> <p>22 to be you just have to make sure you have a line of</p> <p>23 sight with that person?</p> <p>24 A. If someone was on constant observation, sorry, chair?</p> <p>25 THE CHAIR: Yes, yes.</p> <p style="text-align: center;">Page 94</p> | <p>1 explore an example of management oversight or lack of</p> <p>2 it.</p> <p>3 Firstly, dealing with staff culture and issues. We</p> <p>4 have touched on this already. I want to ask you about</p> <p>5 cliques within Brook House, cliques within the staff.</p> <p>6 You say, at paragraph 26 of your first witness</p> <p>7 statement, that when you returned to Brook House in</p> <p>8 2014, Jules Williams, who was the residential manager,</p> <p>9 found fault with staff in front of detainees and he</p> <p>10 fostered cliques. You say at paragraph 26:</p> <p>11 "It was very cliquey and some of the DCMs were far</p> <p>12 too close to DCOs within their social circles which led</p> <p>13 to a culture where inappropriate behaviour was not</p> <p>14 challenged."</p> <p>15 You give an example of Nathan Ring, a DCM, shown in</p> <p>16 the documentary, who behaved inappropriately but no-one</p> <p>17 picked him up. How did these cliques affect the staff</p> <p>18 who were not in the cliques?</p> <p>19 A. One word: ostracised. Another word: you weren't part of</p> <p>20 the team. You never wanted to be part of that team, but</p> <p>21 you were never -- you weren't invited out on nights out.</p> <p>22 You were -- there was suspicion over you, you weren't</p> <p>23 trusted. It goes on, really. You weren't part of that</p> <p>24 gang.</p> <p>25 Q. When you say "you", do you mean you?</p> <p style="text-align: center;">Page 96</p> |

24 (Pages 93 to 96)

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| <p>1 this is not a grievance or anything like that. It's,</p> <p>2 "I just don't know how you got to that position, because</p> <p>3 you weren't even a good DCO". But they were put into</p> <p>4 that position -- there is one example of a DCO when</p> <p>5 I was involved in a disciplinary as a rep for the union,</p> <p>6 and that DCO sat in the office with his legs up on the</p> <p>7 desk, with his tie undone to there, in front of</p> <p>8 the HR -- one of the ladies from HR, and I actually said</p> <p>9 to the lady in HR, "I thought that was so</p> <p>10 unprofessional", and the same DCO, when I was delivering</p> <p>11 training on safer custody, him and another DCM had their</p> <p>12 feet on the table chatting away and I pulled them up on</p> <p>13 it. They didn't like being pulled up by a DCO, but do</p> <p>14 you see what I mean? That respect, that sort of</p> <p>15 professionalism, "I don't know how you got to that</p> <p>16 position".</p> <p>17 THE CHAIR: Thank you. That's helpful, thank you.</p> <p>18 MS TOWNSHEND: Just a follow-on question from that, chair.</p> <p>19 Do you think they got to that position due to the</p> <p>20 clique? Was there any connection?</p> <p>21 A. Yes, I believe so.</p> <p>22 Q. I want to ask you about the -- if I can call them, the</p> <p>23 "cuddly" comments from other DCOs. You deal with this</p> <p>24 at paragraph 61 of your first witness statement. You</p> <p>25 say that you often sat and ate lunch with detainees?</p> <p style="text-align: center;">Page 109</p> | <p>1 was consistent. What you saw on Panorama was every day.</p> <p>2 And so he regarded me as someone who was more for the</p> <p>3 detainees than staff. I was -- yeah, I was just the</p> <p>4 opposite of him. So he pretty much -- the very much</p> <p>5 disdain he showed to me is what he showed to the</p> <p>6 detained guys.</p> <p>7 Q. He also called you a "traitor". What do you think he</p> <p>8 was referring to there?</p> <p>9 A. I was -- I was more -- I had a better engagement with</p> <p>10 the detained guys than I did staff. That's that</p> <p>11 comment.</p> <p>12 Q. You spoke earlier of an "us and them" culture between</p> <p>13 detainees and DCOs. Was that a part -- was that</p> <p>14 a comment which was a part of that, that exemplified</p> <p>15 that culture?</p> <p>16 A. Yes.</p> <p>17 Q. Callum Tulley also, on day one of his evidence to this</p> <p>18 inquiry, said:</p> <p>19 "If you were seen as too friendly, you were one of</p> <p>20 them"</p> <p>21 Meaning the detainees. I assume, from what you have</p> <p>22 said already, that you would agree with this. Was this</p> <p>23 how a compassionate, as you put it earlier, staff was</p> <p>24 treated and seen?</p> <p>25 A. Yes, you had to -- there was a professional line. You</p> <p style="text-align: center;">Page 111</p> |
| <p>1 A. Mmm-hmm.</p> <p>2 Q. On one occasion, I think another DCO,</p> <p>3 Keith McLaughlin -- forgive me, perhaps I'm saying his</p> <p>4 name incorrectly.</p> <p>5 A. Keith MacGoughan.</p> <p>6 Q. Keith MacGoughan asked you, "Why are you sitting with</p> <p>7 these animals?", and then DCO Nathan Ring you describe</p> <p>8 as calling you a "cuddly care bear"?</p> <p>9 A. Yes.</p> <p>10 Q. And he'd say -- you say on one occasion,</p> <p>11 paragraph 220(a) of your witness statement:</p> <p>12 "He's cuddling a detainee."</p> <p>13 And he said that on the radio in front of other DCOs</p> <p>14 and other detainees?</p> <p>15 A. Yes, it was basically said over the radio transmission.</p> <p>16 Q. Another example you give is Nathan Ring said, "Why did</p> <p>17 they send him in? What's he going to do? Give them</p> <p>18 a cuddle?" He's referring to you negotiating and</p> <p>19 helping a Jamaican detainee who was on the netting?</p> <p>20 A. That's right, yes.</p> <p>21 Q. What did you take these comments to mean?</p> <p>22 A. Let's just put this in perspective. I was the complete</p> <p>23 opposite of Nathan Ring. I didn't walk around with</p> <p>24 a scowl on my face. I wanted to interact with the</p> <p>25 detainees. From the day I started working with him, he</p> <p style="text-align: center;">Page 110</p> | <p>1 know, you had to show professionalism, but you also had</p> <p>2 to show compassion and care and interest, and how you</p> <p>3 viewed the guys that were detained, how do you view</p> <p>4 them? I didn't view them as anything different than</p> <p>5 myself. There was no difference. Unfortunately, some</p> <p>6 staff, like I said before, it was, you know, they</p> <p>7 weren't the same as us, they were like a different --</p> <p>8 like a sub-species. That's exactly how I would describe</p> <p>9 it. And if you were compassionate, if you cared, it was</p> <p>10 almost like, "Why are you doing that?"</p> <p>11 Can I just give you a little example? I think there</p> <p>12 were some sandwiches left over from the staff room, and</p> <p>13 I went in there and the catering staff said, "Do you</p> <p>14 want to take these, because they're going", there was</p> <p>15 a box of them. So I took them onto C wing -- when</p> <p>16 I worked on C wing, I took them onto C wing and I was</p> <p>17 giving them out to the guys. There were about</p> <p>18 50 sandwiches, I suppose, just giving them out because</p> <p>19 they were going to go out of date in two days. Staff</p> <p>20 were saying, "What are you doing that for? What are you</p> <p>21 going to give them to them for? Why are you being nice</p> <p>22 to them?" and it's like, "It's only a sandwich", just to</p> <p>23 break up the day for some people in there, just to make</p> <p>24 them smile, to make them laugh, to have a bit of fun.</p> <p>25 It was important to me, because I don't like bad</p> <p style="text-align: center;">Page 112</p> |

28 (Pages 109 to 112)