

17.30 What makes a good member of staff? Supporting each other, teamwork, being able to ...what's the word? ... empathise with the detainees. That middle ground, able to have a laugh with the lads, but if they do cross the line, being able to challenge it immediately. Being organised, that's a big thing. There's a lot to it.

You're multiple things in this place for these guys, you're literally their go-to to the outside. You organise everything, you feed them, you clothe them, you could be their counsellor. You can act as a light version of their solicitor, there's so many traits that they expect from you. You do become a jack of all trades for these guys. They do expect so much from you. You are such a crutch to them.

19.20 Bad member of staff? Someone you can't trust. Trust is a big thing. Being lazy, that's a big one. Being introverted, I would say. You just can't in this place. A lot of these guys use the power of their voices, so you've gotta be able to stand your ground.

20.15 Healthcare? They have a difficult job to begin with. Lot of constraints. A lot of these guys are on medication. I've never known so many people to be on medication.

21 Staffing levels? Haemorrhaging staff. Revolving door of staff coming in, which can demoralise staff more.

22 Relationship with senior management? Don't really approach them, they don't approach me. They could be more present. Honestly I feel like they don't have much of a clue. In their ivory tower, but not on shop floor. Not saying they're bad, they just don't know much about what goes on. Keeping the contract signed and dotted. On the shop floor, they don't really know. In the morning briefing, they come in and tell us what we're not doing.

23.30 Gender? It's all up the individual. Some *detainees* treat women differently. Jamaican nationality: if kitted, won't touch a woman, so they'll send a three woman team, so he'll have to walk due to chivalry.

25 Ethnicity? It does in a way. I think it's harder if you're black in this place. My friend Babs gets a lot of grief from the Ds. They call him things like coconut, a traitor and stuff like that.

26 Can you trust staff here? Meh, some of them.

Is mental health or anything more complicated? No, our level of knowledge has changed.

27 Can detainees tell if staff are inexperienced? What do they do? Oh yeah, they manipulate them. They're very observant. You can put on a bit of weight and they'll notice.

If you were detained, what would concern you? Probably who I'd be sharing with. They're gonna lock you in at night with that person, I'd find that worrying. It'd also be how much control the staff has. Say another D attacked me, will staff have the confidence to help me or will they just stand there pressing their button? And the drugs situation. It's a confidence thing.

Young or naïve people? I wouldn't put it down to age, it's down to the person.

Work-life balance? No. Used to be alright.

33 I've struggled over the past couple of years. Dreams of people screaming at me and you can't say anything back. If someone calls you a piece of shit, you feel like a piece of shit.

34 Was once seriously concerned about a colleague.

G4S, Olympics, tagging

36 Do you talk to people outside about this? Generally not.

37 So political and I don't want to get into a political debate.