

<p>1 What sort of situations might affect you most? Were</p> <p>2 you thinking about the type of detainees or the sort of</p> <p>3 stuff you had to do within the job?</p> <p>4 A. More the sort of stuff that the job implies, such as</p> <p>5 dealing on a day-to-day basis with detainees, as well as</p> <p>6 difficult situations like first aid situations, for</p> <p>7 example, conflicting situations, as in such that require</p> <p>8 use of force, and just the general day-to-day work</p> <p>9 stresses that you would get from working shift work as</p> <p>10 well, really, because it was fairly -- if I remember, it</p> <p>11 was very long shifts, about 12 hours long. Then again,</p> <p>12 that has its own stresses.</p> <p>13 Q. As we said, you completed your training, worked in the</p> <p>14 centre from the start of 2017, and you handed in your</p> <p>15 notice on 14 August 2017. You say in your statement</p> <p>16 that there were two reasons for leaving. The first was</p> <p>17 because you got a career opportunity in the area that</p> <p>18 you wanted to work in, so I assume that you'd been</p> <p>19 keeping an eye out or even maybe actively looking for</p> <p>20 jobs while you were at Brook House?</p> <p>21 A. Yeah, that's correct. As soon as -- I obviously worked</p> <p>22 as a baggage handler, then had what you would call a --</p> <p>23 like a step-up job, sort of thing, a gap job, waiting</p> <p>24 for my employment in electrical engineering, so I was</p> <p>25 just scrolling through all the recruitment websites to</p> <p style="text-align: center;">Page 169</p>	<p>1 relaxed environment, they put it out as, and it was</p> <p>2 less -- less dealing with -- I don't know the correct</p> <p>3 term of it, forgive me. It's working with the detainees</p> <p>4 who come from prison and then were sent back again.</p> <p>5 There was more of a relaxed environment at Tinsley House</p> <p>6 that would obviously make the working life a bit less</p> <p>7 stressful.</p> <p>8 Q. Did you tell the staff at Brook House anything about</p> <p>9 your reasons for wanting a transfer or did you just ask</p> <p>10 for a transfer, if you remember?</p> <p>11 A. I asked for a transfer from -- I think it was a higher</p> <p>12 manager -- senior manager at the time, Stephen Skitt</p> <p>13 I believe his name was, from memory. I requested to him</p> <p>14 saying -- I went to him saying, basically, I couldn't</p> <p>15 really handle the stresses anymore and I needed a new</p> <p>16 environment to see if I could take me away from my</p> <p>17 current situation and see if that would benefit me at</p> <p>18 all in the long run.</p> <p>19 Q. Yep.</p> <p>20 A. But then, after that, yeah, I didn't really hear much</p> <p>21 back, to be honest with you.</p> <p>22 Q. So you never heard back about your request to transfer</p> <p>23 to Tinsley?</p> <p>24 A. It took a while. I got the request back saying that it</p> <p>25 was denied, basically, in short.</p> <p style="text-align: center;">Page 171</p>
<p>1 see what I could find, and as soon as I got one, I would</p> <p>2 obviously venture into that.</p> <p>3 Q. You say there was another reason for handing in your</p> <p>4 notice as well, which was to do with the stresses of</p> <p>5 the job, which you have talked about already with us</p> <p>6 just now, so the shift work and also the nature of</p> <p>7 the role; is that fair?</p> <p>8 A. Yeah, that's fair.</p> <p>9 Q. Did G4S know what your leaving reason was, do you</p> <p>10 remember?</p> <p>11 A. From what I recall, no. I remember handing in my notice</p> <p>12 and then that was it. That's all I heard of it, really.</p> <p>13 Q. You said in your statement, this is your first</p> <p>14 statement, at paragraph 4, that in May 2017 you wanted</p> <p>15 to transfer to Tinsley House, so you referred to an</p> <p>16 email, which you sent on 5 May at about 10.30 at night,</p> <p>17 requesting a transfer to Tinsley. I don't think you'd</p> <p>18 ever worked at Tinsley, had you?</p> <p>19 A. No. At the time, I don't think the centre was up and</p> <p>20 running at that current period of time.</p> <p>21 Q. That's right. I think it had been closed for</p> <p>22 refurbishment. What did you know about Tinsley that</p> <p>23 made you request a transfer there?</p> <p>24 A. From what -- it was more what I heard from peers,</p> <p>25 really. Apparently, it was a more -- I would say</p> <p style="text-align: center;">Page 170</p>	<p>1 Q. About three months later, you took the decision to leave</p> <p>2 anyway, so you got the job offer and you left</p> <p>3 completely. Did you tell anyone about the reasons for</p> <p>4 leaving being related to you not getting the transfer to</p> <p>5 Tinsley, or not?</p> <p>6 A. No, to be honest with you. I tried to go through the</p> <p>7 official channels, as I did, to get some help, and then</p> <p>8 after failing that, I took it on my own best interests</p> <p>9 just to resign and then move on, really.</p> <p>10 Q. What sort of help other than the transfer to Tinsley</p> <p>11 were you hoping or expecting to have?</p> <p>12 A. I would say more support from management, really. They</p> <p>13 saw -- they could see me, I came to them struggling,</p> <p>14 I was hoping they could've provided more. As in such,</p> <p>15 they did recommend me to a healthcare professional,</p> <p>16 which is okay, but I needed help at that point in time,</p> <p>17 and, from my belief, I believe they failed in that</p> <p>18 completely.</p> <p>19 Q. Was it just -- I know you can't be completely sure, but</p> <p>20 you think it might have been Mr Skitt you spoke to. Do</p> <p>21 you remember anyone else you spoke to seeking this sort</p> <p>22 of help?</p> <p>23 A. Yeah, I think it was -- I vaguely remember having an</p> <p>24 interview with Ben Saunders, which I believe was the</p> <p>25 overall manager at the house itself.</p> <p style="text-align: center;">Page 172</p>

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<p>1 Q. He's the centre director, yeah.</p> <p>2 A. That sounds about right. Yeah, I had an interview with</p> <p>3 him. We talked through it and then, basically, other</p> <p>4 than being referred to healthcare, nothing more came of</p> <p>5 it, so that was the end of it.</p> <p>6 Q. When approximately was this? Was it after your request</p> <p>7 to go to Tinsley but before you gave in your notice?</p> <p>8 A. From what I recall, yes. I can't claim exact dates, but</p> <p>9 I'm sure it was after I spoke to Mr Skitt that then</p> <p>10 I went on to speak to the head of Brook House,</p> <p>11 basically.</p> <p>12 Q. Did he offer anything by way of assistance other than,</p> <p>13 as you say, the referral to mental health? Did he</p> <p>14 offer, for example, for you to be moved to the same role</p> <p>15 but a different place within the centre? Do you</p> <p>16 remember any practical help?</p> <p>17 A. From what I recall, nothing really changed, to be honest</p> <p>18 with you, other than referral to mental health care,</p> <p>19 which sort of -- to me, at the time, felt like a lack of</p> <p>20 interest, really, that they wanted me to be someone</p> <p>21 else's problem. That's how I felt at the time.</p> <p>22 Q. Were you offered any time off, for example?</p> <p>23 A. From what I recall, no, no time off whatsoever.</p> <p>24 Q. So on a day-to-day basis, even after you spoke to</p> <p>25 Mr Saunders, your role was unchanged?</p> <p style="text-align: center;">Page 173</p>	<p>1 not enough staff to conduct the duty properly."</p> <p>2 And then you say that only three officers for over</p> <p>3 100 detainees wasn't enough staff for approximately 100</p> <p>4 detainees.</p> <p>5 A. Yes, that was correct, from my statement. I believe</p> <p>6 that was the case as well, that there was generally not</p> <p>7 enough people per wing to thoroughly do a head count</p> <p>8 easy enough.</p> <p>9 Q. Do you remember, was this an occasional issue or was it</p> <p>10 more a frequent issue?</p> <p>11 A. I can't really recall much from that time, but when --</p> <p>12 I can recall that when we were doing head counts, it did</p> <p>13 seem like -- the staffing levels were the same. We</p> <p>14 normally generally had three people per wing. It was</p> <p>15 the general staffing levels. And it was always one</p> <p>16 person per floor and, to be honest with you, it was</p> <p>17 a lot for one person, to deal with almost, like, 100</p> <p>18 people on each floor, to count them properly from the</p> <p>19 procedures that we were taught.</p> <p>20 Q. You were asked also about your role in the visits hall,</p> <p>21 which is something I believe was shown on Panorama,</p> <p>22 where Callum Tulley is chatting to you about your role</p> <p>23 in visits. Again, we have a transcript of this. It is</p> <p>24 <TRN0000094>. I will ask for that to be shown on the</p> <p>25 screen, if that's possible. Page 55. It might be a bit</p> <p style="text-align: center;">Page 175</p>
<p>1 A. Yes, from what I recall, it was unchanged.</p> <p>2 Q. I want to ask you quickly about staffing levels, which</p> <p>3 you discuss in your first statement at a number of</p> <p>4 paragraphs -- 8, 46 to 47, 54 and 55. But I think, in</p> <p>5 general, you say Brook House was understaffed?</p> <p>6 A. Yes, that's basically the main point of it. It was</p> <p>7 understaffed, yes.</p> <p>8 Q. You were asked to comment, in particular in your second</p> <p>9 statement, about a transcript, which we have -- I won't</p> <p>10 bring it up on the screen -- <TRN0000023> just for the</p> <p>11 note, which is footage of you conducting a head count</p> <p>12 without a list of detainees and you're looking into the</p> <p>13 room windows instead to count them. You discuss this at</p> <p>14 page 3 of your second statement. You say that you were</p> <p>15 concerned, during this head count, that detainees</p> <p>16 appeared to be missing and you don't know if it was</p> <p>17 reported. But you suggest, I think, in your statement</p> <p>18 that staffing shortages impacted the ability to do</p> <p>19 a head count?</p> <p>20 A. Yes. Which paragraph were you suggesting --</p> <p>21 Q. Paragraph 8, page 3 of your second statement,</p> <p>22 paragraph 8. So it's over the page at 4 and the last</p> <p>23 point there (i):</p> <p>24 "In my opinion, yes, the staffing level did have an</p> <p>25 impact on how the head count was conducted. There was</p> <p style="text-align: center;">Page 174</p>	<p>1 difficult for you because I know you're viewing a split</p> <p>2 screen so I'll read it as well. It is a discussion</p> <p>3 between yourself and Callum Tulley. I will just read</p> <p>4 the top bit. In the third line down, you say:</p> <p>5 "I don't really have a clue what I'm doing in here.</p> <p>6 This is the first time I've ever been in visitors."</p> <p>7 Callum says:</p> <p>8 "'Cos you don't know what you're doing?"</p> <p>9 You say:</p> <p>10 "No, I was just here to learn. But Slim's bugged</p> <p>11 off for a break and he's bugged off as well."</p> <p>12 Callum says:</p> <p>13 "It's just you on your own?"</p> <p>14 You say:</p> <p>15 "Well, now it is, yeah. Ben's bugged off and</p> <p>16 Slim's gone, so I'm just waiting and I hope nothing goes</p> <p>17 wrong."</p> <p>18 You go on to say:</p> <p>19 "I've only done visitors for two days. This is my</p> <p>20 second day of visits."</p> <p>21 Then Callum asks:</p> <p>22 "Well, what are you gonna do if -- would you know</p> <p>23 what to do if there's a drug pass now?"</p> <p>24 And you say:</p> <p>25 "Go up there and get hold of him? [Inaudible].</p> <p style="text-align: center;">Page 176</p>

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