

Confidential

Independent Investigation into Brook House

Monday 23 April 2018

**Interview with
Stewart Davis
ACO**

This transcript has been prepared from a recording taken during the interview. Whilst it will not be attached in full to the final report, extracts from it may be included in the report. It forms part of the evidence to the Investigation and as such, will be relied on during the writing of the report and its conclusions. When you receive the transcript, please read it through, add or amend it as necessary, then sign it to signify you agree to its accuracy and return it to Verita. If the signed and agreed transcript is not returned within two weeks, we will assume that you accept its contents as accurate.

and they're not present, could I please ask Charlie 2 to return, could I please ask Charlie 1 to return. Now it appears there's this lack of training they just think they're free to move wherever they wish.

221. Q. So, looking at it from the control room, are you seeing just two people on a wing, three people on a wing?
222. A. I've had four or five weeks out of the control room recently, but to what I've seen, yes, there have been about two or three to a wing, but that third is a shadower, and the problem I've seen is that shadower is shadowing somebody who has only just finished shadowing themselves.
223. Mr Marsden: We're getting quite a lot of evidence about the impact of people learning from –
224. A. Someone who's just – yes.
225. Q. New staff. The detail was meant to come right in April. The staffing is meant to be at a level where there would be sufficient DCOs and a DCM on a wing –
226. A. I'll say one thing, that I believe in myself – this is my opinion – that they are employing anyone now who attends an interview, to fill seats, and I've heard a member of staff say they just need the numbers. It's for the contract - as long as they have the numbers, and they can fulfil their contract, that's all they really care about at the moment.
227. When I was a DCO there were virtually two of us to a wing a day, and I used to write down things: for instance, it would be me and DCO Louis Jacks for D wing; Louis has to take them to reception, so I would write down the time, and then whenever he got back write the time when he got back, because I was on my own for that time. These wouldn't come to minutes, these would come to hours, of being on your own. There was one incident –
228. Ms Lampard: When was that, what period of time are we talking about?
229. A. That would be 2016/17.
230. Q. When did you go off the wing?
231. A. January 2017, so yes, it would be more 2016. That's when I was at breaking point. For instance, there was one day where it was myself and Louis Jacks on Delta and two officers on Charlie wing, DCM Steve Dicks came onto Delta Wing and said, one of you needs to go to the courtyard. I said, that's not going to happen. He said, why? I said, there are only two of us on a wing, the contractual minimum is two at a time. That was the requirement at the time, I'm not sure it's changed, so no, I'm not going to do it, Louis's not going to do it. We've been on Delta wing for a few years now, we are established. DCO Dicks said, that's fine, and walked off.
232. Next thing, we had a phone call from Charlie wing, a member of staff saying, 'I'm on my own over here, Steve says that one of you is going to float between'. The idea that Steve Dicks had come up with was that there's one on Charlie, one on Delta and one floating, so that means there are two on that wing and two on that wing. It doesn't add up, you're breaking the contract by that. It's incidents like that that we felt necessary to call Whistleblower, because we had reported this to managers, we had reported this to Juls, we reported this to ?Beck and it kept going on.

233. Upon contacting Whistleblower, their understanding of G4S Care and Justice was minimal, their knowledge of Brook House even existing was non-existent, they didn't know it existed, their understanding of English was minimal as well, the call centre is based in Portugal. There was no -
234. **Mr Marsden:** This is advertised –
235. **A.** It's in every office.
236. **Ms Lampard:** Did they get back to you, or do anything about it?
237. **A.** Due to frustration, I tried on many occasions to different callers, to try and explain the same thing, was unable to correctly put my message across, so I never fully completed it. I know that others felt the same. There are others who still work here who have also called Speak Out.
238. **Mr Marsden:** And haven't had a satisfactory –
239. **A.** Haven't had a satisfactory experience at all. We requested a UK call centre -
240. **Q.** In essence the problems there were, Stewart, that you couldn't make yourself understood, they didn't know about –
241. **A.** Care and Justice section of G4S, yes. Also, the big Speak Out that was put up in the gatehouse, I challenged in front of Lorraine. I mentioned the poster and said that their call centre is based in Portugal, is there no UK call centre? My reply was, now we know who the whistle blowers are, then, and walked off.
242. **Q.** Who said that, Lorraine?
243. **Ms Lampard:** Lorraine –
244. **A.** She's very loyal to the company.
245. **Q.** Is she indiscreet?
246. **A.** I don't know, I don't –
247. **Q.** Do you think she tells people? You don't trust her, do you?
248. **A.** I have friend requests from her on Facebook and I have not approved or – I like to keep myself, outside of that door I am me, and –
249. **Q.** Can I just ask you about the length of the shifts here:
250. **A.** 13/14 hour stretches.
251. **Q.** Yes – what do you think about that? Do you think that's too long?
252. **A.** Absolutely.
253. **Q.** Some staff like that, don't they, because it means they get more time off, and they can have longer shift times, but –
254. **A.** I live 46 miles away, and it would favour me to be here for longer, but it's sometimes not liveable, just the fatigue that you can have. Two half hour breaks doesn't make sense, especially if you're in control room where you're in front of cameras. I've walked out of there and walked into the sun, and my eyes are just in pain, because I've been looking at the screens.
255. One thing about staffing levels, though: every time I did nights as a DCO, or 99.9% of the time, it would be me doing Charlie and Delta wing, one member of staff for 200 plus detainees.