

Confidential

Independent Investigation into Brook House

Monday, 23 April 2018

**Interview with
Ian Castle
Home Office**

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80. **Ms Lampard:** Can either of you two remind me of that meeting? They did have a meeting beforehand, didn't they, when they talked about the issues they were going to raise before the G4S staff came in? There was a meeting.
81. **Mr Marsden:** We weren't there for that, were we? We arrived at the point of Lee – you were there, Ian, weren't you, when we came in?
82. **A.** If I was there I had only been there a –
83. **Ms Lampard:** Certainly, at Yarl's Wood the IMB did what one might expect which is they had a pre-meeting where they nailed down who was going to raise which issue and how they were going to press it.
84. **A.** Right, that would make sense.
85. **Q.** Just another point, which you might be able to give me a more general view about, is this ability of the SMT, the senior management team, in the centre, how often do you reckon they are in the centre, how much of their presence – ?
86. **A.** G4S? Lee is here a lot of the time.
87. **Q.** Actually on the floor?
88. **A.** No. Not enough.
89. **Q.** How often? When you are going about the place do you see them wandering around?
90. **A.** No. I occasionally see Juls. I rarely see Steve. Michelle Brown will probably be the most visual. Who else is there? Dan Haughton – rarely.
91. **Mr Marsden:** I know Juls is Head of Residential, or at least was, and now Mark is. Our impression is Juls is not a real presence directing the regime of the centre and ensuring that things happen in the way that they should.
92. **A.** I think to be a good manager, it is handy to have a bit of charisma. It is probably not quite the right word.
93. **Ms Lampard:** I know what you mean.
94. **A.** A bit of personality, and that is not something that he is overendowed with at all. I also would expect a manager to be able to communicate with his staff, to communicate with the detainees; I feel like I am jumping on this poor fellow, but I am pretty certain that he doesn't have the respect of his staff nor of the majority of the rest of the SMT.
95. **Q.** Somebody in your team is out and about every day; how often?
96. **A.** It should be once a day at least. They each have a particular area of the contract thematic area.
97. **Q.** How does that divide up?
98. **A.** We can't cover X amount of staff and there are Y number of pointers within the contract, but we have covered what we feel are the most essential. For example, Jenny with security, she will have a look around the centre, have a chat with some of the staff. She is reviewing, for example, the Rule 40/42 paperwork and how it is dealt with here, so that is one example. Food tasting, pretty much on a daily basis. Cleaning, daily basis. These all should be on a daily basis.