

# Investigation Report

**Detainee Custody Officer  
Sean Sayers**

**Sensitive/Irrelevant**

---

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	<b>Official-Sensitive</b>
Version status	Template	Uncontrolled if printed or downloaded	



**Handling Notice: This document contains details of an investigation conducted in response to a company internal concern and is therefore considered Official-Sensitive in nature. Do not copy or distribute this document without express permission.**

**If this report and any appendices are subject to legal privilege please tick (✓) this box to confirm** ☐

Investigator Tony Hayes / Chris McGuire Authorised by Paul Kempster

### Section 1: Matter to be investigated

The BBC raised allegations which my constitute misconduct in a letter on 24<sup>th</sup> August 2017 to G4S about **DCO Sean Sayers**. The allegations are:

1. On the 15<sup>th</sup> June you were seen to be asleep and, at other times, not paying attention while on a constant supervision of E Wing. Your lack of observation was witnessed by a manager. This could have put a detainee at risk.
2. On 15<sup>th</sup> June you picked up detainee **D313** who was on E wing, after an earlier 'spice attack'. You lifted him and put him into his room, later stating that you 'accidentally' used the detainees face to get up off the bed. According to a witness, you had actually struck the detainee with the back of your hand while in the room.
3. When you struck detainee **D313** a fellow officer asked you if you had 'a good team', which we understand to mean if you had officers who would cover up your actions. You replied 'no that's why I did it on my own'.

Date due for completion 15/09/2017

### Section 2: Scope of Investigation

To investigate the allegations made by the BBC against G4S staff working at Gatwick Immigration Removal Centre, Brook House.

Interview individual members of staff where allegations have been made  
Interview witnesses  
Review local documentary evidence and other records  
Examine CCTV and Body Worn Video Camera footage  
Review Panorama footage

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	<b>Official-Sensitive</b>
Version status	Template	Uncontrolled if printed or downloaded	

Report findings and conclusions to the Commissioning Authority.

### Section 3: Summary of interview with the alleged wrong doer (where applicable)

#### Allegation 1:

***On the 15th June you were seen to be asleep and, at other times, not paying attention while on a constant supervision of E Wing. Your lack of observation was witnessed by a manager. This could have put a detainee at risk.***

DCO Sayers confirmed he joined the company in October 2016 and successfully completed his ITC and commenced working on the wings in Brook House from January 2017.

DCO Sayers confirmed he had completed his Control and Restraint training and First Aid and was current and up to date for both.

DCO Sayers confirmed he was on duty on the 15<sup>th</sup> June and was rostered to supervise a constant watch on Detainee **D2262**

DCO Sayers stated that he found the allegation from the BBC confusing as he was only on the constant watch from 0858hrs until 1005hrs that morning until he was relieved by another DCO. He stated that the area he was supervising this detainee is busy with lots of activity and people coming and going constantly and he would not be asleep or not paying attention at this time in the morning.

DCO Sayers stated that he has never been sleeping or not paying attention on any constant supervision and at no time has ever been challenged or approached by any manager about this.

DCO Sayers could not think of any reason why the BBC would make this allegation.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

**Allegation 2:**

***On 15th June you picked up detainee [D313] who was on E wing, after an earlier 'spice attack'. You lifted him and put him into his room, later stating that you 'accidentally' used the detainees face to get up off the bed. According to a witness, you had actually struck the detainee with the back of your hand while in the room.***

DCO Sayers was asked about his understanding of the allegation made by the BBC and confirmed he was on duty on the 15<sup>th</sup> June on Echo Wing and does recall the incident.

DCO Sayers described how he recalls Detainee [D313] being relocated to Echo wing following an earlier 'spice' attack by other staff and remembers him being aggressive when he entered the wing.

DCO Sayers stated that when [D313] was unlocked for his evening meal he ran at him in the direction of the servery where he was seated and attempted to head-butt him.

DCO Sayers stated that he was sat at a table when [D313] moved towards him and he grabbed the detainee's hands and stood up. He then turned him around and got hold of the detainee in a bear hug, lifted him off the floor and carried him back to his room and locked the door.

DCO Sayers was asked if any other staff members were present or witnessed the incident and he stated he was on his own.

DCO Sayers was advised that the BBC had noted that a witness was there with him at the time and he stated it could have been DCO Daniel Lake but he couldn't be sure.

DCO Sayers was asked if he had reported the incident and recorded his use of force on [D313] and stated he didn't.

When asked why he failed to report and record the incident and use of force he stated *'no reason, I forgot about it, I spoke to DCO Gary Croucher about it but I can't remember telling a manager about it'*

DCO Sayers confirmed that [D313] was not seen by a nurse after his use of force as he had forgot to call them and commented that he did not know that was part of the procedure.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

DCO Sayers stated he didn't raise the alarm or summon assistance as the incident was dealt with quickly by him and there was no time to do this.

DCO Sayers stated that when he relocated **D313** into his room he did not use his face to get up off the bed and he did not strike the detainee with the back of his hand while in the room.

DCO Sayers stated that **D313** apologised to him later that day and would have made a complaint if he had assaulted him.

DCO Sayers stated that the allegations made by the BBC are false, *'it didn't happen, I backed out of the room and there was nobody else with me'*. He stated he didn't know if there was anybody else behind him but he was in the room on his own.

DCO Sayers commented that **D313** was a small man and there was no reason for me to do that.

### **Allegation 3:**

**When you struck detainee **D313** a fellow officer asked you if you had 'a good team', which we understand to mean if you had officers who would cover up your actions. You replied 'no that's why I did it on my own'.**

DCO Sayers confirmed he made these comments but not in the context the BBC have alleged.

DCO Sayers stated he used force on **D313** on his own as he had *'no confidence in staff'*.

DCO Sayers was asked to clarify these remarks and stated *'I didn't do this with a team as I have no confidence in the staff around me'*.

DCO Sayers stated the BBC have misunderstood what he meant and the inference presented suggests he carried out the use of force on his own and assaulted Mr **D313** in his room as he had no confidence that other staff working with him would cover this up if it were true.

DCO Sayers stated that it was completely the opposite and his comments meant that he was not confident the staff he was working with were competent enough to resolve the incident effectively so he carried it out on his own.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

DCO Sayers confirmed he did have a conversation with staff and say these comments but doesn't remember who he was talking to although it may have been DCO Bromley.

#### Section 4: Summary of any third party interviews

##### DCO Ryan Bromley

DCO Bromley stated during interview that he did not recall any conversation with DCO Sean Sayers and he did not ask him if he had a 'good team' following his use of force on **D313**

DCO Bromley was not working on Echo Wing at the time of the incident with DCO Sayers.

##### DCO Daniel Lake

DCO Lake initially stated he had no knowledge of the incident and was not present on Echo Wing on 15<sup>th</sup> June 2017 during the use of force on Detainee **D313**

When presented with a copy of the staff roster and CCTV footage DCO Lake accepted he was on duty on the 15<sup>th</sup> June 2017 and was present on Echo Wing when force was used on Detainee **D313** by DCO Sayers.

DCO Lake stated he still didn't recall the incident and has no recollection of the circumstances leading up to the use of force.

DCO Lake watched the CCTV footage and stated that he could not remember entering the cell with DCO Sayers and DCO Croucher and didn't recall seeing DCO Sayers strike the detainee with the back of his hand or use his face to get up off the bed.

DCO Lake stated he didn't complete any incident report or Security Incident Report (SIR) following the use of force and couldn't provide any explanation for this.

DCO Lake was asked what took place in the room of **D313** whilst he was present with DCO Sayers and DCO Croucher as CCTV footage shows him in the room for 13 seconds. DCO Lake stated he could not remember.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

**DCO Croucher**

DCO Croucher could not recall whether he was on duty or present on Echo Wing on 15<sup>th</sup> June 2017 during the use of force on Detainee **D313**

When presented with a copy of the staff roster and CCTV footage DCO Croucher accepted he was on duty on the 15<sup>th</sup> June 2017 and was present on Echo Wing when force was used on Detainee **D313** by DCO Sayers.

DCO Croucher stated he still didn't recall the incident and has no recollection of the circumstances leading up to the use of force.

DCO Croucher stated that he could not recall DCO Sayers speaking to him about the use of force.

DCO Croucher watched the CCTV footage and stated that he could not remember entering the cell with DCO Sayers and DCO Lake.

DCO Croucher stated that he did not see DCO Sayers strike the detainee with the back of his hand or use his face to get up off the bed.

DCO Croucher confirmed that he did not complete any incident report or Security Incident Report (SIR) following the use of force and stated that he would normally do this but on this occasion could not provide any explanation for it.

DCO Croucher was asked to explain what took place whilst he was in the room with the other two staff for 13 seconds and stated that he could not remember.

DCO Croucher stated that he has on occasions prevented detainees leaving their rooms by pushing them in the chest. He acknowledged that on reflection this was use of force but he had not reported it.

**DCO Daniel Small**

DCO Daniel Small was named in the Annex A (page 13 line 35) by the BBC as being witness to the alleged assault on **D313** by DCO Sayers but stated on interview he has no knowledge of this incident and has not spoken to the BBC or DCO Tulley at any time and was concerned as to why he had been named.

DCO Small stated that he was not on duty on Echo Wing at the time of the use of force.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

**DCM Steve Loughton**

DCM Loughton stated he had worked at Brook House nine years and was currently carrying out Orderly Officer Duties (Oscar 1)

DCM Loughton stated that he had never seen any member of staff asleep in his nine years of employment and commented that DCO Sayers was a "good lad, good rapport with the detainees and generally a nice guy."

DCM Loughton stated that he did not see DCO Sayers asleep between 09:00-10:00 hrs on 15th June 2017. He stated that if he had observed this he would have spoken to him and reported the incident.

DCM Loughton stated that he was on shift on the 11th June 2017 and he remembers speaking to detainee **D368**

DCM Loughton stated that he did make the comments 'feeling good are you, had a little smoke have you' towards **D368**

DCM Loughton stated that he had known **D368** for nine years and had a good rapport with him and regularly spoke.

DCM Loughton stated he was **D368** caseworker and explained that **D368** used to be on an ACDT book and was well known for being under the influence of 'spice,' becoming addicted, detoxifying, and then going a significant period without using drugs.

DCM Loughton stated that when he was speaking to **D368** he recognised that he was under the influence again and he was attempting to get **D368** to respond to him and acknowledge him as he had done many times before.

DCM Loughton stated that he was not making any attempt to be rude, abusive, or disrespectful and this was the rapport he had with the detainee over an eight to nine-year period.

DCM Loughton stated that he walked the detainee back to his cell with a nurse.

DCM Loughton stated that he spoke **D368** after the incident and there were no further concerns.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

## Section 5: Relevant evidence examined

CCTV BH Disc 004  
Constant watch log 15<sup>th</sup> June 2017

## Section 6: Findings

### **Allegation 1:**      **Unsubstantiated**

Constant watch log confirms DCO Sayers took over supervision duties from DCO Fielding on 15<sup>th</sup> June at 0858hrs and finished this duty at 1005hrs.

DCO Sayers denies falling asleep or not paying attention during the constant watch.

DCM Loughton confirmed that he had not observed DCO Sayers asleep or not paying attention during a constant watch or at any time whilst on duty.

There are no Security Intelligence Reports, local documents or any other records or observations submitted by any manager or staff member in relation to DCO Sayers sleeping or not paying attention during the constant watch on Detainee **D2262**

**D2262**

The Investigation Team could not find any evidence to substantiate this allegation made by the BBC.

### **Allegation 2:**      **Partially-Substantiated**

DCO Sayers used force on Detainee **D313** on 15<sup>th</sup> June 2017 on Echo Wing following alleged concerns that **D313** was going to assault him.

DCO Sayers can be observed restraining **D313** on his own by grabbing the top half of his torso (bear hug type hold), lifting him off the floor and placing him into his room. This type of restraint is not taught to staff or contained in PSI 1601 Control & Restraint Training manual.

DCO Sayers stated he did not assault Detainee **D313** with the back of his hand or use his face to get up off the bed whilst in his room.

DCO Sayers stated he did not complete use of force, incident report form, Security Information Report or F213 Injury to Detainee documentation or make any written or verbal reference to the incident as he states he had forgotten.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	<b>Official-Sensitive</b>
Version status	Template	Uncontrolled if printed or downloaded	

DCO Sayers stated he was on his own when he used force on **D313**. This is proven to be inaccurate as CCTV shows DCO Croucher and DCO Lake present on Echo Wing at the time of the incident and were positioned in such a way as to have a clear view of what was taking place. They can be observed following DCO Sayers into the room of **D313** during the use of force and they all remain in the room for 13 seconds.

DCO Croucher and DCO Lake did not participate in the use of force or restraint of **D313**.

DCO Lake stated on interview he did not recall the incident or the circumstances surrounding **D313** and did not witness DCO Sayers using the face of the detainee to get up off the bed or striking him with the back of his hand in the room.

DCO Sayers stated he spoke to DCO Croucher about the incident on Echo Wing.

DCO Croucher was clearly present throughout this incident and could not recall any detail of what took place. He stated that he did not recall DCO Sayers talking to him about the use of force.

DCO Sayers failed in his duty to report the use of force and the incident involving **D313** and failed to complete local documentation and records of what took place.

DCO Sayers failed to alert a medical practitioner to assess **D313** following the use of force placing the detainee at risk and contrary to national operating procedures. **D313** was seen by Nurse John Owiti (Agency) some 45 minutes later as a result of the original 'spice' attack.

DCO Daniel Small was named in the Annex A (page 13 line 35) by the BBC as being witness to the alleged assault on **D313** by DCO Sayers but stated on interview he had no knowledge of this incident and had not spoken to the BBC or DCO Tulley at any time and was concerned as to why he had been named.

DCO Daniel Small stated that he did not witness DCO Sayers assault Detainee **D313** and was not present on the wing at this time. Examination of CCTV and daily staff rosters confirm that DCO Small was not present at the time and place of this incident.

DCO Sayers stated on interview he was unaware of the need to call a nurse and get a medical assessment on a detainee after any use of force.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

DCO Sayers confirmed he used force on Detainee **D313** and stated he was on his own when this took place. His version of what took place is inaccurate and erroneous.

CCTV images clearly show DCO Lake and DCO Croucher present at the time of the incident and all staff can be seen entering **D313** room and remaining in there for 13 seconds.

The inability of DCO Lake to recall any detail of what took place on 15<sup>th</sup> June and confirm he was actually on duty and working on Echo Wing is suspicious. He was evasive and unhelpful during interview.

Examination of the CCTV disputes the testimony and response provided by DCO Sayers into the allegations made by the BBC and are considered unreliable and not credible.

There is insufficient evidence to support the allegations of assault on detainee **D313** made by the BBC against DCO Sayers. However, there is sufficient evidence to demonstrate that DCO Sayers employed an unapproved use of force upon **D313** and lied when he stated that he was alone during this incident.

DCO Lake was clearly present throughout this incident despite claiming not to have been there and failing to recall any details of this incident.

DCO Lake failed to complete any relevant documentation or report this incident in any form.

DCO Croucher failed to complete any relevant documentation or report this incident in any form.

### **Allegation 3:** **Substantiated**

DCO Sayers confirmed he made these comments but not in the context the BBC alleged.

DCO Sayers stated the BBC misinterpreted his words and inferred his comments suggested a 'good team' would cover up alleged actions which didn't take place and refutes this.

DCO Sayers confirmed he did speak to staff and used these comment at a later date but doesn't remember who he was talking to. He stated he was confident it wasn't on Echo Wing and it may have been DCO Bromley.

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	

DCO Bromley stated during interview that he did not recall any conversation with DCO Sean Sayers and did not ask him if he had a 'good team' following his use of force on **D313**

## Section 7: Conclusions

DCO Sayers was the subject of three allegations made by the BBC. Of the three allegations, there was no supporting evidence from the Panorama programme in relation to these allegations.

On the basis of the evidence available the investigation team have found that there is insufficient evidence to substantiate one of the allegations.

In relation to allegations 2 and 3 made by the BBC there is sufficient evidence to substantiate some or all of this concern which is therefore a matter for the Commissioning Authority to consider.

DCO Lake has been interviewed and there is sufficient evidence regarding his lack of reporting of the incident involving DCO Sayers' use of force for the Commissioning Authority to consider.

DCO Croucher has been interviewed and there is sufficient evidence regarding his lack of reporting of the incident involving DCO Sayers' use of force for the Commissioning Authority to consider.

DCM Loughton confirmed he did not observed DCO Sayers asleep during a constant watch or at any other time.

DCM Loughton stated he did make the comments towards Detainee **D368** on 11<sup>th</sup> June 2017 and acknowledged his actions were inappropriate. The Commissioning Authority should consider advising DCM Laughton on his future conduct when working with detainees.

Completed Tony Hayes / Chris McGuire  
by \_\_\_\_\_

Signature **Signature** \_\_\_\_\_

Date 08/09/2017 \_\_\_\_\_

Version number	1	Document type	Standard
Version date	14.09.2017	Document ID number	BH007
Version expiry		Document classification	Official-Sensitive
Version status	Template	Uncontrolled if printed or downloaded	