

Appendix B-1 Information provided to Peter Small by Nathan Ward September 2017

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From: Nathan Ward [mailto:DPA]

Sent: 08 September 2017 16:58

To: Peter Small

Subject: Sorry

Sorry Pete, I forgot to say that I had numerous conversations with Steph Phillips in HR raising concerns along with other members of the HR team.

All the best,
Nathan

From: Nathan Ward [mailto:DPA]

Sent: 08 September 2017 16:53

To: Peter Small

Subject: Hello

Dear Peter,

Many thanks for the phone conversation just now.

Please find the text from my solicitor below:

Hi Nathan

I suppose the risks are a) that this is an internal whitewash and they will use your participation to give it validity by saying that Nathan Ward has co operated with the Inquiry which has concluded that everything has now been sorted out and the bad apples rooted out.; and b) that they could then turn on you and either criticise the way you handled things, or suggest in some way that you were lying or exaggerating.

On that basis it may be better to keep a distance until you know more about it. At the very least I would ask him

- 1 to set out in writing some clear questions which articulate in precise terms what it is that they want to know about specific incidents
- 2 to explain the structure and procedure of the Inquiry and to ask who is responsible for the conduct of the Inquiry, to whom that person will ultimately report, whether or not it is intended that the report will be made public, what safeguards have been provided to ensure independence/that his conclusions will not be altered or suppressed , what is the timescale of the inquiry etc.
- 3 to confirm that, in return for your assistance, G4S will agree not to bring any proceedings against you in respect of any disclosures you make or have made about [list of issues you have disclosed

information about]. Disclosure include the provision of any information or any document, in whatever form, to any third party outside G4S

- 4 to confirm that they will not publish or disclose any criticism of you without your being provided with a copy of the proposed disclosure at least 72 hours in advance of disclosure and being given an opportunity to make representations.

This casual and vague approach is a bit worrying I think – it doesn't really bode well for a rigorous independent inquiry.

Best

Tamsin

Tamsin Allen | Partner | Bindmans LLP

Media and Information Law

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I would respectfully ask that you would agree to the principles set out in the above e-mail.

I have attached as discussed the document that I took and shared with Jerry and Alison.

There are other issues / concerns that I have raised which may or may not be included in these. These (off the top of my head) include:

- concerns around Nathan Ring (Michelle Brown and Stacie Dean) raised concerns in relation to him
- concerns about John Connelly (how he conducted C&R training in a punitive way)
- concerns about Jo Buss the nurse and her attitude towards detainees
- I am also aware that concerns have formally been raised by Stacie Dean, Duncan Partridge and Wayne Debnham in the past to Jerry
- I am aware that I have had 3 whistle blowing allegations made against me and I have not been formally interviewed about any of them giving me no faith in the whistle blowing procedures

All the best,

Nathan Ward.

Attachment to e mail "Points to raise Nathan Ward 17 April 2014 amended reply.docx"

2012 Staff Survey – met with staff without myself

2013 Staff Survey – claimed improvement was down to him coming weekly and talking with staff

3x whistle blowing allegations, have only had an informal meeting with Duncan regarding one of them

On one of the above I had to ask Ben whether I was under investigation after Duncan had met informally with members of staff at Tinsley asking them whether I had bullied them

More critical of any issues that happen at Tinsley House and seemingly gloss over issues at Brook House

Inconsistency in disciplinary outcomes and process in relation to staff at Tinsley and Brook (ACDTs for example – Andy Jennings compared to similar cases at Tinsley)

No one to ones since he has been my line manager apart from an initial meeting and end of year EDR

EDRs seem to be overly critical and compared to previous EDRs it would seem as though I have lost skills

No formal de-briefs following being Silver in incidents

After one incident only received 54 recommendations on how it could have been managed better

Suffered flashbacks following above incident

No action taken for months regarding concerns raised following incident (phones not working in command suite, out of date contingencies, no MOE equipment available etc)

When I asked what his priority was in relation to attending an IMB meeting or completing an investigation report he laughed and stated "Why are you asking me that, it all needs to be done, why are you trying to push that onto me"

At first away day when discussing Juls Williams birthday he joked about going up to London and doing some lines

When two members of staff were suspended pending police investigation regarding drugs, it was extremely hard to contact one of them however Juls Williams (who had brought one of them into the company) was always able to make contact with him

Poor culture amongst Brook House residential staff and it is as though some are protected by Juls Williams and this goes unchallenged

DCMs state that during a Home Office search Duncan Partridge was stopped and had a positive drug test

Ben has throughout the time he has been here made it clear that he does not want certain people within the company including Katie Rix, Wayne Debnam, Duncan Watts, Andy Tuck

Ben allowed Michelle Brown to continue working and undertaking DD duties in the knowledge she was not cleared and then commented how he tried to 'fudge it'

Incident on 11th April 2014, telling staff not to contact Gold and attended scene himself

Not involved in meetings regarding staff recruitment that impacted on Tinsley

Asking me what to do regarding ARF forecasted overspend

Not told about improvement notice and found out from Steph Phillips and Home Office Contract manager on same day

Not involved in Tinsley House DCM away day – openly kept a secret

Queried bonus objectives from 2013 regarding sickness and commented on the staff survey results (this was not given across the SMT)

Unfair allocation of Duty Director shifts with the deputy not undertaking any part in the roster (apart from odd days) even when 3 DDs were not able to work for various reasons

Role profile only contains one sentence which is different to the Deputy Director role profile which is to deputise on behalf of the Centre Director in his absence. There have been numerous occasions when they have both been absent from the centre and I have also attended numerous meetings in Bens absence

Sarah Newland on official G4S correspondence is referred to as Director

Staffing figures I believe have been manipulated and falsely represented to the authority

Ben doesn't respond to e-mails

Have requested since August last year to re-structure staffing at Tinsley House and look at the shift patterns to no avail

Have been promised support on numerous occasions with no result

Have raised concerns regarding facilities and was essentially told I needed to manage them and be on top of them

It is in the minutes that vetting concerns were raised by the Home Office at Tinsley house in March 2013 in a meeting where assurances were given by Duncan Partridge that there would not be an issue

Following a meeting on Tuesday 15th April regarding vetting concerns, a member of the ITC who did not have CTC clearance was allowed onto site at Tinsley House in a detainee area and then was tasked in the afternoon with archiving detainee paperwork which is confidential

Met with Ben on 20th February stating that I had discussed my current position with my wife and believed my position was untenable and we had agreed that I should resign. Ben said he would come down after lunch and talk about it with me. Came down after lunch and stated that he needed to catch up with me, talk through the staff forum and also IMB meeting (both of which were happening

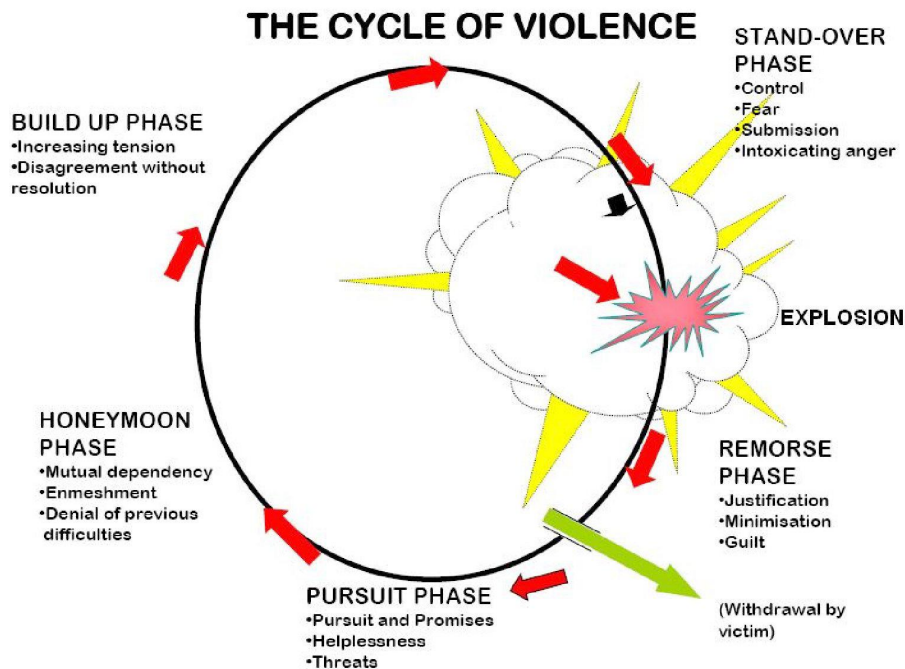
that day). Had a discussion regarding support and was promised support from Charlotte Bovil (this has been a historic promise since Zen worked here). This has not materialised.

Resigned to Duncan Partridge on Monday 14th April. He later stated that he had spoken to Ben in France and he stated "He wasn't surprised". He also stated that in principle was happy to release me early but this needed to be passed up the line.

Received a phone call from Ben Saunders on Wednesday 17th April at 1720 stating he had received a missed call from Jerry Petherick and had tried calling him back but couldn't get hold of him so wanted to understand the reasons for my resignation. Reflected with him that they were the same as when I met with him at the end of February and that I understood that there were wider issues at play which may have meant that he was unable to provide the support however I felt that I hadn't been supported. He stated that he respected my decision but was unhappy by it.

I felt uncomfortable with the phone call and made Steph Phillips aware of the call at 1815hrs. I later received a call from Duncan Partridge at 1839hrs who apologised and felt that the call was insensitive and again had a phone call from Jerry Petherick at 1951hrs who explained his reason for calling Ben was not in relation to myself. He also stated he would like to meet with me after Easter as he values me and does not want me to leave the company.

Boat analogy





From: Peter Small
Sent: 07 September 2017 08:42
To: DPA
Subject: G4S Investigation

Dear Nathan,

Thank you for your text response following my attempts to make telephone contact with you earlier this week.

I am grateful for your offer of assistance with the investigation into the issues raised by the BBC Panorama programme which featured Gatwick IRC aired on Monday 4th September 2017.

I would be grateful if you could share with me any information that you have that you believe may be of relevance to the investigation that I have been asked to complete in relation to the concerns raised during the programme. This can be done either by correspondence, by sending information to me via e mail, or by way of a meeting, which I am happy to facilitate if you would like to discuss any issues in person.

I can be reached by either e mail or my mobile telephone number: DPA

I would be grateful if you could let me know how you would like to proceed.

Thanks

Pete Small

Director

HMP Rye Hill

Text message from Nathan Ward to Peter Small 5.9.17

Dear Peter

Thanks for the phone message and Im sorry I was on the landline. If you could kindly e mail on DPA any questions you would like to ask me and we can then make suitable arrangements to support your investigation where appropriate. All the best Nathan ward.
