

Summary of interview with laonnis Paschali on 14 September 2017 at Lunar House.

Present

laonnis (Yan) Paschali

Claire Mangan, ISU

Julie Galvin, PSU

Duration 1 hour

Julie Galvin explained the interview process and that she will compile the facts and report to Dan Twynam to make a decision

Julie Galvin - What is your current role?

Yan Paschali - I am an Immigration Officer. I have only been in the position for a short period of time. I am an arrest officer for the Home Office, Immigration Enforcement.

Julie Galvin - How long for?

Yan Paschali - I was live for 2 - 2 half weeks

Julie Galvin - Who do you arrest?

Yan Paschali - I go out on visits looking for subjects, ask questions and if they are who we are looking for I arrest them.

Julie Galvin - Have you done any arrests?

Yan Paschali - I've made six arrests.

Julie Galvin - Are you required to use force in your current role?

Yan Paschali - Yes if needed.

Julie Galvin - What part of your role might you be required to use force?

Yan Paschali - If the subject became violent or aggressive.

Julie Galvin - Who, immigration offenders?

Yan Paschali - Yes.

CM- In an arrest team use of force can be as simple as putting someone in an escort position by holding someone's arm, which would be a use of force on our database, so it's a wide range of use of force. Use of force could be leading to a vehicle, handcuffing, very rarely does anyone become violent. Most of our use of force will be handcuffing and escort position.

Julie Galvin - But there is the potential?

Claire Mangan –Potential.

Julie Galvin- In your current role are you dealing with vulnerable or children?

Yan Paschali – I haven't done as yet but its possible.

Julie Galvin - What is your response to allegations made in Panorama?

Yan Paschali -The programme only shows a very small part of what happened, you haven't heard my side of the story and no one has asked me what I was doing. Everyone has only seen what the narrator said I was doing. The detainee tried to hurt himself and take his life quite a few times that day. On this particular occasion I believed whole heartedly that he was attempting to swallow something which could potentially kill him, or harm him. That wasn't shown on the TV at all. The reason my hands were in the position they were was because I didn't want him to swallow. I didn't want to put my fingers in his mouth as they could get bitten off. I did what I thought was best at the time to stop him swallowing what was in his mouth that could kill him, or harm him.

From what was on TV and my experience in custodial care, I went in, it's not shown but my recollection was there was a fight going on between an officer and the detainee, so we took him to the ground. I know the words I used at the beginning were shocking to anyone watching but my reason for being that way was to gain control; I wanted to shock him into compliance; to stop his aggressive behaviour and bring him down. Which in my opinion is what happened. He had something in his mouth which was why he was in the position he was in. We are taught that you have their head between your legs and brace one hand on the forehead and another on the chin. My hands weren't on his forehead or below his chin because I didn't want him to swallow the article, which I think was a phone battery, but I wasn't sure at the time if it was razor blades as he had done this quite a few times that day. I believe I did stop him from swallowing it and I believe I saved his life. I know the reporter was saying I was strangling him to death but if I was doing that the guy wouldn't have been able to scream and shout as he was doing. I remained quite calm in my opinion after the initial verbal commands, shock tactics. I wanted him to freeze, to stop moving so we could calm the situation down. After that I am completely calm. At one point my hand is resting on my thigh, how am I throttling him if its resting on my thigh? What you don't see is the undercover reporter saying, "Yan Yan Yan" He overreacted in my opinion, he was behaving weird. I said to him "Callum, will you calm down, calm down everything is under control." That is why my hand came away as I was gesturing to Callum to calm down, waving my hand and it went to my thigh, but I think they have cut it out so you don't see anything, which shows I'm composed and in control of the situation. My justification for my hands being where they were is that I thought it was necessary at the time and justified as I didn't want him to swallow what is in his mouth. If I had not done that and this guy had does with

me sitting on top of him what position would I be in because I didn't do anything to try and help.

Julie Galvin -So prior to the filming you have to go in and said things to shock him...

Yan Paschali - I didn't say that prior to filming, you don't have to do anything. The idea is to shock him to not carry on with the behaviour he was doing at the time. If you watch the footage he stops. The shocking words I said were "don't move you fucking piece of shit". If you hear the sounds only I said "don't move you fucking piece of shit I don't want to put you to sleep". But they said I said "I'm going to put you to sleep". I know the words sound terrible but it achieved what I wanted it to achieve and he stopped.

Julie Galvin -When you said that was he not lying on his back?

Yan Paschali – He was but those words had just taken him down and its important that you see that.

Julie Galvin – So those words were said to shock him and get his compliance and then your hands are in the position they are to stop him swallowing?

Yan Paschali- Swallowing, I didn't stop him breathing. The reporter said my hands were digging into his throat- they were not, they were supporting his neck. My arms weren't pumping. If you are throttling someone your arms pump/move, mine were still. How is that throttling him? Why did the detainee not make a complaint when I released him and slowly left the room, at no time did he complain, or say why did you do that, or swear at me? I sat down with the detainee the same day after he calmed down . I went to chat with him and I believe there is footage on the G4S CCTV landing cameras which will show the detainee shaking my hand as we spoke and I explained it wasn't right he tried to kill himself on more than one occasion and if he wanted help with his immigration issues we would be happy to help and why not deal with those issues instead of all this other stuff. He thanked me for it.

Julie Galvin – Why didn't you do any report?

Yan Paschali- Why said I didn't? The BBC programme, I did write an incident report which was left on the desk, which is common practice there.

Julie Galvin -G4S have no record of any report.

Yan Paschali -That's not a surprise to me at all.

Julie Galvin -What time did you write the incident report?

Yan Paschali- On that day, I can't remember it was a few months ago, at the time of an incident if I was to write any report the procedure is for the manager to relieve the staff from where they are working and supply other staff so whoever can go and sit down and write the report, if you have been involved in any incident. You should be

given half an hour forty five minutes to write the report. I had no breaks that day. Its common practice you don't get breaks so finding the time is difficult. There were a number of issues on the wing that day so you are running around dealing with other things, the first thing you will deal with are live situations, I cant walk off the unit. I wrote the report later that day and left it on the desk. I believe Callum Talley got rid of the report. And said there was no report. He came up to me afterwards saying are we doing a report? As if I'm covering and saying there isn't going to be a report. I said to him as it stands hold fire

Julie Galvin -Why?

Yan Paschali- If you are in charge of 20 people on a wing, there are still 19 people needing you for whatever reason.

Julie Galvin -You could have said "yes, hold on" It sounds like you are saying hold fire, encouraging him not to write one.

Yan Paschali - I was saying can you give me 5 minutes. Also he's talking to me as if I was in charge of that unit. He had been there much longer than me, I'd been there a matter of months, he'd been there 2 years and should of known the procedure about writing a report. I come from a prison service background, detention centres are different and you have a guy who has been there 2 years asking me what he should do. That is not because he didn't know what to do, he was trying to paint a picture of me and G4S.

Julie Galvin - I appreciate he has his own motive, but you could have responded, "yes, but I need to do it later" rather than hold fire, don't do it now.

Yan Paschali- I wouldn't have been able to do it now as I was still working.

Julie Galvin - When start at BH?

Yan Paschali- I can't actually remember. The middle of last year. I hadn't been there a year.

Julie Galvin -When did you leave the Prison Service?

Yan Paschali - Some point in 2016, I'm not sure. There was an ongoing situation in the Prison Service, I had resigned, there was an investigation and I was accused of a few things I didn't do. Then I'd left and I got called back in to speak to the governor and I resigned again. I basically left as I was given a final written warning for leaving the toilet door open. No one has ever had a warning, verbal or otherwise, in the Prison Service for that. I thought it was out of order that I received a final written warning.

Julie Galvin -So you left and went to G4S?

Yan Paschali -I had left already, but they seemed to carry on. I got told to come in, I said why, I don't need to, but out of common courtesy I went in as the union contacted me. They said she was going to ask when I was coming back to work and I said I don't know what you are talking about. So I resigned again.

Julie Galvin -Were you still a prison officer when you started work for G4S. Were they still paying you?

Yan Paschali- I don't think so, I cant see how.

Julie Galvin -You said you thought you were working..

Yan Paschali -I didn't work.

Julie Galvin -So when you resigned the first time from the prison service you then didn't work until you re-resigned? And only then you went to work at Brook House?

Yan Paschali -I'm not sure, I resigned loads of times. I thought I'd resigned, I went to Brook House and then I was called back saying they would like me to go back and I said no.

Julie Galvin -And you cant remember if they were paying you?

Yan Paschali- I don't think they were. Are you telling me they were?

Julie Galvin -I don't know.

Julie Galvin -How long employed at the Prison Service?

Yan Paschali- 7 years.

Julie Galvin -did you work any where else in between?

Yan Paschali -No.

Julie Galvin - At time of filming, what was your role in Brook House?

Detainee Custody Officer, I worked on all the wings, but mostly CSU (Care and Separation Unit) and E Wing

Julie Galvin -What's your experience of C&R?

Yan Paschali -I think my experience is pretty good.

Julie Galvin -Were you a C&R trainer?

Yan Paschali -No

Julie Galvin -So you were a DCO having to use C&R when required?

Yan Paschali- they used me all the time. I expressed concerns about this, to managers and directors. It was common practice to use the same people all the time. If you have been involved in an incident you are not mean to be put straight into another incident. And you shouldn't use the same people day in and day out.

Julie Galvin -Who did you raise it to?

Yan Paschali – We all raised it. People were being used all the time, at one period we refused to do it.

Julie Galvin -When was that?

Yan Paschali -I cant remember, but other staff would say the same thing. At the time of this incident I was part time, it was a stressful time for me at home and constantly being used for C&R , in CSU and E Wing was too much for me and I went to 2 days a week and requested that they put me somewhere else in the detention centre maybe with no detainee contact, they didn't.

Julie Galvin -Who make that request to?

Yan Paschali- The duty director, verbal. I had stuff at home I couldn't cope with what was going on. As an example, not long before this incident I cut a detainee down and dragged him onto the landing and the nurses were trying to revive him and a manager tapped me on the shoulder and said could I get my kit on for PPE as Theresa problem on C wing. I'm standing over a guy who I'd cut down and wasn't breathing and this was the pressure I was under.

Julie Galvin -It was "go and get your kit", "go and get your kit".

Julie Galvin -When you were full time how often were they asking you to use force?

Yan Paschali- Every day. That's why I was looking for something else, I didn't want to work there any more it was horrible, 13- 14 hour shifts With no breaks. There were 8-10 staff always the same people being used, always.

JG- As a DCO what is your understanding of your powers? Who gives you authority?

Yan Paschali -The Home Office.

Julie Galvin - Were you accredited?

Yan Paschali - I got a letter from the Home Office giving me clearance.

Julie Galvin -What required to do for this?

Yan Paschali -I did a week C&R with G4S, there was classroom training and an exam I had to pass and first aid.

Julie Galvin - You said trained in C&R and first aid you were shown holding the detainees neck and saying ' *Don't fucking move, you fucking shit, I am going to fucking put you to sleep*'. What's your response if trained in C&R and first aid?

Yan Paschali -I said I don't want to put you to sleep, but C&R doesn't cover everything

Julie Galvin -Are you saying they cut out "I don't want to" or is it in there?

Yan Paschali- Its in there, the writing on the screen doesn't say if C&R doesn't cover everything. If its one on one with a detainee its pretty much a fight and you do what you can to stop yourself getting hurt. You deliver a strike or blow to get away. But you deal with what is in front of you. There is no C&R to stop someone from swallowing an article that might kill them. You do whatever you think is reasonable at the time to stop them. Which is what I did. My hands were bracing his neck, they were not choking him. He would not have been able to scream and shout if I was choking him. I didn't want what was in his throat going down his neck.

Julie Galvin -I didn't hear him shouting while you are holding his neck.

Yan Paschali- I did. The bit where the other officer was mocking him, the volume that is coming out of the detainees mouth, I don't know how you can say you didn't hear anything, my hands didn't move. My hand moved to my thigh. If I was restricting his breathing

Julie Galvin- I could hear his breathing, but I didn't hear him shouting while your hands are around his neck?

Yan Paschali -He definitely is. The other guy is saying "don't be a baby"

Julie Galvin -DC Rules whenever you use force, including hands on not just C&R, you should write a report, there is not records of a report written by anyone at that scene

Yan Paschali- I find it hard to believe. You ask the centre what's the procedure when a report is written. In the Prison Service there is a box to out them in, with a padlock, so no one has access to them. They are just left on a desk in G4S. I remember raising it when I first started there. I left it on the desk as everyone else did and I'm convinced the reporter took them away.

Julie Galvin -Did he write one a report, bring it up with you subsequently?

Yan Paschali -I don't know if he write a report.

Julie Galvin -What about the medical staff?

Yan Paschali -The have to do F213. I remember her saying no injuries and she checked him over and his blood pressure.



Julie Galvin -She wrote down but didn't record your actions, that you held his neck and tried to stop him swallowing.

Yan Paschali -She was there.

Julie Galvin -She has taken your words to wait.

Yan Paschali -I didn't speak to the nurse.

Julie Galvin -No but our words to Callum resulted in no one recording what you did.

Yan Paschali -Have I been promoted to a manager or Director level, that isn't for me to say. I told another DCO to hold fire and from that I'm in charge of the show?

Julie Galvin -What I am saying that by you telling the officer to hold on then subsequently no one wrote a report.

Yan Paschali- Yes I did.

Julie Galvin -But nobody else did.

Yan Paschali -I did an incident report.

Julie Galvin -Do you consider you influenced the others not to write a report?

Yan Paschali -The proverbial has hit the fan and no one will stand shoulder to shoulder with me as they will want to keep their jobs and the rest of it, but I know what happened. I didn't speak to the nurse. The only person who approached me was Callum Tulley and I said hold fire at this moment in time. I didn't get an audience and sit down and say we are not going to write a report. I didn't see the nurse again after that.

Julie Galvin -So you wrote a report later that day?

Yan Paschali -Yes and left it on the desk.

Julie Galvin -Which desk?

Yan Paschali -In E wing. There is one office where you come into the wing where we do paperwork and answer queries for the detainee. There's a pigeon hole where I left it. The manager would call you or they would pick it up, you wouldn't even know they had done it.

Julie Galvin - how can the HO be assured that you will show the duty of care to any immigration offenders under your care, given what happened on the programme?

Yan Paschali -Here's is the problem, people keep telling me what happened on that programme but people have no understanding of the environment. If I was a horrible angry person who wanted to hurt him, you didn't see me slap him, or punch him, elbow him. I couldn't have been calmer. I don't run around beating people up. In 8



years of prison service there is not 1 report of me being violent, aggressive, torturing a prisoner, not one. If you speak to the staff here, I haven't been here long, but I'm sure they will tell you what a good professional polite and courteous person I am. If a guy came in here now and started to throw chairs and attack you two then yes I will restrain him, that's what I've been taught to do, taking into account I need to look after that person as well. If I had waded in, but I didn't, I was the calmest person in the room, after the initial statement, which I explained was to shock the guy into compliance.

Julie Galvin -You do say are you a man or a mouse, don't be a baby?

Yan Paschali -That's not me. All that mocking look at my lips they re not moving.

Julie Galvin -Do you say are you going to stop being a tool?

Yan Paschali- No. That is not me,. The only verbal is the don't fucking move you piece of shit, everything else is some one else

Julie Galvin -One of her thing you say to Callum is, when he says" I don't like C&R", you said "it wasn't C&R".

YP -I don't remember saying it , but we didn't put locks on, we were holding him down to stop him hurting himself. Which is why I did an incident report as it as a medical response. We didn't move him into CSU, he was on constant watch, Rule 40, but we didn't restrain him and move him to CSU which is why it want C&R.

Julie Galvin -You said "the likes of us don't cringe at breaking bones"..

Yan Paschali -I know that sounds horrible to you and anyone else who as listening. It was in the TV room. This is why if we can get all the footage, Callum was constantly on us, most of us had had enough of it. He's trying to engage us in a half decent conversation and thinking why is he going over the same things again and again, it doesn't make sense. There was an element of truth. In these environments you see people do horrible things to themselves, people get hurt, staff get hurt, detainees and prisoners get hurt. How do I deal with that? Unless you have been there its difficult to explain the effect it has on you. At no point ion my career have I had any help, or counselling. I witnessed 13 deaths in custody at Wandsworth Prison. I saw a guy smash another guys brains out with a TV, people cut themselves open so I can see arteries, and blood squirting across my face and its hard to deal with it. The only way I can deal with it is not to think about it. Cut your feelings off which is what I said, cut your feelings off. When you take it in the context on TV it sounds like I break bones for fun, that's not the case. I have issues with the things I've seen and done and watching human beings doing horrible things to themselves, but I cant take that home to my family so I have to do what I can and carry on.

Julie Galvin- Is it perhaps that you have a protective bravado coming across in the programme.

Yan Paschali - No the kid was hounding me and goading us with the same questions and what I meant was Callum you just carry on, its not your fault its not my fault if someone cuts open his arm or smash his face against a wall, I didn't tell him to do that.

Julie Galvin -You said if you killed a man you wouldn't be bothered, just carried on

Yan Paschali -I haven't killed anyone in my life. I have this kid hounding me, accosting me, I tried to put it in perspective for him to draw a line under it. If you are in a restraint and an accident happened, and someone ended up dead, I don't what to deal with that, so no I wouldn't be bothered, as long as in my heart I didn't do anything to intentionally harm or kill or endanger another human being, then why should I be bothered. You have to appreciate I was recorded undercover. I don't shout my opinions or hare them with anyone. I don't want to hurt anyone. But if things happen beyond my control; then why does that need to be my problem,

Claire Mangan- I think in that environment you get desensitised and there may have been some bravado in that room.

Julie Galvin -If you said those current things in your current role in the Home Office isn't acceptable

Yan Paschali -You're right, but I was recorded undercover. I didn't express any racist views, any terrorise views, sexist views because that is not me. I joined the service and where I am now as thought I could make a difference. I'm a family man, not involved in violence or any groups that involve violence, that is not me. I feel like I was entrapped by this lad.

Julie Galvin - Your role is to go into people houses and to arrest and potentially use force on members of the public, If reported in the press that you are a HO employee, if they were aware of this programme how will both you and the team be able to defend complaints?

Yan Paschali -Very easily, if want to defend a situation, everyone says what happened. I know how to behave in public. That environment was not normal, that's why I got out.

Julie Galvin -Do you consider your employment would have an effect on the reputation of the IE officers and any use of force they were required to do?

Yan Paschali -No, one address we went to a Chinese female was nervous and upset and said if you want us to leave we will leave, she said yes please so I asked the team and we left. She then asked me to come back into the house on my own, I didn't for obvious reasons. If a restraint happens, yes I will use force as I was trained to do, but if someone is attempting to kill themselves, no restrain training covers it, so I will do what is needed to stop that person from killing himself. If I wanted to just that guy you would have seen me hurt that guy.

Julie Galvin - Your role requires higher degree of honesty and integrity as you are going into peoples houses, they will include vulnerable individuals and you may be required to use force, how would your managers maintain confidence in you operating within guidelines in future, reports and appropriate techniques given the comments you made on film?

Yan Paschali -There isn't an appropriate technique for someone swallowing something, but I would use appropriate techniques.

Claire Mangan- Home Office approved techniques.

Yan Paschali -Home Office approved techniques. But this is a good example, I have just said something and Claire has had to say "Home Office approved techniques" but you could go to the press and say he said used techniques, but did you feel I meant anything other than Home Office approved techniques?

Julie Galvin -I didn't.

Yan Paschali -And this is my argument, its very easy to take things out of context and say he meant this, I'm not the most articulate of people , and might get the words wrong, but I know what I meant, and I know what I do.

Julie Galvin - Whenever there is an allegation made against you or the team you are with in the future, how can this in the public domain not affect the response? If people complain about you or your team and they know what have seen, not what you say happened, how can that not affect responses?

Yan Paschali -I've been working a few weeks, been on visits almost daily. There's no complaint, there's no complaint against me my entire career except this one which is undercover reporting. It was made to look a certain way. That's a long time with no complaint against me. All I can say is if a complaint comes in judge me on my actions and what I actually did. What was the outcome, was it resolved, was it a negative result.

Julie Galvin -The department might take the view that your continued employment poses a risk to the reputation department, what is your response?

Yan Paschali -How will they measure this?

Julie Galvin -Well we have already received a complaint referencing Panorama, that we need to review it because of what was shown, there is an impact.

Yan Paschali -Is that me?

Julie Galvin -No, G4S, but there is potential for people to slap in a complaint, if they know you work for IE, whether the complaint is genuine or not, because of the association with what was broadcast, and there is a risk as people may have seen it, but not your response. So how can that be mitigated?

Yan Paschali -I don't think it presents a risk, I cant stop people being vindictive to me or the Home Office but I don't think it poses a risk as I know how to deal with the crowd, how to speak to people, treat people, not that you will hear about it, but I've had numerous letters of thanks from prisoners, detainees, managers. Most people walk away thinking I'm alright. I cant think of anyone on the planet, other than Callum Tulley that doesn't like me very much. The Home Office can get rid of me tomorrow, a massive organisation, government, but what does that mean for me. That my life is done because of one guy putting me on a programme. If I'm a risk to the Home Office, where do I go from here, because someone edited a version of events to make it look a certain way.

Julie Galvin -Is there anything else you think you should tell me that the department should take into account?

Yan Paschali -If the Home Office are genuinely concerned about this programme, and bearing in mind there are Home Office staff who work there and do inspections every morning and know what going on, I'd like the Home Office to actually for once do something about what's going on there. Having staff working 14,15 hors a day without a break, constantly used for C&R is not the way to run a place. If staff are constantly stressed and warn out by the things they've seen, how do you expect them to look after staff when they themselves are not in a good place. I know plenty of staff who have a drink problem. They make managers aware but nothing is done and they are run into the ground.

Julie Galvin- Since you have been in IE, there been no complaint, no issues and you haven't used force.

Yan Paschali -That's correct. Using force is a last resort. Most situations are scary and horrific. I've talked my way out, I'm not invincible and I don't want to get hurt. Taking to people is how I get out of it and talking to people, calming them down is how I conduct myself.

Claire Mangan- I feel for the HO to make an informed decision about his future career, they should get the full footage. Dan should get the full footage to get a full picture of what took place. That was the third attempt that guy made that day and we don't know how it was edited. I believe before a full decision is made that should be looked at and there may be mitigating information.

Yan Paschali -The detainee sat down with me and had a chat and thanks me for what I had done that day, but you don't see any of that. I think its really important to get the full picture. And feel free to ask the staff

Julie Galvin- I have spoken to Andrew Kirk as he declared a conversation with you and I can confirm he said he had no issues with your conduct on the course.

Yan Paschali- If you want to speak to the guys here? My mentor has been with me every visit, you asked me how would my colleagues deal with a complaint it might be

relevant, Irrelevant and Sensitive. Also I am informed there is CCTV of me with the detainee between 9 and 9:15 pm outside the room shaking hands. I've been told by a G4S union rep the CCTV exists. There is no record of a complaint by the detainee.

END