

Confidential

Independent Investigation into Brook House

Wednesday, 28 March 2018

Interview with

Ramon Giraldo

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Investigators: Mr Ed Marsden (Verita)
Ms Kate Lampard (Verita)
Ms Nicola Salmon (Verita)

1. **Mr Marsden:** This is an interview with Ramon. It is part of the independent investigation at Brook House. *[Introductions]*
2. Ramon, probably the easiest place to start is tell us a bit about your employment history at Brook House and Tinsley; how long you have been here, what you did before you came and the like?
3. **A.** Okay. Before I came to work for the great people, the Immigration, I was managing cash in transit, working for a company, security, was just moving money around London and I was a manager in one of those companies, just monitoring the trucks where they are dropping the money, picking up money.
4. **Q.** Was that G4S?
5. **A.** No. Actually, G4S came and took over and I was working in the control room monitoring all the vans in London picking up money from one bank to another bank, and not just money, it could be diamonds, it could be credit cards, it could be anything; it could go to Scotland, it could go everywhere. I used to go in a van myself and picking up money all around London.
6. **Q.** Okay, so how long ago was that?
7. **A.** It was a few years. What happened, the company decided to move to London somewhere and I decided I wanted to work near home; I only live down the road. Then there was a gentleman who used to work for this company – he used to work with me before actually, Geoff Nicholson, and he died. Before he died, he used to tell me “Do you want to come to work for Immigration? You know, you just put in an application form”, which I did. Then I came for an interview at Tinsley House. This place didn’t exist then.
8. **Ms Lampard:** At that time was that GSL?
9. **A.** It was GSL, correct, yes. I have been working in the company for nearly 20 years now, and after it was G4S.
10. **Mr Marsden:** Did you start at Tinsley when it first opened?
11. **A.** No, it was a year after it opened.
12. **Q.** Okay, so very early on.
13. **A.** Very early on. What happened, I was working there and then they decided to open this one. In the beginning they didn’t want us here, they wanted fresh

officers, new ideas – they didn't want the old ideas from us up there, because all the new schools.

14. **Ms Lampard:** Just help me with one thing, Ramon, as I understand it GSL had the contract to build this place alongside Tinsley, but then they both got taken over; they got taken over by G4S, and at the time it had actually opened it was G4S, is that right?
15. **A.** Yes, that's correct. G4S. What happened they didn't want us here, they brought in certain new staff and all that and they realised a few weeks after that it wasn't going to be because they have no experience. The officers in here they come from all walks of life, they come in from shop assistants, also from being managers in different places, but a very small amount of people have experienced working in this environment, like prisons and things.
16. **Mr Marsden:** What are the jobs you have done while you have been here and what do you do now?
17. **A.** This year, now, I am working as a manager doing Cat 1/Cat 2 at Tinsley House. Sometimes I come here, I do the same as well, I take over the wings, I work in the wings. I do the same thing as the manager.
18. **Q.** When did you move to Tinsley?
19. **A.** I moved to Tinsley a few months back, about December. Yes, about December I moved to Tinsley because I was here; I had done quite a good job, because I like activities – I was in the army, I was doing a lot of activities in the army, like a gym instructor, my qualifications for gym instructor, I have done my qualifications at the YMCA.
20. **Q.** When you were based here, and people speak about you as running a very good activities regime, but tell us a bit about what activities you were running? How long were you activities coordinator?
21. **A.** I was here a long time, many years. I was activities manager here for eight years or more.
22. **Q.** Eight years. Think back to last year, how many people did you have? How many DCOs did you have on the activities team?
23. **A.** What happened is we loved activities – I love activities, I love things to do with the gym; I was very enthusiastic about that, people supported me at the beginning. The detainees, they loved them, because we have football, volleyball, basketball, all the colleagues were busy. One colleague was doing cricket for the Indian people and then they have football for the Africans and the Jamaicans.
24. **Ms Lampard:** Each courtyard; was that every afternoon?
25. **A.** Yes, every afternoon, and when they weren't joining in – I have cricket going in the afternoon in the A Wing, in C Wing I have football going, and then after it changed, a few hours cricket then we have volleyball, then I have basketball, then I have bingo going on, I have all sorts of competitions. They don't have competitions any more. They have quizzes.
26. **Mr Marsden:** How many people do you have working?
27. **A.** Five people; usually I have five officers with me.
28. **Q.** One of whom was Callum?
29. **A.** Callum was my officer. He was my officer, yes.

30. **Ms Lampard:** When did you stop having five officers?
31. **A.** What happened, I was happy until the time when Mr Juls Williams took over; he decided that he is not a person who likes these kind of activities – he wants to take his money – I don't know. To work in this environment you have to understand the detainees, you have to understand what are their needs; you don't think about money, saving money for the company, because you have a contract – you have money allocated for this. We have a budget to spend on footballs and all the equipment I needed.
32. **Mr Marsden:** How big was your activities budget? How much money did you have to spend?
33. **A.** I think it was about £3/4,000. I can't remember.
34. **Q.** It was your annual budget?
35. **A.** Yes, but I was in control; I was very good with my equipment. I used to give it to the detainees a football and I would have the football back.
36. **Q.** People here say you also used to repair stuff in the gym?
37. **A.** I do repair all the gym equipment. If you look at the gym I own now, I like gym and I go to the gym every day. At Brook House when I ran the gym all the equipment was broken. If you just walk in there now you have four or five machines broken; never in my time.
38. **Ms Lampard:** When was it you started to feel financial pressure? Can you give us a date for that?
39. **A.** It was when Juls took over.
40. **Mr Marsden:** When was that?
41. **A.** It was Michelle Brown before Juls, and before Michelle Brown was another manager, Glen Stoner, who was very good. Michelle Brown was very good. For some reason they swapped there and they put Juls in control. Since Juls took control everything started going to ruin, because he didn't want to spend money. I would do competition with him – what is £3 for a competition to the detainee? £3; they love it. I used to have 40/50 people. I used to have four teams of four playing, and their condition was they respected me. If you fight, if you are starting a fight on the team, the competition is finished, no more competition, no more money, and they used to love the competition. It used to be £12 for football and £12 for volleyball/basketball. I used to have my plan. I would go on my rosters; Mondays I used to do competition, and one day we do a Red Bull competition.
42. **Q.** When did this stop?
43. **A.** Because Juls started moaning about the money, the spending, and he started using my officers, because he was the residential manager, and they started using my officers because they were short of staff. I had no officers to work with, and it was me, by myself, working. In the beginning it was me – when I came here, when this place was having a lot of trouble with the detainees, the detainees were running this place, because they were running this place – you couldn't walk on the landing without people, Jamaicans or Africans or whatever, standing on the top of the landing and saying "You are not coming over here. This is our landing".
44. **Ms Lampard:** When was this?

45. A. That was when they recently opened this place, because when they did it they realised, they couldn't the place without experienced officers, they asked me to come over here; some of the officers otherwise would ask me to come over here. I came over here to do activities, to get the detainees occupied, to do things, because if I had a job I would do at Tinsley House, the manager here was –
46. Q. Ian Danskin?
47. A. No, Ian Danskin actually got the place going well. It was Mr – what's his name?
48. Mr Marsden: ?Millican?
49. A. Mr Millican was there. Mr Millican was always sitting in his office, he never went around the landings, the wings, and then they employed Mr Danskin – very good manager. He certainly knew what he was doing, because he came from prison. He knew.
50. Ms Lampard: Can you just go back to last year. By last year you had got really fed up; how many staff did you have?
51. A. I have five staff with me. I have staff to cover the library. I was in charge of the library, in charge of the IT suite, I had two officers there, and one officer to do sports, there are three officers, and myself there are four officers – one IT, one library and one doing the sports and myself, four officers that is what I had.
52. Q. You had four officers by last year. Do you think you had more officers before that?
53. A. Before I used to have more officers, because I used to have the other officers to look after the gym, to be in the gym and all that, that is what he was.
54. Q. You had a fifth officer.
55. A. Yes, a fifth officer just to be patrolling and all that and giving a break to the others. But, that is when Michelle Brown was on and with Glen Stoner before everything was working out, because people understood that if you keep the detainees happy and occupied, they don't cause too much trouble. They don't start fighting each other.
56. Mr Marsden: It was when Juls arrived then that he started to put pressure on about spending and pulling officers off.
57. A. For some reason he didn't like me much, I don't know why, we kind of clashed. I don't know why. I tried to get on well with him, I tried to respect him as a manager, but you know what is happening, now they understand why I have done a good job in here, but sometimes I was sitting in my office – while I am sitting in my office he would come and open the door, "Why are you sitting in there?", I say "You know, a little bit of paperwork to be done and the other thing is to order – a lot of organisation, a lot of competitions to organise". I used to do a lot of competitions and a lot of posters for detainees, I used to do Chinese New Year, I used to celebrate that, I used to order all these funny masks and all these things for the Chinese, you know, and all these little pockets.
58. Ms Lampard: Can you tell us what other events you used to organise?

59. A. I used to do a black history month; I used to put all the posters of all these important people from Obama to all these – I used to pick out all these people, like the American – who are these people who have done good?
60. **Mr Marsden:** The Civil Rights movements.
61. A. What was his name?
62. **Ms Lampard:** Martin Luther King.
63. A. The other one as well.
64. Q. Mandela.
65. A. No, in America – there are a lot in America, but there used to be a lot of people; the one who got killed as well in America.
66. Q. That was Martin Luther King. What did you do at Christmas?
67. A. I used to do a lot of stuff at Christmas. I used to go outside myself and buy lots of presents for them and wrap them myself, like presents for competitions. My officers, the ones who help me with activities, because although I have an officer to help me with activities, I have a detainee in charge of the activities as well.
68. Q. What about Easter; did you celebrate that?
69. A. Yes, we used to celebrate everything. Christmas was good because I used to buy lots of things for them.
70. **Mr Marsden:** Two things: how does the activities regime here now compare to what you did?
71. A. I don't want to say.
72. Q. Please, do say.
73. A. There is nothing happening. Don't take my word, go and ask people up there; just go and see people up there. For a start, the pool tables are broken, the table tennis is not there, or maybe they are replacing a couple of them, but I was always there repairing.
74. **Ms Lampard:** Were you responsible for the music room?
75. A. Yes, as well.
76. Q. Now we have noticed –
77. A. The guitars – I noted that yesterday.
78. Q. Was that the case when you were around?
79. A. No. Only just yesterday one of the officers came to me and said "Do you know where you buy the cords for the guitars?" and I said "The acoustic ones and the electric ones have two different cords".
80. **Mr Marsden:** Strings you mean?
81. A. Strings, yes. "If you go to here in Crawley", I explained to him, he said he wanted to buy them, "There's a musical place where they sell all this stuff". I used to replace the drums, because they used to break them, put new leather on them. I used to take them up there, I gave them the address, but they never asked me anything. The guy who has taken over, they never asked me where to get equipment.

82. Q. This is Luke?
83. A. Luke, but before Luke it was a manager, Dean – he took over, but he was always sick anyway and was never here. Luke never asked me “here I get my stuff, where to get people to repair the equipment?” They put table tennis, the football tables – there are no football tables in the wings now. I used to have one football table in each wing, two pool tables, one on the first floor, one on the second floor.
84. Q. When you were running activities here last, was Demba working with you?
85. A. Demba, no.
86. Q. Was Kerry working for you?
87. A. No. They haven’t been trained to do the job. I tell you one thing, I am a qualified gym instructor, and I have my officers all qualified – I make sure in my budget, or when they do the training, Investors in People, they train my officers, because I need them trained to do a proper job. Michael Johnson left – all my officers, they are all gone. When I left, they are gone.
88. **Ms Lampard:** What were they trained in?
89. A. They went to YMCA and they have done a gym instructor’s course and activities course, how to do activities. All of them – Michael Johnson, Ben Ofori, Terisha Crepin – you know Terisha Crepin, she used to work in welfare? They all were trained to do this.
90. **Mr Marsden:** Why did you move to Tinsley?
91. A. They kind of made me move.
92. Q. Who made you move?
93. A. What happened was I couldn’t work with Juls in there and I had to move somewhere, then I said to him “I go to Tinsley House”, because he said “They don’t do any activities”. They realise – they don’t admit it, but they realise they have made a big mistake. Since then, what happened when I left, everything went to chaos, because the detainees didn’t have anything to do. I used to go with the girl who does the arts and crafts, we used to get together.
94. **Ms Lampard:** She is very good, isn’t she? Sarah.
95. A. She is very good. Before Sarah it was another lady, she left – she was pretty good as well. We used to work together, we used to do activities together, we used to go “Let’s prepare this; let’s do that”. You know what we used to do as well, we used to do competitions, “Brook Got Talent” competitions, because detainees come in singing and rapping and doing this and that, and I used to do competitions, I used to give them £10 a week.
96. **Mr Marsden:** Where did you run those competitions?
97. A. In a classroom. We used to do singing and we used to do put a tent down in the D Wing, in one of the gardens, and we used to have speakers in there.
98. Q. You put a tent up did you say?
99. A. Yes, and put the speakers down and do karaoke. We used to do karaoke there. The detainees used to love that, they used to love the karaoke. We used to have guy who comes along and used to sing for them as well at special occasions.
100. Q. Was the Cultural Kitchen being used?

101. A. That was my baby as well.
102. Q. It doesn't seem to be happening any more.
103. A. It is not happening any more.
104. Q. Tell us about the Cultural Kitchen; how was it operating?
105. A. When it started it was an idea that we have because the detainees were moaning about "I don't like this food", and I said "Get them to cook themselves their own food from their own country", and then we started from there. I don't say it was my idea, but I was there when the idea was brought up. I said "Yes, I will take it on board" and I started putting up posters. I still have all my posters if you want to see them – all the posters with lovely food saying "If you want to cook your own food. Do you want to eat it here? Do you want to cook food? Do you want to cook for you and your friends?"
106. Q. Was it working every day?
107. A. It was working every day. It was open at two o'clock; two to half-past four. They had two-and-a-half hours to cook.
108. Q. One group would come in?
109. A. No, it was two detainees cooking. We used to choose two detainees from the same background – say Pakistani, Indian, get the detainees to cook for their own – and there were Jamaicans cooking, because we don't want a clash, because Jamaicans like pork and some detainees are Muslim, others are Christian, we don't want them to start "You put pork in there"; you had to think like that – you had to see the bigger picture.
110. **Ms Lampard:** You saw it working very successfully?
111. A. It was.
112. **Mr Marsden:** They would cook and then they would invite their friends?
113. A. Yes. I don't know how they used to do it because they used to go and buy stuff from the shop to add to these things. They used to cook for seven/eight/10 people themselves. I used to give them 10 boxes, those yellow boxes to take, because the room was too small for them to eat in there – they used to take it to their rooms and they used to sit around and eat it.
114. Q. Those takeaway boxes?
115. A. Yes, takeaway boxes. I used to give them 10 and they used to use the whole lot. The Jamaicans loved it. The Jamaicans were the best ones.
116. **Ms Lampard:** Did they offer you the food.
117. A. They used to offer me the food.
118. **Mr Marsden:** Does the Cultural Kitchen happen now at all?
119. A. Nothing; nothing is happening.
120. Q. Does it happen now at Tinsley?
121. A. At Tinsley the last time I saw it was happening once or twice a week, but I don't know, because I am not involved with that any more, but they used to love the –
122. **Ms Lampard:** If they asked you to come back and do it, would you?
123. A. I am not going to come back working with Juls. I will never work with Juls.

124. Q. If he weren't here?
125. A. I don't know. I would have to think about that one. They really make a big mistake because there is nothing to do.
126. **Mr Marsden:** We are very struck by the lack of activities. I can see it is a big thing.
127. A. The new boy in there, he hasn't got it in him. To do activities you have to have it in you to get people motivated.
128. **Ms Lampard:** Did you used to do gym inductions?
129. A. That is what I was going to tell him. I was surprised the other day – I said to myself "It is half-past 11 and nobody comes to do gym inductions"; they haven't done it since I have left, and that is bad, because I used to do gym inductions, I used to induct the detainees. I used to walk all around the centre. This is what my job was in the morning. I would come in at eight in the morning and in the computer room – because I must have 40 computers working; everything was repairing the computers, because the detainees used to damage them, pull the cables and all that. I used to have spare mice, spare keyboards. My job is first to repair that. Make sure 40 computers are working.
130. **Mr Marsden:** Where did you get all these spare mice and keyboards from?
131. A. I used to buy them in PC World. It was only £5 to repair mice. They are not expensive. I used to buy a lot of stuff, and the keyboards are only £5. It is not that expensive. I used to buy 10 or a dozen and keep it in my office. I used to keep replacing them because before I ran out –
132. Q. How important is that, because people want to be able to use the internet?
133. A. It is very important. People like to use the internet. I used to have 40 computers working every morning.
134. Q. Was it that kind of money that Juls didn't want you to spend?
135. A. Also, when I explain to you what kind of money they want to spend, he was alright with spending money, but the thing is, when I was in here, when I was on holiday, when I came back the place was in chaos because nobody wanted it – "That's not my job". The people who took over my job, they don't want to repair things. They think "That is not my job to repair computers, it is not my job", but my job was to keep the detainees happy, to keep them going, to keep them occupied, to give them the computers, and I used to tell them "Don't damage them, because they are not my computers, they are your computers, if you see somebody else damaging the computers tell them not to damage the computers, because it is for you, the computers, not my computers". I used to tell them.
136. It used to be better, but I don't know how now because I don't even bother to look around there, but it will be upsetting because I used to say to them, I used to go in the room all the time and my job was to supervise the computers and make sure "Don't eat in here, please. All the mess in the computer", but I talked to the detainees in a nice way. You don't go in and say "Oi, don't eat in there!" You don't do that. The way you talk to people; you can't have an aggressive person talking to you and you calm down, because if you are calm and you are looking at everything "Calm down, let's talk. Let's see what your problem is". Go straight to the problem and say "I try

to solve your problem”, but don’t shout. Say to people “Listen, if you mess up the computer, all these things in here – you are drinking coffee in here -”

137. Q. What money was Juls not wanting you to spend? He didn’t mind you spending money on mice.
138. A. It was not about the money, it was about he thought that I wasn’t doing anything, because sometimes, I don’t know why – he wanted to get one of his friends to do my job. It is about the money as well, it is about – we have a bit of a problem.
139. What happened to Juls is that I have a property, my house, and in my house I have an annex, this is what happened with me and Juls. At the beginning, when he came to work here he wanted to rent the room. I have an annex that I rent out on my house – I rent out an annex because I have a big house, I have a garage and I had some money and I built an annex there and I built an extension upstairs and I rent a little room to bring some money home. It is completely separate from the house – you have your own entrance, your own toilet, and he went to see it. I asked the price what he wants. He said “No, it’s too expensive”, and I said “Sorry, Juls, I cannot give you it cheaper, that is what it is”. Then he started being funny about that. Anyway, he started being funny, but he became my boss. When he became my boss, he started telling me this and telling me that, but Juls doesn’t know anything about activities – he doesn’t even like activities for a start.
140. Then they start using my officers; this is where it started, because to cover his residential thing, gaps were here, he started using my officers, he started leaving me by myself. He even started using me to be DCM to do all the jobs. I said “I refuse completely. This isn’t my job. My job is to do activities”. It never happened before. Michelle Brown never used my officers. Whenever they used to use my officers I used to call Michelle Brown – Michelle Brown “Listen, I haven’t got an officer to do activities, they just got my officers to do an escort somewhere”, she used to call them back and say “No”; I even had an email from her to send to everybody saying “The contract requirement is that we have activities officers so many”, that is what she said, and I sent it to everybody and the officers, when they hear, start leaving me alone with my officers, but Juls, no. He started using my officers. When he took over he started using my officers because he was the boss now, I couldn’t call Michelle Brown because it was nothing to do with her, and then he was using my officers and there was me, by myself. How can I go and do football, go do volleyball, go and do things when I don’t have enough people to work with? I used to do what I could. I was getting upset about that, not able to keep what I want to keep, to keep the bingo – there used to be three bingos a week, and they loved it. There used to be 40/50 people in each wing. I used to have a bingo in each wing. I used a bingo machine, I used to go and do the bingo there.
141. Ms Lampard: Three bingos a week on each wing?
142. A. No, one in each one. One on the Monday, one on the Tuesday and one on the Friday and made sure they had bingo. I used to put up posters “Bingo today”. Before I got there, there used to be people queuing for the little tickets.
143. Mr Marsden: Juls drew staff away to work on the wings and do escorts and things like that and, of course, you didn’t have Michelle any more.

144. A. I couldn't go to anybody.
145. Q. He was the boss, but there was also this personal thing between you.
146. A. Yes, I think he didn't like me, because what happened so many times, he finished at four o'clock, another member of staff – during the day he used to check on me, open the door – I don't know how many checks – he saw me there on the computer doing things, and he looks at me like "What are you doing here? Why aren't you outside there?" "Okay, fine". At four o'clock, before he used to go home he used to walk through that door there in front of the activities office, where the drug thing is –
147. Q. Yes, in Healthcare.
148. A. No, downstairs on the first floor, the activities office – now it is upstairs. They moved it upstairs. The activities office was always downstairs where they could control the gym, control everything and be on the wings quicker with the football, with this and with that, I used to put the footballs in there, but they moved me upstairs next to the gym, the first floor. My activities office was on the ground floor first, but they moved me upstairs. It was easier for me in the ground floor because I have all my equipment in there – I have a big office with all my equipment in there, but they moved me upstairs to share with some other people, where I have no space to put my stuff, and this is what happened. I went off on holiday.
149. Q. When was this?
150. A. When I went on holiday last year, and then I came back and I didn't have any office; they had moved me upstairs.
151. Q. Without telling you?
152. A. That is what Juls did to me that really upset me. I have a cupboard with all my documents, a cabinet, a three-drawer cabinet, with all the documents, and my EDRs for all the important things that I had to do with the staff. All my important documents were all there, private documents in there. He, actually, removed my stuff and gave my cabinet to this lady that came to work in here, the drug –
153. **Ms Lampard:** Forward?
154. A. Forward, that lady used to consult in drug awareness and something. That lady, I haven't seen her for a while, but he gave everything to me, I came back "Where's my stuff?" and all my stuff was in black bags in the chair or somewhere.
155. Q. Including the EDRs?
156. A. Everything. Every paperwork was in there.
157. Q. Even the confidential stuff?
158. A. Everything. He dumped everything in there.
159. **Mr Marsden:** Where had it been put?
160. A. Everything was put in black bags in the office. They moved me from the office, they took all my stuff, put them in black, plastic bags –
161. Q. Put it in your new office?
162. A. They put it in my new office in a shelf somewhere. All my stuff. I went to his office and said "Juls, why did you give away my cabinet?" "It wasn't yours, it

belongs to G4S". "Hang on a second, it is like me coming in here and giving your cabinet to somebody else, do the same then", and he stayed quiet. I said "That is a bit of bullying" and he said "Don't call me a bully. I am not bullying you", "The thing is, Juls, because you have given away my cabinet and that is mine. It was mine with all my documents."

163. Q. Did you talk to anyone else about that?

164. A. What I did – I know what happened, I went downstairs, opened that door of the cabinet, that was open, it is my cabinet, I removed all the stuff from there and I took it upstairs, and the lady came saying "Where is all my stuff". I said "Excuse me that is my cabinet", "Juls gave to me", "But it wasn't his to give it to you" and she went upstairs to complain to Mr Skitt. Mr Skitt calls me, and I said "Hang on a second, that cabinet was bought by you for me to get all my confidential, all my paperwork in there, they why is Juls giving it away? Don't protect Juls, it is mine, and I took it, simple".

165. Mr Lampard: What did Steve Skitt say?

166. A. Nothing, what can be said? I am right, because it is mine. It is like "Why do you give away something that is mine."

167. Mr Marsden: It is about not respecting what you were doing.

168. A. He is just trying to upset me. What has happened before is that – this is where it all started, Michelle Brown, before she left to do her other job, she brought some arcade machines. The arcade machines were sitting there – I agreed with her, "Those arcade machines, if you want to buy them, buy them". There were a £3,000 machine. We bought one for here and one for Tinsley House. They were nice machines, they used to sit and play on those machines.

169. Ms Lampard: I have seen the one at Tinsley. It is still there.

170. A. They are broken now because nobody would look after them since I left, because I used to sort it out myself, I tried to repair them, I haven't. A man came from Wales to do my pool tables and they used to know a lot about these machines and they need to repair them for me. Michelle Brown bought these machines, okay? What happened with the machines is that they came, and one got blocked, and one of the guys said "I will replace this for you"; they take this away and replace – when the replacement machine came he came in and opened the door and came in, shouting at me – he was swearing at me. I was sitting, and he came in through the door like that, he was swearing at me and I said "What?" He said "What you f***** spending my money." I am not going to swear here because of the way he talked to me. I said "Hang on, calm down. It is not my call. I didn't spend the money. Michelle Brown spent it before she left". He went "Oh". You see, you come in shouting at me that I order the machines and I didn't order. I have no authorisation to spend that sort of money. It was Michelle Brown saying "Before I go I am going to buy some machines".

171. Q. Would that have been in the summer of last year?

172. A. Yes, and he went all crazy and shouting at me.

173. Mr Marsden: Was that before the filing cabinet got moved?

174. A. That was before, yes. I remember what happened then. He came in the office one day shouting at me again and saying "You are supposed to be" – I am doing some work on the computer. I was sitting in there doing something;

I am doing some planning, some competition, I was doing some posters, doing something, planning for whatever; a lot of competitions become planned, you know.

175. Q. Did he think you were being lazy? Did he think you were sitting in the office not bothering?

176. A. Exactly, maybe that.

177. **Ms Lampard:** Did he not see what was going on in the centre?

178. A. He did. They removed all the evidence. I used to have pictures of all the detainees with competitions. I used to have – I don't know if I have the picture – I can send it to you, I have all of them in my computer, I still have them. The posters outside the library, outside the computer rooms, there were big posters with detainees doing activities for me, either cooking and I usually take a picture of their cooking – I do a competition with the best presentation. I used to give them £10 for the best dish. We used to have a competition, the detainees cook all week and I used to take pictures and the best presentation - I didn't judge them – I used to call upstairs to the managers to say "Who do you think is the best dish?" and they used to say "that one" and I used to call the detainee "You have one the first prize".

179. Q. Is this people who had been cooking in the Cultural Kitchen?

180. A. Yes.

181. Q. You took photographs and at the end somebody judged them.

182. **Mr Marsden:** Who then would come down and say "I like that one".

183. A. Yes, "I like that one", or even the lady – what's her name? The one that is there now.

184. **Ms Lampard:** Lorraine?

185. A. Lorraine, I think she did a couple for me.

186. **Mr Marsden:** You would come down and say "That one".

187. A. Yes, "That one there".

188. Q. They then get £10.

189. A. There used to be three.

190. Q. That was added to their account.

191. A. First prize, second prize. I used to give third prize, because I didn't want someone to say "There's only one prize", like everything, I used to do four bingos –

192. **Ms Lampard:** It is a three, two, one, was it?

193. A. Three, two, one, yes. Like in a competition. Like in football I used to give the winner, £5, the runner-up £3 and second place £2. I used to spend quite a bit of money in competitions, but Michelle Brown didn't bother. She was okay with competitions.

194. **Mr Marsden:** Because it kept people occupied.

195. A. Exactly. The guys used to like volleyball; I used to know what people like. Albanians like to play volleyball. Indian and Pakistani people, cricket, and African people, Jamaican people, give them football. I interested all the rest

of them, the quizzes and things like, with Sebastian and I used to work together, they used to do quizzes, they used to do things.

196. Q. Things like the library and IT, just on the library, how is it stocked? How do you ensure – when you were in charge?
197. A. I used to buy the books.
198. Q. People would come and say to you “Ramon, can I have a book on X”, or?
199. A. Yes, I used to order them books. I used to say to the detainees “What do you like to read from your own country, or anything you want?” I used to ask the lady up there to go and get the books. If you ask the lady there, Sue, she would tell you they used to order lots of books for the library, lots of books.
200. Ms Lampard: It looks as though it has been recently quite well restocked, is that right?
201. A. Yes, maybe it was, but I used to order lots of books, I used to keep them nice, I used to go over there, I used to have a library orderly.
202. Mr Marsden: What about newspapers and things like magazines?
203. A. Yes, I make sure they have different magazines for all different countries as well – the Russians, the Chinese magazines. I think they are still there. I was wanting to use that; the detainees used to tell me “I want to read for my country; I want to read that”. Then we got the Jamaican newspaper, the Asian newspaper, we got a Chinese.
204. Ms Lampard: Can I ask you also about board games? I have only seen one time somebody playing chess, and I said to him “Is that your chessboard?” and he said “Yes, it’s mine” – it belonged to him personally. I haven’t seen anybody else using the board games. Are they all broken?
205. A. They are all broken. Nobody bothers to buy them, to order them, because they do get broken.
206. Mr Marsden: If you speak to Demba and Teri they will say they go around the centre every day checking equipment.
207. Ms Lampard: But they didn’t look inside the board games to see if they were complete.
208. A. They can maybe check in and see. Those grey cupboards you see in the central corridor, there are quite a few of them – the grey ones, they were always full of equipment. They have chess, they have dominoes.
209. Q. What’s in them now?
210. A. I don’t know, because I haven’t looked in there. They had about 100 footballs. The ones they got, they are always asking for footballs – they haven’t got any plan to play football. I said to these people yesterday “People are coming into play football and you don’t have a football to give them”. It’s ridiculous; it is really bad – it is upsetting. There were 20 detainees who wanted to play football, they come and ask for a football and we haven’t got a football. That is really bad. That is the reason why I don’t want to come over here, because the way things are and the way they used to be, it upsets me. The detainees are asking me for footballs.
211. I used to have about 20/30 footballs in that cupboard and before they used to go to 10 I used to be ordering some more. I used to have always, because I

know what happens to footballs – they go over the wire and they are damaged. I used to have the rules with them. I used to pay the detainee to referee the football, and I said “If the football goes higher than that, it is a foul”, then that way we don’t have to lose the ball. But now, they kick the ball up there because there aren’t any rules. I used to have my rules myself. A detainee referee, I used to pay him £3 to do the refereeing and I said “The rules are the football doesn’t go higher than this”. It doesn’t have to go higher than that because you can’t even head it like that.

212. **Mr Marsden:** Just going back to IT, websites, if a detainee wants access to a website, and it is blocked, how does that -?

213. **A.** When I was there and it was blocked, I used to have a list that they want to have unblocked. It was always a list. If you ask anybody I used to have a book in there, the detainee comes in and says “I want this website unblocked”, you write down the website and give me the list and at the end of the week I get a list and I send it, I fax it to the team manager and they used to unblock them.

214. **Q.** Was that the Home Office?

215. **A.** No, the team manager; the guy working for G4S.

216. **Q.** Okay, but that is not at Brook House. Were they at Brook House?

217. **A.** Yes, they used to work at Brook House. The guy who used to work he used to be here all the time. I used to send the list to him to unblock.

218. **Q.** Okay, so the IT manager here.

219. **A.** Yes, it used to be – I don’t know, I haven’t seen him for a long time. I don’t think he is there any more. I think you have to call the number there, but it will waste your time sending to this IT desk help; they are not going to unblock those things. It used to be – what was his name? I haven’t seen him for a little while.

220. **Q.** He would get your list and he would do something about it.

221. **A.** I give him the list, he unblocks, and he used to call me and say “I cannot unblock this one because it is a proxy with this one and they can go” –

222. **Ms Lampard:** That was weekly?

223. **A.** That was weekly done. Every week I used to send that list.

224. **Mr Marsden:** Ramon, is there anything that you want to tell us that we haven’t asked you? Is there anything that you have on your mind?

225. **A.** No. The only thing is I am sad to come over here. I like the sports.

226. **Q.** You are very passionate about activities.

227. **A.** Yes, I like the detainees, because most of them are nice people; even the bad boys, if you treat them nice they are okay, you know? I have never had issues with these people. I have never been abused or anything. They always treat me with respect these people in here.

228. **Q.** Because they know that you are caring and want to look after them.

229. **A.** Yes, because I always keep the gym nice for them as well. I used to do gym competitions as well, I remember – I used to do the strongest man, the fittest man. I used to do all these things. I used to have a lot of ideas to do with them. They were always occupied. In those days there wasn’t so much

vandalism going on; so much the people are bored and taking drugs and all that.

230. Q. People who are coming to the gym would presumably say to someone else "Don't do that because you can damage it"?
231. A. No, because I used to be in the gym and I used to say "I will give you a gym induction early on – why are you doing that? You can hurt yourself. You are doing that wrong". I am very passionate about people working out. They come to me and say "I want to improve my biceps, my triceps". I say "What do you want to do? Do you want to lose weight? I will give you a programme where you can lose weight". I used to work in a gym – my job was to work in the gym, go in the library, make sure all the newspapers were there and the girls used to look after my stuff as well. They have their lunch breaks, they have their toilet breaks, whatever they want – they used to go in the library, make sure the newspapers were there. They would always be there – you know, all the plastic cases in there, they used to have all the forms for the detainees, whether it is immigration, or they want to go to court, all the forms were there for them ready. I used to have 20/30, because if they are not there, the detainees cannot do their paperwork.
232. Q. Is there anything else you would like to tell us? Kate, is there anything?
233. Ms Lampard: I think that has been really helpful.
234. Mr Marsden: It has been very helpful.
235. A. The only thing I can tell you is that it is sad the things that are happening here. The problems they have here is because they brought it on themselves, because you cannot keep 460 something detainees, or 400 or whatever, under one roof without giving them proper activities, without keeping them entertained, with the people doing something in their mind. Sebastian only has a small room – a lot of people want to do that, but most people like to do this physical exercise and motivation.
236. Q. Particularly younger.
237. A. Yes, and motivation. They want to be motivated. If you go in the gym and you have the machines working – if you go in the gym and all the machines are broken.
238. Ms Lampard: I can assure you that Ed and I had already thought of this as one of the major issues.
239. A. A major thing, and they don't realise this is what causes all these problems, because it wasn't like that when I was here.
240. Q. I think some people are beginning to realise that.
241. A. All the fighting and all the drugs, because people are active, and they are playing games and they are doing things because I keep all the time. My room – do you know, by the cinema room, there used to be a room I used to call the games room, and I used to lend them dominoes, chess, Ludo.
242. Q. Is that in what is now the cinema room?
243. A. Exactly, it used to be the games room.
244. Mr Marsden: Is that the one that Aramark used to say they wouldn't clean, because it used to get so dirty.

245. A. That is something, I mean, come on. The detainees were playing games in there, they eat – you know they were there. This is a small problem, but you take 30/40 things out of the equation – they are playing in here. There are 30 detainees playing football out here, there are another 30 detainees playing volleyball out there, and then you have a lot of people out of the equation. You have 20/30 using the computers – another 15 detainees using the gym; come on. Everybody is doing something and then you don't have these problems you have there.
246. Q. Ramon, thank you.
247. A. There is no need to be too clever to understand this, to realise these things.
248. Q. Where would you like your transcript sent?
249. A. I don't mind. Just wherever.
250. Ms Salmon: Your G4S email address.
251. A. Yes, if you send it to that it's fine. I will just read it and it doesn't matter. I just wanted to make a point.
252. Mr Marsden: It was very helpful.
253. Ms Lampard: You did very well and very helpful.

[Interview concluded]