

Confidential

Independent Investigation into Brook House

Wednesday, 11 April 2018

**Interview with
David Waldock
DCO, E Wing**

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

1. Mr Marsden: This is an interview with David Waldock. It is part of the independent investigation, and it is 11 April 2018. *[Introductions]*
2. Ms Lampard: David, thank you for coming to see us.
3. Mr Waldock: That's okay.
4. Q. Could you begin, please, by telling us about your employment history at Brook House, how long you have been here?
5. A. I started in 2016 in the February, and obviously I have been here ever since. I originally started in Visits and I now work in E Wing.
6. Q. Thank you. Can you tell me about working in E Wing and what that amounts to?
7. A. E Wing is the wing that is used as part of CSU, so we have two halves to it. We have the CSU half, which is where people go to Rule 40 and they are isolated from association. They can then move across to E Wing before they go back to full association outside, but we also deal with people that have mental health issues, medical issues, so if they are suspected TB, and things like that.
8. We also take on detainees that have movements where they are fully escorted the night before. The night before they will come down to us so that we can guarantee to hand them over to the escorts in the morning.
9. Q. Can I just think of the sort of people who might be on E Wing who I want to ask you about? You might be put on E Wing when you are somebody who is in need of seclusion, it is not working very well for you on the wing?
10. A. Yes, when things are not right, because we will have people who will go there literally for their own protection, and that's just where they are not comfortable outside.
11. Q. People who might be in mental health crisis?
12. A. Yes.
13. Q. Those in need of constant supervision?
14. A. Yes.
15. Q. They might be being bullied?
16. A. Yes.

17. Q. Also, as you say, those who might be being separated either before departure or because they have been violent?
18. A. Correct.
19. Q. What is interesting about that is that that's quite a curious mix of people to have together, isn't it?
20. A. Yes. I don't have a problem with it.
21. Q. Does it mean that, in fact, you sometimes have the wrong mix? You might have people who need calming and seclusion, and they are with people who are disturbed and not calm.
22. A. Yes, it is possible because you can have, say, too much of one particular element. Recently we had a lot of mental health issues, so we were probably about 80 per cent mental health issues, and, to be honest, I can't remember what the other 20 per cent were, but it would come from the other groups and they found it difficult because, in theory, what we classify as normal, they are in rooms with mental health people. They are not used to it, and it is harder for them to associate, so, actually, all they wanted to do was get off of E Wing so that they could go back to what we would classify as a normal life. Yes, it can cause problems.
23. It didn't cause any arguments, but it makes them feel uncomfortable.
24. Q. The demands of that role for you, as DCOs, are quite great, aren't they? Do you have any special training for managing E Wing?
25. A. We had no special training for E Wing at all. One of the reasons that I went down there - it was my choice where I went - was because, I am going to use a phrase, I have the gift of the gab, so I can talk to anybody. I can talk to people that have mental health issues and I can talk to people who are highly intelligent. I can talk to people that are what we may classify as bad people, and I can talk to people that are good people, and I can talk on their level. I make them talk back to me. That was my reason for going down there, because I am a good communicator, and since I have been there I have had no problems communicating with anybody.
26. Q. However, are there things you think that you and colleagues down there could do with in terms of further training?
27. A. Yes.
28. Q. What would that be?
29. A. In particular, the medical side.
30. Q. Okay.
31. A. We are having people with TB, we are having methadone users, and people like that. Although I can communicate with all of them, what I don't have is the knowledge to be able to deal with it.
32. We had a chap down there who allegedly had cerebral palsy. We had no training for that whatsoever. After about a week I managed to find out what his real story was and he actually didn't have cerebral palsy, but you wouldn't have known that just looking at him.

33. Q. Do the Healthcare staff not help you with the people you are meant to be looking after, or are they so concerned about privacy that they don't tell you what's the matter with someone?
34. A. I think in his particular case he had come through from the hospital direct here, who had said, "he does not have cerebral palsy or any other known disease" and the hospital believed it was a street act.
35. Q. What do you mean by street act?
36. A. It was deliberately put on to try and beg for money, or earn money on the streets. After looking at him, because he came in at night, or just into the night and I was there, within 48 hours it was pretty obvious it wasn't, but absolutely nobody knew what was wrong with him, and that's why I went on a mission through communication to find out what was actually wrong with him, and it was basically that he had been trafficked in Romania and what was actually wrong with him was they, in theory, had given him a drugs bomb which had blown his brains apart so they brought him over to London to beg on the streets, and that's what was physically wrong with him. Of course, when they tested him for cerebral palsy and all the other things there was no cerebral palsy, so he came up clean. Therefore, it was a mix up in what was actually wrong with him.
37. Q. This is a very vulnerable person indeed.
38. A. Very.
39. Q. What happens to somebody – what happened to him?
40. A. Basically, he was here roughly two weeks, totally unsuitable to be on the premises. Nobody had training how to deal with him, and this is why I say through the communication, through communication and going through his telephone, and having the common sense to try every number on it, etc., I managed to find his family in Romania. The Home Office were trying to make him go back but they were dragging their heels over it, but I had his complete story. That is how I found out what happened, roughly where he would have lived in Romania and –
41. Q. What do you do with that information?
42. A. That I pass onto the Home Office, and, obviously, Steve Skitt here, which is G4S. To be fair, by the time we got to that stage, the Home Office had almost got their act together and then got him out within about another four days after that, but they dragged their heels the whole way. As I see it, it shouldn't have taken two weeks to get him out of here, and he probably shouldn't have been in here. He should have been a proper, formal type of hospital place, because he was very independent, but when he went to the toilet it just went everywhere, so he needed proper medical attention and help.
43. Q. Some of the issues you are talking about are things that might be regarded as safeguarding issues. Do you ever have a cause to talk to the local safeguarding board about people like that?
44. A. No.
45. Q. Why wouldn't you do that? Would you ask somebody here to do that?
46. A. To be fair, he is probably the first and only person we have had at that level.
47. Q. Okay.

48. A. At the time, we were making it very clear to G4S here that under no circumstances did we have the training to look after him. The Home Office were saying, "yes, he will be out tomorrow, he will be out tomorrow, he will be out tomorrow" and everyone thought, okay, we will have him moving, and he was in here for about two, two-and-a-half weeks, but, meanwhile, we were literally having to sit there with him 24/7.
49. Mr Marsden: When was this? This was fairly recently, or was this -?
50. A. I have been down on E Wing about six months, so it was after *Panorama*.
51. Q. I think his name might have come up.
52. A. Depending on whom you speak to, they would have said his name was [REDACTED]. His real name [REDACTED] because it is pronounced 'e', not 'i', or if you put it in English it is [REDACTED]. That is the kind of information that I found out.
53. Ms Lampard: Tell us about other things that you think people, particularly in the E Wing could do with training on.
54. A. Mental health issues, definitely.
55. Q. You have the mental health training that everybody has, and I think there's a refresher on mental health.
56. A. We don't have any mental health training.
57. Q. Did you not have it -?
58. A. I have never had any formal training for anybody on E Wing whatsoever.
59. Q. Is mental training part of the ITC?
60. A. No.
61. Mr Marsden: It wasn't part of the ITC?
62. A. No.
63. Q. Okay.
64. Ms Lampard: That's interesting, and it is not part of the refresher training you have had?
65. A. I have never had a refresher training on ITC, only on C&R.
66. Q. Is that all you have ever had?
67. A. Yes. I have had two C&R refreshers, but I have never had an ITC refresher.
68. Q. Therefore, it is not so much an ITC refresher, but there are things that are meant to be refreshed annually.
69. A. Yes, nothing.
70. Mr Marsden: Are you in ticket?
71. A. I am in ticket because that is C&R, but as for refreshers for health and safety, and stuff like that –
72. Ms Lampard: Safeguarding?
73. A. Nothing.
74. Q. Bullying and violence?
75. A. No.

76. Q. Equality and diversity?
77. A. No.
78. Q. Mental Health?
79. A. No.
80. Q. Does anybody ever chase you up about your -?
81. A. No, because I didn't even know I was supposed to have these. Nobody has ever said to me –
82. Q. “You need refresher training”?
83. A. Yes.
84. Q. The only training you have ever had, retraining, is in C&R?
85. A. Yes.
86. Q. Can I ask you some practical questions about the E Wing?
87. A. Yes.
88. Q. That's about things like the environment of the constant supervision rooms – I must go down and have a look. Has it been changed since the HMIP visit in 2016? There was talk about it getting different bedding, different furniture, having TVs, and murals, and things.
89. A. It depends when that was in 2016.
90. Q. It was the very end of 2016.
91. A. I would have been here, and the answer is no. They had been talking about changing it, but nothing has been changed.
92. Q. Okay, so are they still just like all the other rooms on E Wing and -?
93. A. Apart from the fact they have no electricity, as in sockets.
94. Q. Yes.
95. A. Most of them now have had – because they are double bed with a table in the middle and they are not –
96. Q. This is the constant supervision ones?
97. A. The constant supervisions? Sorry, yes, they do have power sockets. Sorry, that's my mistake. I was thinking of the CSU rooms.
98. Q. No, I am talking about the constant supervision rooms. Have they been -?
99. A. They are the same.
100. Q. They are the same as the ordinary E Wing?
101. A. Yes, they are exactly the same as the ordinary rooms.
102. Q. Okay, and is there any difference in the ordinary E Wing rooms to any of the other cells in the building?
103. A. On the whole, no. They are pretty much the same. The televisions are done differently, as in ours are in wooden boxes.
104. **Mr Marsden:** They have televisions?
105. A. Yes.

106. **Ms Lampard:** Yes, they all have televisions. What access to the ordinary regime do people have when they are on E Wing?
107. **A.** It depends on why they are down there.
108. **Q.** Okay.
109. **A.** The rules, I don't know if they have recently changed, but they have been recently introduced over Rule 40 where there are now two types. You have what I would call the old Rule 40, which was no association. If you were on CSU you would be behind a locked door. If you were on Rule 40 in E Wing you would be behind a locked door and then you would be served your food, etc., but now, under this new system, which I don't think is actually new, but I think they have just introduced it, there are two types. You have the original one where you are behind a locked door, and you have Rule 40 where you have association to the wing, but not out of the wing. Therefore, you have movement around, so you can go and get your own food, you can go and get your own shower, etc. and your door is left open.
110. **Q.** If somebody is on the wing but not able to associate with other people, maybe because they are feeling a bit vulnerable, and that sort of thing, and so it is not a case of Rule 40, what access do they get to things like activities, to education, to the painting and art room, that sort of thing?
111. **A.** The religious leaders, the arts and crafts teachers, etc., Welfare, all come down to the wing every day and sign the book to say they have been. Depending on the individual, they have access out of the wing, so they could actually go the religious place or the art room, etc. If they have no access, the teachers can bring them stuff down, so if they wanted to do some art stuff they could bring it down to the wing.
112. **Q.** Does that happen?
113. **A.** Not very often.
114. **Q.** Why doesn't that happen?
115. **A.** That I don't know. It is down to either they are not getting asked – I don't think they are not bringing it down. I think it would more likely be that they are not being asked for it, because I do know when they have been asked for it it has turned up.
116. **Q.** Okay.
117. **Mr Marsden:** One of the things that people have said to us is, they have talked a lot about the regime and a lack of ways of managing detainees that are effective, but Rule 40 is obviously one. However, there is a sense that people go on Rule 40 and no sooner have they gone on Rule 40 and they have been taken down to the CSU that they are released by the Home Office.
118. **A.** Yes.
119. **Q.** What's your sense of the tolerance of the Home Office for keeping people on Rule 40 when they have misbehaved or when they have been difficult?
120. **A.** Rule 40, in my opinion, should be used for certain individuals when certain things go wrong. There is a tendency here to put them down to Rule 40, CSU or E Wing and the next day just release them regardless, and it is too casually used, far too casually used. There was one last week –

121. Q. When you say that, who is making the decision about their release, their early release?
122. A. The decision itself is done as a group, so you have the Oscars, you may have Welfare there, you certainly have the Home Office there, you will have Healthcare –
123. Q. At what level?
124. A. That, I don't know.
125. Q. Okay.
126. A. You would need to ask the Home Office that, but every day at 10 o'clock they will come down and speak to anyone who is on Rule 40. They speak to them, and they will then decide what they should do with them, but we, as E Wing staff, don't interject. That is not part of their normal criteria, so if we need to interject we have to physically go and say, "hang on a minute –" and you can be ignored, or you can be listened to, but there is no formal –
127. Q. - way of inputting.
128. A. What has happened in the 48 hours/24 hours they have been on E Wing, as in the case of this week where there was a chap in CSU 1 who had literally played up all the time he was there, and I said, "I don't think he is safe to come out because he is being aggressive" and within ten minutes they had let him out. It is like –
129. Q. Why are you doing that?
130. A. Yes, and that's what people are saying is they are going down, they are still misbehaving and they still let them out the next day. It is just releasing people too easily.
131. **Ms Lampard:** Can I ask one more practical question?
132. A. Yes, of course you can.
133. Q. When I was in E Wing I noticed that it wasn't possible to see pretty much from the front cover of the ACDT – you keep a file of each person on there.
134. A. Yes, that's right.
135. Q. Some of them are on ACDTs, and whatever.
136. A. Yes.
137. Q. What it wasn't possible to see was, as you grabbed the file on the cover, why it was that they were on E Wing. I imagine that information is on the DAT system.
138. A. It can be on DAT, you can find it on DAT. Each one within 24 hours should have an E Wing assessment and it would be in there. If they did have an ACDT it would state on the ACDT why they were on ACDT and why they were down with us.
139. Q. However, if they were just there because they were being bullied, or something like that, I couldn't find that always on all the paperwork. Is that -?
140. A. If they had been bullied they would be on an SLP, and then it would be on that, so you wouldn't necessarily find it on those sheets that are behind us –
141. Q. Okay.

142. A. However, you would find the SLP, and if it was 24 hours afterwards, by then they should have had their E Wing assessment done, and that would be in that folder behind us, but it's a separate document, so it is not that initial one you see, it normally just sits behind it.
143. Q. Okay, thank you. Staffing arrangements here, how have they affected you?
144. A. Terribly.
145. Q. Okay, just tell us about that?
146. A. There is not enough staff, the wrong staff in wrong places.
147. Q. Tell us about the wrong staff in the wrong places.
148. A. The wrong staff in wrong places is where you have dedicated E Wing staff who – we are learning how to deal with these people. We have learnt how to deal with certain individuals to the best we can. We haven't had training, but then you will take someone that's had absolutely no time on E Wing whatsoever, you will move us to A Wing, and you will go and put them in on E Wing, so your mix of who's there is wrong. I don't claim to know everything. As I say, I don't have any formal training, but at least I have a fair view now of what goes on, and then you will take a complete stranger to E Wing and you will put them in there and they will run it for a day.
149. Mr Marsden: You might be working on C Wing –?
150. A. Yes.
151. Q. Someone else from C Wing –?
152. A. Someone from C Wing will be running E Wing, and it is question of why would you do that? It doesn't make sense.
153. Q. Why does that happen?
154. A. That I could not answer, but it happens all the time.
155. Q. Okay.
156. A. Why? I don't know. I don't know the logic of it.
157. Ms Lampard: What would you say about staffing levels today? What is going on today?
158. A. As in today literally?
159. Q. Literally today.
160. A. Literally today I would say that the centre has – I think they are slightly short of staff. They certainly have too many untrained or inexperienced staff in here, and they don't have enough experienced staff. They are still mixing people into different areas that they are not used to.
161. Q. On E Wing today, which you are on today, how many staff do you have on?
162. A. We have three today, and they are all experienced E Wing officers, but we also have a shadower. The shadower is learning.
163. Q. If an escort happens, or something like that, have you been down to two today? Will you be down to two at any stage?
164. A. They needed a C&R team earlier and they took one away to do the C&R, so that left two of us. It then wasn't needed so they returned. I couldn't say for

definite that if an escort happened today they would take one of us, but if they needed to they would.

165. Q. How many detainees have you on E Wing today?
166. A. Today, we have seven.
167. Q. Right, okay.
168. A. There are none in CSU.
169. Q. Do you know how many are on the other wings today?
170. A. Off the top of my head, no.
171. Q. Okay, we might go down and have a look today.
172. Q. What would you say about whether G4S values its staff?
173. A. No. That is a complaint done to Head Office from me about Steve Skitt and it has completely been whitewashed. *[Indicating document]*
174. Q. We don't need to hear every bit of it, but just tell us the overall story.
175. A. In simple terms –
176. Q. I advise you keep your voice down.
177. A. It is all right, I am a loud speaker. I naturally do -
178. Q. We don't think this room is soundproof.
179. A. Right, but they know it all anyway.
180. Q. Okay, that's fine.
181. A. In simple terms, I used to work in Visits and I was called up to Steve Skitt's office one day. As I arrived here, Caz Dance-Jones met me out of the front. She said, "I am coming in with you", so I thought, okay. I had no idea why I was coming up here, and I was told that I had sworn and abused another officer, and that it must be true because the Home Office had reported it. I was to shut up, not say anything. I was told, "you are going to be removed to the wings and you will be put on an anti –" I can't think what they called it, but it wasn't anti-bullying, "a behavioural report", and that was it. That's my entire –
182. **Mr Marsden:** When was this?
183. A. It was January 2017 I believe it all started.
184. **Ms Lampard:** Whom were you alleged to have sworn at?
185. A. Someone called Gayatri.
186. Q. Is that a visitor, or -?
187. A. No, that's another DCO.
188. Q. All right, is he still here?
189. A. It's a lady. She is not, but that's another story because at the end of 18 months this lot refused to do anything about it and they found everything in my favour.
190. Q. Just talk us through what happened.
191. A. At the actual time, or -?

192. **Mr Marsden:** It looks like there is an awful lot of correspondence there.
193. **A.** There is an awful lot of correspondence there.
194. **Q.** If you give us the high level, that would be –
195. **Ms Lampard:** Yes, tell us the high level of the story. You said you came up, you saw -?
196. **A.** The story is that I had sworn and abused Gayatri, which I denied.
197. **Mr Marsden:** In Visits?
198. **A.** In Visits. The person who reported me from the Home Office in accordance to CCTV had left 45 minutes before the alleged incident, and hadn't returned, so they couldn't have heard anything, and there wasn't anything to hear anyway, because the CCTV proved that it hadn't happened. Therefore, I put it to grievance because, first of all, I didn't feel that I had been treated fairly, because that is not how you do a disciplinary. I put it to grievance. Four months it took them to do the grievance, and it was pretty obvious in all that time they were covering everything over.
199. **Ms Lampard:** Who do you think 'they' are?
200. **A.** That would be the other SMT, so that would be Ben and Skitt.
201. **Mr Marsden:** Were you at work, you weren't suspended?
202. **A.** No, I worked right through the whole 18 months, and I actually lost my eyesight for a week halfway through due to stress.
203. **Ms Lampard:** It took 18 months for the grievance to be investigated?
204. **A.** It is not finished now. They won't finish it. They won't give me the conclusion papers. They have absolutely refused.
205. **Q.** Who have you asked?
206. **A.** I have asked Nick Sheppard, who is the company's solicitor, I asked the chap whose name has escaped me for the moment, who actually did the investigation, and I also sent a letter to Ashley Almanza. I then, about a month ago applied under the Freedom of Information Act, for which I paid £10, and they sent me that [*indicating documents*], which is everything that I have ever sent them and not one single letter back as to what's in my file.
207. **Q.** Do you have letters in there from them?
208. **A.** No. They refused to send any correspondence at all, all the way through the 18 months. I also used their Stop It line, which completely failed me.
209. **Q.** Do mean the Speak Out line?
210. **A.** Yes, it is now called Speak Out. It was Stop It then, which completely failed me. I phoned them, said I wanted to raise a grievance but I had a problem with Steve Skitt and Ben, because I knew they were going to protect Gayatri.
211. **Q.** Why did you know that?
212. **A.** That is what they have always done.
213. **Q.** What have they always done?

214. A. Protected her. As this grievance has gone on, at conclusion point Gayatri has about between – we are certainly talking multi-hundreds of complaints, of which none were investigated.
215. Q. She has made?
216. A. No, against her.
217. Q. Right.
218. A. However, every complaint she has made has, unlike mine, been dealt with.
219. Q. Why do you think that is?
220. A. She has her, for want of a better expression, feet under the table with the management. That is things such as buying them gifts and bringing them on the premises. That is taking them out for meals, going to parties, seeing them in social life.
221. Q. Which manager?
222. A. All of them. Everybody on the top floor, PA, Steve Skitt, Ben, Michelle Brown. She had all her overtime by buying Peter Compton and John Kench Christmas presents –
223. **Mr Marsden:** Is she a DCO?
224. A. She was a DCO. Interestingly, and it is all stated throughout my folder, is I believe that Steve Skitt's motivation was first of all because Gayatri is a friend of a level that shouldn't be done, and that was found to be true.
225. **Ms Lampard:** Who by?
226. A. Head Office when they did their investigation. Every accusation I put against Steve Skitt and the company has been found to be true, but they will do nothing about it.
227. Q. How do you know it's true, that they found it to be true?
228. A. They gave me the verbal conclusion meeting, and then at the end of it, I said, "can I have that in writing?" and the answer was, "no".
229. Q. Who gave you the verbal conclusion?
230. A. That would be *[looking through documentation]* – one of them was Steven Cottle, who was one of the investigators, because it was sent out to two separate investigators. I will find it as we are talking
231. Q. It doesn't matter.
232. **Mr Marsden:** How do you spell Gaytari's name?
233. A. That's a good one, isn't it, because everyone spells it differently. It is G-a-y-t-i think it is a-a-i, but every time I have seen it is has been written differently.
234. Q. That's her second name?
235. A. No, that's her first name. I might actually have a letter with her name on it, because since then I have been on three fake claims of things I am supposed to have done to her. All have been proven to be false.
236. **Ms Lampard:** How do you know she made those claims?

237. A. She didn't make the claims. They are complaints that other people are supposed to have heard. The last one being -. They spell it G-a-y-a-t-r-i, and her surname is M-e-h-r-a-a.
238. I have had three fake claims made against me since this original one.
239. **Mr Marsden:** Fake – what do you mean?
240. A. Fake in as much as I received a letter saying that someone had reported me for being, as it says here, an entry speaking about Gayatri and Director, Steve Skitt, which was supposed to have happened on 26 September. On 5 October I had a letter telling me that I needed to come and answer to this, and I knew it wasn't true because I wasn't at work on 26 September.
241. The first meeting was cancelled, so they rearranged it. I went to the meeting and told them I wasn't working on 26 September and they instantly changed the date to the 28th. "Oh, it was the 28th, it's a typo." I said, "it can't be a typo, because you sent me two letters, both with the 26th on." "It doesn't matter, it's the 28th." I refused to continue on the grounds of I had been asked to bring evidence and the only thing I had evidence for was the fact that I hadn't worked, so they rescheduled it.
242. They rescheduled it on 27 November, but I allegedly spoke negatively on 27/28 September, so now we have two dates. Due to the ^{DETAINEE} incident, and things like that, this one was cancelled a few times because I literally just couldn't come away from E Wing.
243. When they finally had it, they insisted that I was working a night shift on 27th/28th, which I wasn't. We then had to prove that I wasn't working the 26th/27th as a night shift, so we did, we proved it was a day shift.
244. I then was told that this allegation had been reported to them on the night shift of the 27th/28th and I had committed this on the 28th, on the day shift. When I pointed out that, actually, you are telling me you reported me 12 hours before the incident happened, they insisted it is possible.
245. **Ms Lampard:** Have you had verbal conversations with Steve Skitt about what's going on and why it is taking so long?
246. A. No. I won't talk to Steve Skitt.
247. Q. Right.
248. A. I am a Union Rep, and I still won't talk to Steve Skitt. I will go anywhere and speak to anyone, but I won't have conversations with Steve Skitt.
249. Q. Have you raised it with Lee Hanford?
250. A. Not yet, because this one is quite fresh.
251. **Mr Marsden:** The danger is that we get sucked into the detail.
252. A. Yes.
253. Q. In a way, we are not able to resolve the detail, but tell me what is this about? in global terms, what's it about?
254. A. In simple terms this is about a bullying management.
255. Q. Yes.

256. A. Which they are, in my eyes, complete bullies. I believe that Steve Skitt and Ben both advocated bullying. I believe that they like bullies and that they would prefer you to bully people because it gets them, for want of a better expression, out of the door so the new one can come in quicker. Anyone who gets in their way will be absolutely annihilated until they leave these premises. I am just the one that said, "you are not doing that to me" and I have stamped my foot down and stood where I am. Then, it is a case of we will do anything to get you out the door.
257. Ms Lampard: Is that about people – let's try and keep this global.
258. A. Yes.
259. Q. Is this about wanting to have people on site who – wanting to get rid of anybody who might challenge that? What sort of person do they want on site?
260. A. Bullies, basically. If you want my opinion, all they look for are people that will bully, people that will run it how a prison would have been run 30 years ago, and they don't want anybody who comes along and says, "actually, you don't need to do it that way."
261. The *Panorama* programme – I can't say all of it, but an awful lot of it was based on E Wing. The show speaks for itself. You can see what's gone on down there. If you walk down there now you will see none of it, and that's because the people down there now run it, for want of a better expression, my way. We run it as keep it calm, keep it quiet, talk to them, get to know them. You understand their clicking points, their anger points, their happy points.
262. Q. Is it your impression that people do, or in the past, at least, have got on here for being quite hierarchical, quite militaristic and old fashioned?
263. A. Yes, and that is promoted by the company. That's what the company wants to see.
264. Q. When you say the company, do you mean senior managers?
265. A. Senior managers. We are talking Brook House here.
266. Q. Yes.
267. Mr Marsden: Rather than G4S globally?
268. A. G4S globally, my opinion of them when I first spoke to them, because I wrote to Ashley Almanza with a letter you might be interested in and said, "this isn't right" and up until we got to the conclusion I was impressed with them. When they came back and said, "we have found everything in your favour and we are going to do nothing" and we are talking about Steve Skitt had leant on my witness to change her story, we are talking about corruption, we are talking about removing CCTV evidence so it couldn't be found. We are talking about a lot of dirty tricks – is that the term? I couldn't believe they came back and said that he will keep his job, because as far as I am concerned there is no way you can behave at that level of gross misconduct and keep a job.
269. Ms Lampard: You have alluded to something that I think Ed and I have been interested in, which is this idea that there was at the time of the *Panorama* programme a culture amongst some – we don't know how widespread of quite physical responses to people here, aggressive, abusive and generally something that promoted inappropriate behaviour.

270. A. Yes.
271. Q. I think what we have heard is that that clique was probably quite evident before the *Panorama* programme.
272. A. Yes.
273. Q. Quite macho.
274. A. Yes.
275. Q. That while there may be people who still harbour that more aggressive, militaristic and inappropriate response to people, to the detainees, they are not as evident anymore?
276. A. Yes.
277. Q. You have described how E Wing runs.
278. A. Yes.
279. Q. We have met some very good people trying to do good stuff.
280. A. Yes.
281. Q. However, there may well be still some officers who harbour that. Could you try and describe for us to the extent that that clique you think, or that mindset might still exist? It may not still exist.
282. A. As far as E Wing goes, we had one that has just gone across to Reception, certainly within the last month and is no longer an E Wing officer. She is female, a total bully. She totally bullied detainees, but that's on my side of the shift, because obviously I don't work the other side.
283. Q. Would you give us her name?
284. A. Tamsin McMillan. She doesn't fit in with our idea of the E Wing regime as we want to run it.
285. Q. Why was she put on Reception?
286. A. Originally she came in and she insisted she had to work on B Wing. She went to B Wing. She then decided, because the staff on B Wing didn't like her, she would go to E Wing, so she was put on E Wing. In fairness and some sort of defence to her, I think she took on more than she could chew and she couldn't handle it, so it actually made the situation worse.
287. Q. How long has she been here?
288. A. If I have been here two-and-a-half years, she has probably been here a year, a year and a half.
289. Just before she went, literally a few days before she went I was talking to one of the Oscars and I have only been on E Wing approximately six months, and I said that 90 per cent of the problems I have had on my shifts have actually been caused by Tamsin – her attitude, the way she talks, what she says, what she doesn't say, makes up rules to suit herself, and that is now no longer on E Wing. There is nobody on my side of the shift that deals with detainees that way.
290. Q. Do you think that the Oscar you talked to took that on board and -?
291. A. I think he already knew, we had been talking literally about two or three shifts before she went across to Reception.

292. Q. Do you think that there may have been a deliberate plan to get rid of her out of E Wing?
293. A. She did actually ask to go to Reception.
294. Q. Right, okay.
295. A. As I understood it, originally they said to her May, and then all of a sudden it was speeded up, so there may have been a deliberate move to get her out because of the amount of problems cropping up on E Wing.
296. Q. Do you have a view that there are others who might harbour the wrong attitude?
297. A. Easily.
298. Q. How many do you think harbour the wrong attitude? What sort of proportion of -?
299. A. As a proportion, at a guess, a quarter, and it is only a wild guess, but I would say a quarter.
300. **Mr Marsden:** Of DCOs?
301. A. Of DCOs and management at various levels, not necessarily top management, and most of it is they just don't talk to people.
302. **Ms Lampard:** No.
303. A. Therefore, they don't understand who they are talking to.
304. Q. Is there a DCM group involved in that?
305. A. As in some DCMs that -?
306. Q. Yes.
307. A. Yes. I think it may be a quarter of staff, but I don't think there's a level where it starts or stops. I think it's actually right up the scale.
308. Q. Is there a bit of clique of some staff?
309. A. Definitely.
310. Q. Do you want to tell us a bit more about that?
311. A. It really goes back to this, which is if your face fits, it is as simple as that. My face didn't fit.
312. Q. Tell us about that sort of clique. Do they socialise together?
313. A. That is hard for me to day, because, to be honest –
314. Q. You are not with them.
315. A. I am not in their clique, but the other thing is is when it comes to my job I come in at 7.45 like everybody else. At 12 o'clock you have half-an-hour's break. My idea of a break is I go outside, I have a cigarette, I come straight back in, so I will take ten minutes. Come dinnertime I will do exactly the same. I will just go outside, have my cigarette and I come back in, so I am not mixing with any of the staff.
316. **Mr Marsden:** You don't go in the staffroom?
317. A. No, I think I have been in the staffroom five times in two-and-a-half years.

318. **Ms Lampard:** Does it affect you, the fact that you think that there might be a core of people who perhaps are a bit of clique?
319. **A.** Yes, this is why I got to this! Unfortunately, that's why I took the grievance out, because it wasn't the first time that Gayatri had had a go, but it was the first time I was actually being punished for something that CCTV proved couldn't have had happened.
320. **Q.** What do you think motivated her?
321. **A.** Gayatri was a self-opinionated bully and control freak. Unfortunately, she was in an interview in this building yesterday with the Home Office, so she is trying to come back to the building.
322. **Q.** What's become of her? Where is she now?
323. **A.** After 18 months, one of the things I pointed out in my letters is that I believe that Steve Skitt is homophobic, because I am a gay male, and it does state right the way through that I believe it's only gay men, and I have had homophobic abuse off of him, as through the letters, etc. I believe that he wasn't homophobic towards woman, so you can be a lesbian, but you can't be a gay man.
324. About two or three months ago one of the lesbians working in Visits put in a complaint about Gayatri doing exactly what she did to me, which was bully, and within three days Gayatri had been removed. Therefore, it took 18 months to get nowhere, and within three days of a lesbian friend of one of the lesbian managers something was done and she was removed to the wings, which is originally what had happened to me. She then said, "I am not going to the wings", took six weeks off work and then left.
325. **Q.** The manager in question is a DCM, or a member of the Senior Team?
326. **A.** The manager is a DD. The lesbian that complained is just a DCO, but she complained to a DD, who happens to also be a friend of theirs.
327. **Q.** Who is that?
328. **A.** Michelle Brown. Therefore, when a lesbian says it something is done; when a gay man says it, it is covered over. That is how I look at it, and it's the speed of how it was done, because according to this lot, they were still having to investigate.
329. **Q.** Can I move on to the question of working patterns here?
330. **A.** Yes.
331. **Q.** You do 13-and-a-half-hour shifts.
332. **A.** Yes.
333. **Q.** As I understand it, in early 2016 there was a negotiated package to ensure that everybody goes on the same contract between Tinsley House and here.
334. **A.** That's correct, yes.
335. **Q.** I am asking you because you are a Union Rep.
336. **A.** Yes. I have only been a Union Rep for the last year!
337. **Q.** At that time also everybody went onto the 13-and-a-half-hour shift. Had there been a previous pattern before that of people being on different shifts? Do you know?

338. A. As I understand it, Brook House had a similar original pattern to Tinsley.
339. Q. Yes.
340. A. They said they wanted to change it. They got in a company to write a new shift pattern.
341. Q. Yes.
342. A. It didn't work, and one of the officers said, "I can do a better job than that" and they said, "go on then" and they did, and that's the shift pattern we now work.
343. Q. Okay. We are getting quite mixed messages about this shift pattern. It's 13-and-a-half hours.
344. A. Yes.
345. Q. Some officers say, "I really like that because it gives me nice long days off, lots of nice long days off, and it means I only have to come in once and it doesn't cost me so much in terms of petrol and it doesn't take up so much time travelling", and so on.
346. A. Yes.
347. Q. Other people are saying to us, "it is really punishing, 13-and-a-half hours."
348. **Mr Marsden:** It disorientates people.
349. **Ms Lampard:** Exactly. You are not at your best and also, it is not family-friendly, it is quite inflexible and it means the whole place is run -, and you have quite long blocks of time when the detainees have to be locked up because you need to do that during the day shift and you don't have an evening group who could keep the centre open for a bit longer and then go home at 10 o'clock, or whatever time it might be.
350. A. Yes.
351. Q. Where do you sit with that?
352. A. I sit in the first group.
353. Q. You like your 13-and-a-half-hours?
354. A. I like my 13-and-a-half hours. In fairness, my background comes from long days.
355. Q. Right, what were you doing?
356. A. I originally used to own my own business, so I used to open at 9 and finish at 6.
357. Q. Right, but you used to -
358. A. I would be working an hour before and then an hour afterwards.
359. Q. Yes.
360. A. Then I was driving late-night buses. Once again, I could have long shifts. In fairness, 13-and-a-hours is something I could be quite used to.
361. Q. However, there is, isn't there, perhaps an argument that you could have different shift patterns?
362. A. Yes, I think it is something they are looking into now, over the wages negotiation because they have asked for the 46-hour week to be dropped. I

do think that a 46-hour week is too high, even with the four-day or five-day pattern. 46 hours a week is over the top.

363. It is an awkward one. Because I am single it suits me to have three days off out of seven. I fully understand someone who has children saying, "but I don't see my kids for four days." I almost do the same myself, because I say to my friends, "if you need to contact me, send me a text" because obviously you can't have your phones in here. "I will answer it when I can", and I literally, for want of a better expression, turn my phone off on my first day of working, and I don't really turn it back on until I finish work two or three days later, and then I answer all the texts.

364. Q. You do regular night shifts like everybody else?

365. A. Yes.

366. Q. It is once every six weeks, I think it is.

367. A. Mine's every eight weeks on E Wing.

368. Q. Right, okay. Why do some have different patterns?

369. A. It is just to do with, because in E Wing, in particular, it's run on a much smaller own-centred staff, so there are less of us. Therefore, the span is longer.

370. Q. Can I ask you one final thing, and then I think I have dealt with it? The Senior Management Team, to what extent do you see them out and about in the centre?

371. A. Sorry, can you say that again?

372. Q. The Senior Management Team, to what extent do you see them out and about in the centre?

373. A. Because we are on E Wing we are in a slightly different position. If we have Rule 40s they come down at 10 o'clock every day, and they will talk to the detainee.

374. Q. Yes.

375. A. Therefore, in theory, I could see them every day.

376. Q. Yes.

377. A. Obviously, some days there aren't Rule 40s, so they don't come down. Therefore, as an evening member of staff, I see them quite a lot.

378. If you exclude the fact that that's obviously a duty they have to do, you don't see them at all.

379. Q. We've just been in somewhere where the Senior Management Team, that's the Governor down, are throughout their centre every day.

380. A. Yes.

381. Q. They also occasionally undertake work on the wings, or will do a task. We have heard about them doing a shift on meds with – we heard about the Governor doing the meds with another member of staff.

382. A. Have you?

383. Q. Have you ever heard of anything like that happening here?

384. A. Absolutely never.
385. Q. Finally, would you describe for us Ben Saunders and his style? What motivated him? How did he work? What do people think of him?
386. A. I don't have an awful lot of respect for Ben Saunders or Steve Skitt, simply because of what happened. I originally, before this kicked off, went to Ben Saunders and put in a complaint about my treatment, about Gayatri's behaviour towards me, because it was unacceptable and I was told to "shut up and don't say anything."
387. Q. Ben Saunders told you?
388. A. That was Ben Saunders himself. I then became fully aware that when I did see him that he would completely cold shoulder me, and then, of course, four months later this kicks off and it transpires that the conversation I had with –
389. Q. Let me get this right. You had already gone to Ben Saunders and said you had had difficulties working with Gayatri?
390. A. Yes.
391. Q. Because?
392. A. It was the same sort of thing. Gayatri had her own system. She is boss, she is in control. You will do as I say. The problem is it doesn't necessarily fit with company rules, company protocol, Home Office protocol.
393. Q. What was her attitude to detainees?
394. A. Disgusting, absolutely disgusting.
395. Q. She was bullying of detainees?
396. A. Totally, which is why she had so many complaints against her, but every single one was whitewashed. In fact, -
397. **Mr Marsden:** Did you raise this with Ben before she raised her complaint with you?
398. A. I raised a complaint with Ben over her attitude towards me.
399. Q. Before?
400. A. Before this, yes, and that is when I was told to say nothing, keep quiet.
401. **Ms Lampard:** Did you tell him that you thought she was bullying detainees too?
402. A. Yes. They've heard everything. They have had everything in front of them.
403. **Mr Marsden:** Do you think it's possible that he had told her that you had put in a complaint?
404. A. Yes, without fail, but when I was in this with Steve Skitt, me going to Ben Saunders to complain about Gayatri had turned into I was shouting my mouth off across the centre to Ben Saunders about how Gayatri should behave, etc., etc., and that kind of behaviour isn't -. However, I never did that. I actually came and spoke to him, but it was completely twisted to be my fault, apart from me actually coming up here and putting a complaint in.
405. One of the other things Ben Saunders did, which was after *Panorama*, he stood outside the front and said he couldn't understand why Calum had gone down the route of going straight to *Panorama*.
406. Q. Did you know Calum?

407. A. Calum actually worked the opposite shift to me. I would say I never really spoke to him, as such, only to say hello, because I chat to anybody. I will always say hello, and I will always be polite. I never had any major conversations with him. I didn't really work with him that much, but I did actually appear, although they blocked it out in *Panorama* twice, so, clearly, he was around me while I was working, but that would be where the two shifts cross over, because he wasn't on my shift, he was on the opposite shift. However, I never really worked with him, as such.
408. Ben turned round and said he couldn't understand why with G4S, with all the facilities it has, he didn't go down the complaint route. I turned round to him and said, "because of what you have done to me for having done it."
409. Ms Lampard: What did he say to that?
410. A. Nothing. There was nothing he could say, because they have absolutely persecuted me for putting my hand up and saying, "sorry, you can't do this."
411. Mr Marsden: Did Calum know about that? Would Calum have known about your experience, or would he just -?
412. A. Everybody in this centre, so that would include Calum, knew that I had put in a major complaint against Steve Skitt.
413. Ms Lampard: Have people been supportive of you, other members of staff?
414. A. Everybody apart from SMT. Not all SMT, don't get me wrong. Some of them have been good.
415. Q. Who would you say were good?
416. A. Dan Haughton, the new chap, who probably doesn't really know anything about it, Mark.
417. Q. Yes.
418. A. Caz at the time was SMT. She has defended me the whole way, and she was actually leant on to change her statement so that it looked like I have done it. That was proven, and I am going to say Juls, because I have never had a problem with Juls, but I do believe Juls passes information up when I say things. However, I have never had a problem with him, so I don't really want to say he's bad, because that's not fair because he hasn't actually ever done me a injustice, but I do believe information follows upstairs, whereas I know with Dan Haughton, Mark and Caz it never has.
419. Mr Marsden: You can trust them?
420. A. Yes. I am not a hundred per cent there with Juls. I would like to be, but I am just not.
421. Q. Did *Panorama* surprise you? We have to finish after this.
422. A. Okay, I will give you this one. On 15/4/2017 I wrote to Ashley Almanza because I wasn't happy with the way my grievance was going here, and, basically, I told him that in here if your face doesn't fit you are out of the door. It says,
423. "This takes the form of if we like you and your face fits, you will be in a club. If you don't you will be sacked. If you make a mistake or bullied until you reach a level where you can no longer take it you leave."

424. It also goes on to say that if they continue with the amount of bullying that is going on and *Panorama* was to walk in here, they would have another Medway on their hands.
425. **Ms Lampard:** You wrote that? What was the date of your letter?
426. **Mr Marsden:** May.
427. **A.** 15/4/17 before *Panorama* was told. Head Office were fully aware that they had problems in there.
428. At our AGM from the CJSSA last month, Head Office stood up and said they had no awareness that *Panorama* were going to turn up in here, or that there were any problems. Then I pointed out the fact that I had written them a letter months before telling them that the behaviour of management downwards would cause major problems if *Panorama* came in here. They would basically have a field day, which is what they did, and they sat down. They knew; they were told.
429. That is a copy of the letter if you want it.
430. **Q.** Thank you very much.
431. **Ms Lampard:** Thank you very much indeed.
432. **Mr Marsden:** That was very helpful. Thank you for keeping it high level, because I think it makes it much more –
433. **Ms Lampard:** Powerful, yes.
434. **Mr Marsden:** Much more understandable for us.
435. **A.** Yes.
436. **Q.** Obviously, the details are, in a way, your business rather than ours, but I think-
437. **A.** The problem is – just look at it, it is huge.
438. **Q.** Yes.
439. **A.** When it started, the Freedom of Information Act, we are not going to pass over the information, which I am perfectly entitled to under law. I should have been entitled to it, just under normal disciplinary procedures. When they stood up at that AGM and said, “we knew nothing about *Panorama*.”
440. **Q.** Who said that?
441. **A.** That would be Peter Neden, and I can’t remember the other lady’s name, but she is Head of HR. Is it Heather somebody?
442. **Q.** Yes, Heather, that sounds right.
443. **A.** She is Head Office, Head of HR.
444. **Q.** This was last week?
445. **A.** Our AGM was about two or three weeks ago, so it was last month.
446. **Q.** Okay.
447. **A.** I thought, do you know what, I am not having that.

448. Q. Thank you very much. We will send you your transcript. It will be typed and password protected. If you ring the office we will give you the password.
449. A. Yes.
450. Q. If you want to amend it please do.
451. A. Yes.
452. Q. It has been very helpful.
453. A. What I will say to you is when all of this went on with Head Office they put me on witness protection. On the day that –
454. **Ms Lampard:** Who put you on witness protection?
455. A. Head Office, to stop Steve Skitt or anybody doing anything. I went to the company – the deal was, because I had just been put onto the wings, that at the end of it I would choose where I work, which is now why I work in E Wing, because that is where I chose. On the day that I told the company that, as far as it was going to go, it wasn't going to go any further, because basically it was just jammed up, it was an interesting day because that was 28 September, which is the same day I apparently had been around this centre, screaming, shouting and swearing about Gayatri, which is what I have just told you about.
456. I phoned Head Office because originally I had had the day off, the 26th, and they said, "no, your witness protection doesn't count. It is a separate case." They removed the witness protection, so I had the original case. They then made the case up, which was fake in the middle of it to try and get me into trouble, and then the very day that I told them that this case had blocked and, in theory, wasn't going anywhere, it had finished, was the same day that I was supposed down the centre screaming. They didn't even wait 24 hours.
457. Q. Just to be clear, you tried to report this on the Speak Out line, but nobody got back to you?
458. A. The Speak Out line, I phoned them and they said that the way they do the system is I tell them what the problem is just briefly, so I want to make a complaint, who it is about, what's my name. They will contact me within five days, and they never did.
459. When I spoke to Head Office, they were saying that they misunderstood what I was saying.
460. However, I can't make it any clearer by calling the Speak Out line. You want to speak out –
461. **Mr Marsden:** It sounds like an ordeal, to say the least.
462. A. It has gone on for 18 months, and I have had to put up with total bullying, it is as simple as that.
463. **Ms Lampard:** You are in contact, presumably, with Joe Marshall, because you are a Union Rep?
464. A. I am CJSSA, not POA.
465. Q. I see.

466. A. Having said that, as from the 19th of this month I will be swapping from the CJSSA to POA as a Rep, so I will be become the Prison Officer Association Rep.
467. Q. You will receive support, then, from Joe?
468. A. I will have more support then, but at the time I only belonged to the CJSSA and, quite honestly, what was going on was more than the CJSSA can handle. We deal with the little stuff, so I have done everything off my own back. Nothing has gone through the main Union because I wasn't a member.
469. Q. You will get some support. That's good.
470. A. I don't think so. I can look after myself, that's fine. I have managed for 18 months without help.
471. Q. Funnily enough, people always think that, but, actually, it is often the case that you don't know you need it until you get it, do you?
472. A. I have dealt with everything they can possibly throw at me for the last 18 months without any support whatsoever.
473. Q. Well done.
474. Mr Marsden: Thank you very much and I think it has been very helpful.

[Interview concluded]