

Confidential

Independent Investigation into Brook House

Friday, 26 January 2018

Interview with
Ms Carrie (Caz) Dance-Jones, DCM

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

1. **Mr Marsden:** This is an interview with Caz Dance-Jones and it is 26 January 2018. It is part of the independent investigation. *[Introductions]*
2. **Ms Lampard:** Caz, thanks for coming to attend and for the benefit of the tape we have run through the introduction and explained to Caz everything that is happening. Caz, can you begin, please, by just telling us something about your current role and responsibilities?
3. **Ms Dance-Jones:** I'm one of the two Security Managers, or DCMs that are in the position of security. I have been doing that probably about four years consistently now. I had done it before and then I went to Oscar 1, I think it was and then I went back into security. I process a lot of intelligence, the majority of the intelligence reports and incident reports that go through security. I also deal with the corruption prevention so any staff concerns or corruption issues that we might have.
4. **Q.** And what does your other colleague do, the other DCM?
5. **A.** Exactly the same as me but on the flip side, on the other shift.
6. **Q.** Okay, and what sort of shifts do you do?
7. **A.** We both work every Tuesday and then we do a two-week alternating pattern, but we see each other every Tuesday. I am on a bit of a flexible rota at the moment because my son has some health issues that need regular attendance at hospital, so they've been quite flexible. We work quite closely together at the moment.
8. **Q.** When did you first join G4S at Brook House?
9. **A.** In 2008, November 2008 before the contract started. I was at Colnbrook at the very start of that, I was with Premier Prisons, in the courts and then I transferred into Immigration when Colnbrook was opening. I was there when it was a building site at Colnbrook.
10. **Mr Marsden:** Was that G4S at that point?
11. **A.** No, it was Premier, then it went to Serco and then I left there in the beginning of 2008 and then I started here at the end of 2008.
12. **Ms Lampard:** You've seen a lot of change here.
13. **A.** Indeed, it's fair to say!

14. Q. Yes, we'll come back to some of that. Then as I understand it, from the end of 2016 to about June, 2017 after the departure of Neil Davis, you stepped up.
15. A. That's correct, yes.
16. Q. When did Neil actually leave?
17. A. Potentially August, I would hazard a guess. I don't know for definite but I would guess around August.
18. Q. Right. Did you step in then immediately?
19. A. No, it was around the end of October I was seconded.
20. Q. 2016?
21. A. Yes.
22. Q. Okay. What help at that time did you have? Who was helping you out in that role?
23. A. With regards to SMT, Michelle Brown was very helpful to me because although I have a lot of experience, never at that level so Michelle was very good to me at that time. With regard to the actual position, Steve Skitt, we did security together, if you like. He mainly dealt with the security aspect of it because throughout my secondment, my DCM position was never filled, so actually I was doing two positions.
24. Q. I am going to just ask you in a bit more detail, it sounds to us a mirror image of what happened to James Begg, when Michelle Brown came to the Security. He had to fill up and fill down, his experience was that frankly he just couldn't keep up with it. Was that your experience?
25. A. Yes and no. I don't mean to sound whatever the word is to James, but I have more experience custodially, so that helped me be able to manage and cope, I make a decision and I will stick by it because I can justify it. Again, because of my experience, that went a long way to helping me but yes, the Security Team, we should have four collators, two managers and then obviously the Head of Security. However, we were already running - there were three of us managing seven positions.
26. Q. What do you have now? Do you have the full complement of four collators?
27. A. No, we have three collators at the moment. Somebody left in December and we are currently going through the recruitment process.
28. Q. During that time you just had how many?
29. A. What, during my time -?
30. Q. As Manager.
31. A. We had Kelly Harris who was a collator, Dan and myself and we were covering the four security collators, the two managers and the Head of Security. We were covering an awful lot of positions.
32. Michelle had stepped into the position and I dropped back down to DCM in July, the start of July. We were doing a recruitment process for the other collators, we got the other collators on board and then we were just about finding our feet and then *Panorama* hit and with new collators - no disrespect to them at all - we have been sinking since.

33. **Mr Marsden:** Tell us what the job of security is here.
34. **A.** We deal with all the intelligence that comes in on an SIR, we process all the incident reports of anything that has actually happened, so not just the intelligence, we do all the CCTV footage, we deal with complaints, we deal with requests, we deal with prison files, we deal with PERS.
35. **Ms Lampard:** Do you deal with all complaints?
36. **A.** No, if they are security-related. However, we capture all the CCTV for that. We deal with the keys, the body-worn footage, room share and risk assessments, closed visits. The list is exhaustive.
37. **Mr Marsden:** The job of security is to keep the site, Tinsley as well -
38. **A.** Yes, we work across both sites.
39. **Q.** That there is a good understanding about things that are going on here that shouldn't go on and you are preserving the integrity of the place.
40. **A.** Absolutely, yes, myself, Kelly and Dan coupled with Michelle Brown deal with the staff corruption side of things as well. That's not what the whole Security Team deal with, that's just an additional thing we deal with because it needs to be kept as closed as possible.
41. **Ms Lampard:** Just to be clear, at the moment you have one Manager, you have two DCMs but only three collators.
42. **A.** Yes. We have recently done some analysis and worked out that our throughput, if you like, has increased 35% from 2016 to 2017. We anticipate that it's going to be even more of an increase this year.
43. **Q.** What do you think has driven that?
44. **A.** The way that people report and the way that evidence is captured.
45. **Q.** Do you think people are reporting more now?
46. **A.** Yes.
47. **Q.** Is that post-*Panorama*?
48. **A.** Yes.
49. **Q.** Okay, so let's come back to that. Just thinking about that time, and it's interesting because I want to just concentrate on that time when you were Manager for the simple reason that I think that covers the period of the *Panorama* filming.
50. **A.** It did, yes.
51. **Q.** We are trying to build up a picture of what the centre felt like at the time.
52. **A.** Okay.
53. **Q.** We know, or I am going to tell you what we think we know and then you can tell me if we're wrong. There's something about the fact that for the last couple of years recruitment has been an issue, that early last year up until April you were getting all those new 60 detainees, that there was a further drop-off of staffing when the Tinsley project meant people went back to Tinsley and people felt a bit more pressure again here.

54. That was all starting at about the same time and then you were running a security operation with three people trying to cover seven people's work. There's a bit of a picture, isn't there?
55. A. There is, yes.
56. Q. At that time, do you think it was a place that did feel a bit unsafe? Do you think there was an issue?
57. A. Personally I never felt unsafe. However, I could hear concerns and I could see why people were concerned. I had raised my concerns in meetings. I was at a different level at that point, so I had access and I had the ability to have a voice that could be heard, I raised concerns about what was going to happen when Tinsley did open and we had this loss of staff, but it almost seemed like 'We'll worry about that tomorrow'. It almost seemed that there always seemed to be something more important at that time.
58. Recruitment has always been a problem, but again I was in a morning meeting once and Steve Skitt said 'Oh, we were at training review yesterday and the main focus is going to be on recruitment. If you have any ideas, please give them to me'. I said to him afterwards 'Surely we should be focussing on retention rather than recruitment. Maybe we should change the way we are looking at it' and got 'Yes, yes, yes'. Again, I don't think we help ourselves sometimes.
59. Q. The question is also were there any things that you simply weren't able to keep up with, as a result of the problems you had in your department at that time, the lack of staffing? I know that the prison report that Lee has commissioned into the security of this place identified the fact that investigations, follow-ups and planning in relation to certain SIRs was only happening in relation to the most urgent or the most obvious ones, so there might have been smaller things that were slipping through the net. Were there other things that you felt might be slipping through the net?
60. A. The processing of prison files. Now I know that doesn't sound particularly like much of a concern. However, going through a prison file you could identify that somebody is a sex offender or a hostage-taker or something, so they could be a significant risk that hasn't been highlighted to Immigration. Only by processing that you will highlight that and that does happen, things are missed. It's an easy job, but you had to prioritise all the time, so risks were being missed.
61. Q. Do you think that added to the pressure on staff in any way out on the wing?
62. A. Yes, potentially. I think it added to the pressure in Security because you can see this pile mounting and mounting, you know you have to deal with it at some point but it is actually what takes priority. You have a threat of 'I am going to stab somebody' or you have a prison file that may not contain something, so you are going to deal with that immediate risk that you are aware of.
63. Q. Okay. Apart from SIRs, how else do you gather security information?
64. A. CCTV. We receive incident reports and they are factual. However, they may contain some intelligence in there.
65. Q. We've seen two boxes outside your office, confidential SIRs and SIRs - how do people use those?

66. A. There is another SIR down in the gatehouse as well, we empty all of those every day and one in the office.
67. Q. Does that have a confidential one and an ordinary one?
68. A. No, there's just the one confidential one. That's for any staff-related concerns, so it's only myself and Dan that have keys to that.
69. Q. Do people understand that?
70. A. It has been used and when we have spoken to staff they have been aware of it. I know a notice to staff was going to be circulated or has been circulated just to let people know how it's used.
71. Q. You and Dan Haughton are the only ones with keys?
72. A. No, Dan Robinson, sorry.
73. Q. Sorry, the other DCM.
74. A. Yes.
75. Q. Sorry, you are the only ones who have keys to the confidential one?
76. A. Yes.
77. Q. What will you do with the confidential one?
78. A. We have a safe in Michelle's office and any staff issues go into there. We will look at it and we'll see what the information contains. We have a separate spreadsheet that we work on a USB stick, it's not on any drive so nobody can access that. We go through and log it, analyse the information and then it goes through the same channels or the same system as a normal SIR but it's just restricted as to who sees that.
79. Q. Who will see it?
80. A. It's myself, Dan Robinson, Kelly Harris and Michelle Brown.
81. Q. Kelly Harris is -?
82. A. She's a Security Collator.
83. Q. Okay. If you had an ordinary SIR come through and it was just not understood which box to put it in, would you treat that as a confidential one?
84. A. Yes, if it was staff-related or we had concerns or if we knew of something, myself and Dan, we see every SIR between us and because we know what's going on in the restricted documents, shall we say, if we read something and think 'Okay', we could then duplicate that and copy into our system. Then we know we have a record in there.
85. Q. Do people drop them in anonymously, too?
86. A. It has been but I haven't had an anonymous one for a long, long time.
87. Q. Okay, and the sort of things that we're talking about, are we talking about behaviours of a member of staff, allegations of abuse, that sort of thing?
88. A. We are talking interactions, drug dealing, inappropriate relations and general concerns.
89. Q. If you have allegations about a member of staff mistreating or abusing detainees, might that come through there?
90. A. If there was a concern, that's the route it would come through, yes.

91. Q. Do you have any of those?
92. A. No.
93. Q. Do staff make allegations about the behaviour of staff?
94. A. About the behaviour, yes.
95. Q. In relation to detainees?
96. A. In an abuse sense?
97. Q. Yes.
98. A. No.
99. Q. What about complaints by detainees about the behaviour of staff, how is that dealt with?
100. A. Karen Goulder is the Complaints Manager, Administrator, I'm not quite sure what her title is and she deals with that.
101. Q. Does she sit under Mark Demian?
102. A. She sits under Dan Haughton.
103. Q. Right, okay.
104. A. I know there was going to be a change in reporting but to my knowledge she still sits under Dan Haughton.
105. Q. I am having a bit of difficulty understanding the relationship between security issues and safeguarding issues. Say you have an SIR about bullying or somebody just walks into the office and says 'I think X is a bully'. How do you coordinate with safeguarding, because the person who is being bullied is the subject of bullying and is a safeguarding risk, aren't they?
106. A. If somebody walked into the office and said 'I think this is what's happening', we would say 'Right, one, we need a report' and we would action that on an SIR. I don't know if you are aware of them, but there's an 'Immediate', '24-hour', '72-hour' box that you have to tick according to the severity of it. You can say 'Right, I want it done immediately' and then you could downscale it to 72 or 24. That would be an immediate action because there are immediate concerns there.
107. If somebody came in then we would say 'Right, we need a report from you' so that it can actually be logged and evidenced that there are concerns that have been raised. Then depending on how urgent it was deemed, we would either contact the Wing Manager or a member of staff on the detainee's wing and ask them to make immediate contact with that detainee, to assess and potentially look at anti-bullying strategies, etc.
108. Any concerns we have we always will refer to say the Community Team which I know is a bit light again at the moment because it's just James and Conway although James is violence reduction now. It was James, Conway and Michelle Eggleton. It's Conway that just sits in the DCM level at the moment, but they would copy them into it so they were aware that we'd had this information.
109. Q. Right, so then they would take it up as a safeguarding issue.

110. A. Yes, we would have put an immediate plan in place with the DCM or a member of staff from that and we would also copy them in as well. Then at the end of each month we send out our sanitised log, so our log with all the sources removed of any information, should something have slipped through the net, or something that might be of concern that we haven't detected or we haven't reported to them. Then they have that there for them to see as well.
111. Q. Excellent, okay and does that work in reverse? I mean, if they have a detainee who comes to them and says somebody is bullying them, will they then get in touch with you.
112. A. They should report it via again an incident report. Again, even if it came from them we would still refer it back to them, if that makes sense because we evidence everything we do so we can at least say 'There's our email sending it back to you'.
113. Q. 'You can look after the individual and we'll talk about the perpetrator'?
114. A. Yes.
115. Q. Yes, I understand. Just going back to your comment about how you have never received an SIR about a member of staff misbehaving towards a detainee, detainees might do that via a complaint, for instance.
116. A. Yes.
117. Q. It's interesting that staff don't do that and we've seen from the *Panorama* film occasions when staff ought to be reporting things.
118. A. Absolutely.
119. Q. Has there been any increase in that since the *Panorama* programme and if staff don't, why do you think that is?
120. A. We had a Tascor crew and there was an allegation that one of the officers was assaulting a detainee, while he was being restrained on the floor. He was refusing to go for a flight, so we reviewed footage.
121. I can't remember how we came to know about it, nobody actually documented it, it was word of mouth so hearing that, we grabbed it, we then checked to see if there was any footage of it and we reported it. As in we submitted a report.
122. We knew that something at some point had the potential to come back so we reported it and funnily enough the gentleman from Tascor, actually asked for the CCTV and I raised my concerns with him via email. No I didn't, I asked him to call me. I raised concerns over the phone to him because I knew he was going to be completing an investigation.
123. With regards to G4S staff on detainees, if there is anything it normally comes through the complaints and we will be asked 'Do you have a report for this, this and this because this allegation has been made?'.
124. Q. We can be cynical about whether it was a true picture, but one thing *Panorama* did show was a resident being abused by a member of staff.
125. A. Absolutely.
126. Q. I suppose if it were working well, they would have put in an SIR about that, wouldn't they?

127. A. Yes.
128. Q. The other staff present should have.
129. A. Yes.
130. Q. Has anything been done to try and address that? Has anybody been out into the centre and spoken to staff or sent round emails saying 'If that happens again, you are expected to report this stuff'?
131. A. I know there has been a drive on Speak Out.
132. Q. Okay, because that's an alternative way, isn't it?
133. A. Yes.
134. Q. You would hope they would raise it internally, rather than going through a whistle-blowing process.
135. A. I don't know if you know, in the Christmas card there was a letter about behaviour sent out with a new lanyard and a pin.
136. Q. Did it reinforce what people should do? Did it say where they should report things?
137. A. No.
138. Q. That was a missed opportunity, wasn't it?
139. A. They then sent a notice to staff out, but again it just generalises. As I say, there was a lot of emphasis on Speak Out.
140. Q. Would you know about Speak Out things? Do people feed them back to you, Speak Outs?
141. A. We have had a few questions raised to us, do we know about this, what do we know about this, because there has been a Speak Out allegation or a whistle-blowing report, but that's all we know. There have been two or three certainly that have come to light since the *Panorama* I would say that I know of.
142. Q. Through the Speak Out process.
143. A. Yes. Some people refer to it as whistle-blowing, some people refer to it as Speak Out. I know there was a whistle-blowing, but I think Speak Out has taken over since, so I wouldn't like to say where it was coming from.
144. Q. Thank you. One rather sort of specific thing, but the prison report which you may not have seen but it was a report that Lee commissioned when he first came here, was about the general atmosphere of this place –
145. A. Sorry, was that via someone at Parc?
146. Mr Marsden: It was.
147. A. Yes, I was involved.
148. Ms Lampard: Yes, and it raises the question of collating and presenting evidence for the Home Office in respect of Rule 40 cases. Do you get involved in the Rule 40 cases?
149. A. We deal with the paperwork.
150. Q. Right, okay, so the process of handing the information or the paperwork on to the Home Office, who is actually responsible for that?

151. A. Once a detainee on a Rule 40, once that's resolved, the Oscar 1 of the day will complete the paperwork, they photocopy it and give the Home Office a photocopy while we receive the original which we then scan and file.
152. Q. Okay, because the prison make some comment about needing to be clearer in that evidence about why somebody needs to be on Rule 40. I think there is a bit of a sense from that report that people are sometimes let out by the Home Office against the wishes of the Centre.
153. A. Absolutely.
154. Q. Is that something you are familiar with?
155. A. Yes, and when I was Duty Director, I certainly had a few occasions where I would have to be quite firm in what I wanted. We had to not argue it out, but have a discussion and come to an agreement.
156. Mr Marsden: Caz, what's behind their desire to bring Rule 40 cases to a close early?
157. A. I would suggest HMIP because we have been heavily criticised. Probably in 2014 and 2015, I would suggest, if a detainee went out for a flight, was disruptive at the airport and came back, we would put them into a Rule 40. If a detainee came in from another centre on Rule 40 they would automatically go to a Rule 40. If a detainee was refusing to go to another centre on transfer they would go to a Rule 40, so it was being used an awful, awful lot.
158. Q. Was this after the regime Basic, Standard and Enhanced had disappeared?
159. A. No, it's probably around that same sort of time, it was in conjunction with that, but anything a detainee could go on to Rule 40 for, so we had something that we could use to maintain the safety and the security of the Centre. Then we had an awful lot of detainees going on to Rule 40. Even if they were pending a transfer back to prison, we would put them on a Rule 40.
160. Q. It was being over-used.
161. A. Almost, yes. If somebody had a history of blades and they had a removal they would put them on to Rule 40 just to prevent them having access to more blades. Then I know that HMIP came in and there was some criticism there about the amount of times that it was used. I know that the Home Office bore the brunt of that because ultimately they authorise it.
162. Recently the paperwork has changed, so now there is an awful lot more information you need to put down, because before it used to be four sheets of paper and the first one was the reasons, involved in a fight, let's say. But now you have to put down what you tried to do to avoid the detainee going on to a Rule 40. You have to literally show step-by-step as to why that detainee has ended up where they are.
163. Ms Lampard: Do you think anything is being done about this recommendation of Prisons to try and beef up -?
164. A. I didn't know there had been a recommendation.
165. Q. Alright, so you don't know anything about that, that's absolutely fine. In relation to trends and weaknesses in security, things that you are finding that come out of your SIR investigations or indeed any other intelligence just wandering round the place, do you have the opportunity to actually sit down and analyse the bigger picture?

166. A. No.
167. Q. You don't.
168. A. No, because we are playing catch-up from *Panorama*. We don't have the time to go back. We are literally churning through them to just cover ourselves and get actions in place. We are not being proactive at all, we are just being reactive. However, two weeks ago we actually came away and thought, 'There's something in this visit', and as a result of that we had an arrest for possession with intent to supply.
169. Q. Within the Centre?
170. A. Yes.
171. Q. It was a detainee?
172. A. We had a visitor come in that the police have charged with possession with intent. Now, that's quite a hard conviction to make, so it just shows that if we do have the time we can come up with results.
173. Q. I understand. Okay, thank you. Are there areas in this Centre which aren't covered by the CCTV?
174. A. There is and the footage and everything, we literally are just going into an upgrade of the system so the quality of it is going to be the same as Tinsley. I don't know if you have seen the difference?
175. Q. No.
176. A. But for instance the attempted escape just last week, the camera that it should have been visible on is so grainy you couldn't see anything. The maintenance isn't great of it, they need cleaning, but there is an upgrade going on as we speak.
177. Q. Will that upgrade deal with some of the blind spots that we have?
178. A. We have requested some new cameras going in because for instance there is no camera coverage Sensitive/Irrelevant
Sensitive/Irrelevant which has always been of concern, so we took the opportunity to get some more installed. Whether the angles will be tweaked, I'm not necessarily convinced but if you tweak it one way, you are going to get a different blind spot.
179. **Mr Marsden:** Is CCTV maintenance outsourced to a specialist company?
180. A. Synectics are the company that come in and do that and the Facilities Department liaise with them, but if we have a concern, nine times out of ten it's us that raises the concern.
181. **Ms Lampard:** You have had a problem of blind spots as well as quality of film that you have.
182. A. Absolutely, yes.
183. Q. Do you think any things have happened because of that, security lapses because of that?
184. A. Yes, potentially. I know that again drugs passes happen on the Sensitive/Irrelevant because there's a door there that opens and it's perfect, but if the cameras are on there, they will find somewhere else. There is never going to be an ideal coverage.

185. Q. If you had the opportunity, frankly the breathing space to sit down and map some of the strategic things that need to be done to improve security here, and you have hunches, if you see what I mean, about things that need a more strategic focus, what would they be?
186. A. Visits massively. Property and mail.
187. Mr Marsden: As in the scanning of, the searching of?
188. A. Yes. Our contract states that every piece of property that enters the Centre is to be x-rayed - I would question that.
189. Ms Lampard: Why do you question that?
190. A. I would question it in the sense of one, is it done, and two, if it is done the person doing it, what their level of experience is and actually do they know what they're looking for.
191. Mr Marsden: When they are looking at the image.
192. A. I couldn't tell you the last time an x-ray training course was run.
193. Ms Lampard: Right. In relation to visits, what are the weak spots, do you think?
194. A. The searching done by the staff for the visitors coming in. When I was at Colnbrook there was an escape through visits. A detainee swapped places with a visitor and again it would be easy enough to do here.
195. The searching, in fact searching throughout the whole of the establishment isn't what it should be but then you've got new staff. They are inexperienced, but they've only just come off a course and I know that probably my searching was best ever when I first came in brand new because I didn't want to miss anything, but I don't think searching is brilliant. There is a lack of ownership at the moment and there's an awful lot of demoralised people.
196. Mr Marsden: It's someone else's job.
197. A. They are here just to collect the money, they don't care. They are meant to challenge on the door. The simplest job 'Do you have your ID card? Show your ID card', because people don't do it, the confrontation you have when you do it, I understand why people go 'I'll just let you in'.
198. I had somebody, because I stopped and dared to ask him for his ID card, he came round the back, squared up to me and was going to do this, this and this to me just because I had asked for an ID card. Then he picked the table up, smashed it, the fax machine, all for me just challenging him for an ID card, so I understand the intimidation side of it.
199. Q. When was that? Just recently?
200. A. It was probably the back end of last year, but new staff, I understand why they go 'Well I'm not asking them', but you get the managers who don't ask, so if I am not prepared to challenge how can I expect somebody else to challenge?
201. Q. That's a real malaise, isn't it? Particularly if there's inconsistent practice as well.
202. A. Absolutely, yes and that's one of the main problems here as well.
203. Ms Lampard: Caz, you've mentioned in a sense the fact that you don't actually have time to get under some of these bigger issues, but the ones you mentioned

- were property, visits and mail. What about searching staff, that's something else?
204. A. Since *Panorama* we are really running a heightened search programme, schedule. We are contracted to six staff searches a year, so six here and six at Tinsley. However, as it is at the moment, we do alternately so we do a full staff search every other week at the moment and the following week we do 40. We will either go to their place of work or we will do it in the gate house, we do random staff searches but we capture a total of 40 over that week, so we are doing a real push on staff searches.
205. Q. Is it producing any results?
206. A. Initially it was producing an awful lot. However, people started to take note that this isn't going to go away, these are the guidelines and this is what you should and shouldn't have.
207. Q. What sorts of things were turning up?
208. A. Camera phones, or phones let's just say, but prohibited phones, USB cables, chewing gum, various like that, but people that couldn't be without their phone for the day was a big thing.
209. Q. But no illegal substances.
210. A. No.
211. Q. Is the searching, do you think, good enough in the sense that is it going through bags thoroughly?
212. A. Yes. The Security Team are always involved in it.
213. Q. You are there watching it, are you?
214. A. Yes.
215. Q. But things like socks, they don't take their socks off, do they?
216. A. No. I don't know what Dan does when he leads it, but at Level A there should be the shoes off. I couldn't say whether that's done with his.
217. Q. You are giving them Level A, not Level B?
218. A. B searches are done but I would suggest Level A, because the same as visitors, they are only a Level B.
219. Q. But the staff, when you do the searches you Level B them?
220. A. Yes.
221. **Mr Marsden:** Which is the airport search.
222. A. They don't take their shoes off.
223. **Ms Lampard:** Don't do that.
224. A. And the mouth.
225. Q. What about official visitors on the corridors? What sort of a searching do they have?
226. A. The same – Level B.
227. Q. How often do you do them?
228. A. Sorry, out or when they come in to the Centre?

229. Q. When they come in to the Centre, you know, people's lawyers, basically.
230. A. They come through the same process as a normal domestic visitor, so they get searched every time.
231. Q. Level B? Okay, that's fine. Thanks very much indeed.
232. A. Yes, they are permitted mobile phones, etc., but we ask them to advise us beforehand that that is what they intend to bring.
233. Q. Nobody has searched us.
234. A. Did you come through the main staff entrance?
235. Q. Yes.
236. A. But you haven't been searched?
237. Q. No. Are they meant to?
238. A. Yes.
239. Q. Every time?
240. A. Yes. Check for mobile phones and anything like that.
241. Q. I have my mobile phone.
242. A. And recording devices.
243. **Mr Marsden:** Interesting.
244. A. Again, this is my point, it depends on who is in that position. For that attempted escape the other day, two officers in the control room, one of them 'It's just wind'. The other one 'No, I don't like this', checks it and it's a detainee hanging off a fence.
245. **Ms Lampard:** Would we have been searched as staff or would we have been searched as visitors?
246. A. Visitors.
247. **Mr Marsden:** Caz, one of the things I've noticed, we have been in another detention centre, is locking and unlocking of doors. When you do your key training you are taught 'It's your door. You own it, you lock it'. There's quite a lot of passing off of doors in the belief that someone else will lock it. Is that an issue?
248. A. We do have a lot of doors left open, an awful lot of doors.
249. Q. Has anyone said anything about that because I was looking at the security report, looking at the numbers but I had no benchmark. I think there were 13 incidents.
250. A. Yes, that's particularly high.
251. Q. Is that high?
252. A. Yes.
253. Q. That was in the last report and I thought that seemed like quite a lot.
254. A. Yes. I believe that that would probably be a key lock compromise would be the figure that you were looking at, I would suggest.
255. Q. Is that slightly different?

256. A. We break it down - we do a key lock compromise or we do a breach of security. A key lock compromise could be a key that breaks in a lock but the majority of those would be a door left unsecured, yes.
257. Q. The 13 would be a mixture of key broken off but they could also be unlocked.
258. A. Yes, the majority of that 13 would be an unsecure door.
259. Ms Lampard: What's the explanation for this? Does it go back to your thing about consistency, demoralised staff, people not taking things seriously and managers not emphasising things to people?
260. A. Yes, because it was always three strikes and you're out. People have done three strikes and they're not out so there's no deterrent in my opinion. I can put my hand on my heart and say that within the 18 years I have been in a custodial environment I have never left a door unsecure.
261. Q. Ed and I have noticed for ourselves this lack of ownership of the doors.
262. A. Yes. I think that's not just doors, that's within the Centre. If you look at the state of some of the wings, then you look at the people who, dare I say, manage it and if you look at the people that manage them, then it takes somebody to care and have a bit of ownership and to actually get challenged. Again, I'll tell you something if you wouldn't mind -. *[Pause in recording]*
263. Q. Okay, so body-worn cameras, how many people have been trained in wearing body-worn cameras, do you know?
264. A. You know the introduction of the new system that everybody is going to be issued the cameras? Historically it was only DCMs that had the old-style cameras, but we now have a new system that's down in the gatehouse so people come in and it's on their ID cards. Dan has been again responsible for rolling that out, if you like, so I am not sure of the quantity or the amount of people that have been trained on that. He's on paternity leave at the moment, so it's stopped at the moment.
265. Q. Okay, so what percentage do you think are currently trained?
266. A. I wouldn't like to hazard a guess. There are a few but I wouldn't like to hazard a guess.
267. Q. He's on holiday, the trainer.
268. A. Yes, he's on paternity leave.
269. Q. Who is the Security Manager who is responsible for the new Drug and Alcohol Policy? There has been a new policy drafted, are you aware of that?
270. A. Yes. I think it was Michelle Brown that wrote that.
271. Q. Okay. Are there other bits of equipment or things that really could be in place in your view to improve security issues, so scanners or we've heard about the need for gates at each of the entrances because that causes such an issue on the wings? Are there other things that you think might help? We are free to make recommendations.
272. A. Because I was involved in the re-bid, I was asked what it was that I wanted and I said like the airport scanners as in for searching. You know when you go into an airport and you stand with your hands up in the air and it scans you?

273. With these you don't have to do a hands-on search on people, so we could put that into Reception and I thought we would get the effectiveness of the searching. You are not necessarily touching any detainee, so actually complaints might drop, so I thought potentially it could be worth looking at but I believe it was going to be far too expensive.
274. Q. I don't know the difference because I've seen you have one of those arches which I recognise.
275. A. Yes, so that's like a metal detector so you go through it and it will alarm to say that you have something metal on you, but if you walk through with drugs you wouldn't have that.
276. Q. It's that one.
277. Mr Marsden: What does that pick up?
278. A. That detects anything that you might have concealed on you.
279. Ms Lampard: It's that more sophisticated one you now have at airports in a bubble which closes?
280. A. Yes.
281. Mr Marsden: Which you always seem to end up going through even when you don't bleep.
282. Ms Lampard: Then you're searched as well. Yes, absolutely! We've been told of concerns about the number of searches that have been undertaken. For instance, the figures we were given, there have been –
283. A. These are staff searches?
284. Q. This is about the number of searches that have been undertaken as it were against staff, but only very few room searches. No, sorry, not staff searches. This is detainee searches and room searches as against the number that go on at Tinsley House when you would have thought that here –
285. A. We do target-led searches here. We used to have it that we had to search every single room on a three-month basis and then we'd have target searches on top of that. There are fabric checks done on a daily basis. However, that was got rid of and we only now do target-led searches here. However, we still have in place down the road the contractual.
286. Q. Oh, that explains everything.
287. Mr Marsden: I think someone said to us that in the time that there had been 36 room searches here, there had been something like 85 at Tinsley.
288. A. Yes, potentially.
289. Q. The disparity is explained by the contract.
290. A. Yes and the intel.
291. Q. Here they are target-led whereas at Tinsley there is just a contractual requirement.
292. A. Yes.
293. Q. Okay, that's really helpful to know.

294. **Ms Lampard:** That's for every room that is searched on this three-monthly basis at Tinsley?
295. **A.** Yes. As I say, we used to work the same so we would do routine plus target.
296. **Mr Marsden:** If someone smoked spice this morning on C Wing or this afternoon on C Wing, would their room be searched?
297. **A.** Potentially, but we would look into that.
298. **Q.** It's not automatically.
299. **A.** No, because we might have intelligence to say –
300. **Q.** They got it from someone else.
301. **A.** Yes, that they were seen coming out of such-and-such a room. There's no point spinning their room, because we know if you can smell it or you can see it, they've smoked it, it's gone. The supplier – 'Let's wait for him to go back in, we know he's got some more, right, we'll go in' potentially, and then you can look. This is the work that we don't get a chance to do 'Okay, has he had a visit?', 'No, but he was associating with him in his room, he's had mail', and that's when then you can get -
302. **Q.** A picture evolves.
303. **Ms Lampard:** The target searches - do you or somebody in your team oversee those?
304. **A.** No, we allocate them or we send a request for them to go out, we would ask and they would send us the resources. We will brief them, then go down and then the manager of the wing might well be there or the staff are there.
305. **Q.** Is it your hunch that those ones are done properly? You have talked about this lack of ownership which is a very good way of putting it. I am going to use this in relation to, say, visits or searches and these ones, are you still slightly anxious that they might not be well done?
306. **A.** It depends who is doing it again and if I'm confident, if I say 'Oh, who do I have coming up? Any chance?'
307. **Q.** You have some who you think may not do them as well as others.
308. **A.** Yes.
309. **Q.** Yes, okay. Have you ever had an issue with drones or tennis balls here?
310. **A.** Tennis balls, yes. Hence the yards have nets on them now.
311. **Q.** Are they fine enough to stop a tennis ball?
312. **A.** Yes. At the back of the Centre there's Charlwood Road, people used to pull up and just stand there with a tennis racket and a bucket.
313. **Q.** When did those nets go up?
314. **A.** '15? They've been up a little while because they all then came down in the snow, because the weight of the snow pulled them down. They were put back up, strengthened and then they aided somebody escaping because they got up, burnt it, then got on top of it and could run across it. It held his weight because they had been reinforced because the snow had taken them down.
315. **Q.** What's happened about that? It's still there, that reinforced stuff?
316. **A.** They've been heightened now because they went up a basketball post.

317. Q. The drones?
318. A. I was off and I read a report saying that Gatwick Airport had been closed through a drone incident and I thought 'I bet you that was coming in to ours'. It was just before *Panorama* and another IRC, I think it might have been Morton Hall had a BBC drone over the top of them.
319. Q. Okay, so you think it was filming drone?
320. A. There was a picture of Tinsley from a distance and Brook from a distance; was that a drone? Can't prove it. We have had intelligence to say that drones were used because if you go into the office on the wings there's a firemen's override switch. Our roof opens as part of the fire system to allow ventilation so if you press the switch to override it, the roof will open. There was a suggestion detainees were coming in, flicking the switch, the roof was opening, a drone was coming over, dropping it and going.
321. I put the question to the police and I am still waiting for a response. If we had a drone over here, would we be protected by the airport because it's in very close proximity to the runway. I'm waiting for them to get back to me with whether it would or not but the suggestion is it probably would be if it was this close to the runway.
322. Q. The action plan on the new Drugs and Alcohol strategy says that there was a request to the police for them to be present in a drugs search operation but they refused to assist. Do you know when that was?
323. A. It was the back end of last year. I can't think specifically what it was for but I remember them not being willing to help us because they didn't have the resources available. Whether that was them not wanting to, but it didn't hold enough weight for them. Actually, do you know what? It was off the back of that wedding, that was what it was off the back of. It was intelligence around that.
324. Q. You wanted a search in relation to that wedding and the police wouldn't come and assist on that because of resources. It says in September, so that would have been September 2017. I'll just check if there are any other questions I had on this. [Pause]
325. This is about x-ray training and again you have commented on the fact that people aren't up to it. Review of property - volumetric control measures. I didn't understand that – review of volumetric control requested.
326. A. Right in the very beginning, because of the under bed locker space, there was going to be a box that 'If it can fit in that, you could have it. If it couldn't fit in that, you couldn't have it', but that was never introduced or certainly was never stuck to.
327. Q. I understand and how much luggage they have compromises the searching and what you can deal with. I understand, okay.
328. Supply of drugs within the establishment. There was a suggestion that there would be exit surveys to be completed, safer community surveys to be completed and possibly the creation of a Speak Out line.
329. A. Is this on the staff or detainees?
330. Q. Detainees. Have there been any of those surveys, do you know?

331. A. Exit surveys have been done to my knowledge for quite some time in Reception. They were certainly being done again going back to 2015, '16 - exit surveys were done then.
332. Q. We know that there has been a new survey recently of detainees about what they thought about the place, how safe they felt and all that sort of thing. What caused that? Do you know what caused that to be done? It was only put out a couple of weeks ago, wasn't it or maybe a week ago? Do you know anything about that?
333. A. No.
334. Q. Okay. I think that's all I wanted to ask about. There seems to be some confusion in some people's minds about what the responsibilities of managers are, or ought to be. There's discussion going on and there are some managers who say they don't know what they're managing and they do know what they're managing. Do you have a view about the suggestion that visits and the gate house probably ought not to be the responsibility of Oscar 1 but ought to perhaps go to Security?
335. A. We wouldn't have the time. We don't have the time to manage what we have let alone anything additional. As an Oscar 1 you can be very busy but you might get a lot of down time. Everybody always thinks that they are very busy, don't they. I was an Oscar 1 so I understand there are pressures there at times and you're fire-fighting quite a lot, but there's no reason why you can't manage areas.
336. Q. Thank you. I think I understand what you're trying to tell me. Liaison with the police is the last thing I wanted to ask you about. Who has regular contact with the police? Who is the point of contact?
337. A. Security, we contact the police.
338. Q. Who do you deal with?
339. A. It depends. If there's something specific we need to talk about. If there's a crime, we will report it via the normal 101 or 999 channels. We keep a running log of any reports. For instance, there could be fight that happens on C Wing, the C Wing Manager or Oscar 1 will say 'Can you report this to the police?'. Okay, we don't know any of the details but we will still be that contact with the police.
340. For anything more specific or if we need updates, we have like a Police Liaison Officer. She is but she's not dedicated solely to here, this is in addition to her day job. Sam works in the airport, so she helps as much as she can but obviously she's limited.
341. Q. There is a suggestion that the police are not as supportive as they could be. Do you feel that?
342. A. We haven't helped ourselves.
343. Q. Okay, so tell me.
344. A. Right in the beginning, the police put a lot of resources to a CP issue that was going on, where we believed that there was an officer that no longer works for the company -
345. Mr Marsden: CP?

346. A. Corruption prevention. We believed that they were dealing steroids to staff, etc, etc.
347. **Ms Lampard:** Sorry, who was dealing steroids?
348. A. An ex-member of staff, so a lot of resources were put in with us and the police and drugs dealing as well. There was an awful lot of resources, the police put an awful lot into interrogating. They actually put somebody's door in, or two people's doors in but they didn't find enough evidence to prosecute somebody. It brought into the question as to whether they are a fit and proper person, which is obviously one of the things that we go on and they walked away with nothing. They were put through a disciplinary here and the police said, 'What was the point in us putting in those resources doing this and this for no outcome, if we need to take no action?' Do you understand?
349. **Mr Marsden:** Yes.
350. A. It damaged relations.
351. **Ms Lampard:** Do you know how long ago that might have been?
352. A. It was when Duncan Partridge was here. We had a Liaison Officer called Neil Beaumont at the time, brilliant, he was probably better than Sam, but he probably had more time than Sam. It wasn't his sole job but he didn't have much responsibility, but he moved into the Met, he was seconded out there so Sam has come in. Talking to Sam, she would like to be able to help a lot more but her hands are tied by her governing officers.
353. Then again, we had a drugs pass I was telling you about when we sat down and worked it out. We had seen Sam the day before and said 'We think this person will be bringing drugs in tomorrow. Is there anyone that can help us?' It was at the time there where the failed flights over Christmas over the airport so there were a lot of Jamaican people stranded at the airport, so people were being called in, so she said 'I'm not going to lie, there are no resources available. People have been pulled in on their rest day to manage those people', which is absolutely fair enough so we had an agreement with her that we would search the visitor ourselves. If we found anything, we would 999 the police rather than 101 and she said 'Absolutely fine'.
354. We waited three hours for them to respond, so we had a visitor that had been caught in possession of a large amount of cannabis and it took three hours. It was explained to them that if at any point the visitor turned round and said 'I want to leave', we had no power, we had to let them go. It was only because she obviously wasn't aware of that. She asked, she said 'Can I use the toilet?', so we took her to the toilet but at no point did she ask to leave, otherwise we would have had to let her go.
355. Q. Is this the one that has subsequently been convicted?
356. A. She's been charged, yes. She's accepted it.
357. Q. Your sense is, that the police would help quite a bit more if they could, but they are constrained as well.
358. A. Yes.
359. Q. Okay. Do you report everything to them?
360. A. Absolutely, because we were told once upon a time if we become a bit of a spike in their figures, we might actually get more help so we report everything.

361. Q. That includes incidents of violence within the Centre?
362. A. Yes. Even if people don't want to pursue it, we will still report it but make it known that people don't want it being pursued so it doesn't waste any of their time.
363. Q. There was just one final thing, which was about the incident on 28 November which was the sort of mass insurrection, nobody would be locked up on C Wing and it led to four people taken down to the CSU and then you had four officers in hospital.
364. The one thing that I understand about that incident is that most of the staff used at that time were from Tinsley, which is an odd thing to have happened because clearly the engagement with the individuals might have been better if it had been people from Brook House who knew them. Do you know why Tinsley House staff were being used in that incident?
365. A. I don't know, because there's an overtime scheme running at the moment so I don't know if it was just a coincidence that Tinsley staff were on.
366. Q. It wasn't a planned -
367. A. Not that I am aware of, no.
368. Q. We've given you a hell of a going over for quite some time, so thank you very much indeed.
369. A. No problem.
370. Q. Do you have anything more you wanted to ask us or tell us?
371. A. No, I don't think so.
372. **Mr Marsden:** Caz, we'll type this up, email it to you in about a week and it will be password protected. If you ring the office, Nicola will give you the password and you can amend it as you wish.

[Interview concluded]