

***Confidential***

**Independent Investigation into Brook House**

**Tuesday, 29 May 2018**

**Interview with  
Sebastian Ganga-Valle  
Teacher**

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

1. Mr Marsden: *[Introductions]*
2. Ms Lampard: Sebastian, I am sick of the sound of my voice, so I am going to do the introduction and get Ed to do the questions. There aren't very many for you, but Sebastian, as you know, Ed and I are doing this investigation into the aftermath of the *Panorama* programme, trying to get to the bottom of the culture of this place. We have spoken to an awful lot of people, and we are just finishing our fieldwork now. You are one of the last interviews we will have.
3. We have been tape recording our interviews. The reason for that is so that you have a record of what you have said, and we have one and there is no dispute then if anything is misinterpreted. What we want you to do is feel free to answer the questions as you wish. You may tell us things that you would rather we did not repeat, or that we didn't mention in our review, in our report. If you want to say something off the record, as it were, or you want it to be anonymised so it can't be traced to you, please feel free to say so. We will respect confidences and, if you want to, we will also turn off the tape and let you say things entirely off the tape, and certainly most of your colleagues have taken advantage of that. We will respect confidences, except if you tell us something that suggests that a criminal offence is being committed, or that somebody is in danger or at risk; the usual thing.
4. The only other thing to say is if we are going to criticise anybody, and I am certainly not saying we are going to criticise you, but were we to do so, we would write to you beforehand saying "This is the sort of thing we are going to be saying about you". We would give you an opportunity to come back at us with a different angle.
5. A. That is probably unlikely.
6. Q. I am sure it is not going to happen, but we have to say that to you just in case. The only other thing to say is please don't talk about your interview with other people because we don't want to prejudice anything anybody else might say. Do you have any questions for us at this stage?
7. A. Not really.
8. Q. Okay, I will hand you over to Ed.

9. **Mr Marsden:** Sebastian, just tell us a little bit about your background. I am really interested in how you came to Brook House and how long you have been here?
10. **A.** Yes, I think you will find this quite interesting. I came from the airport, I was transferred. Before this place I was working nine years in Hilton customer service. I was manager of housekeeping. Then I went to BAA and from BAA there was a transfer to G4S.
11. **Q.** To whom?
12. **A.** BAA, British Airport Authorities, from there to G4S, and in G4S somebody talked to me about this centre, that there will be a new centre, and there will be new people there. They already told me "You are our teacher", because I used to work teaching Spanish lessons to pilots and crews.
13. **Q.** What were you doing for BAA?
14. **A.** I was working in security in the airport. I was security. G4S took over the position where I was, it was like a TUPE, they found out I was a teacher and I was doing private lessons, tuition. I was known in there because I was teaching Spanish, I was a teacher in Spain before I came to this country. I studied law for five years, I finished law, then I finished teaching and I was an English teacher for Spanish students, and I never thought to become an English teacher with my accent in this country.
15. **Ms Lampard:** You have to slow down, sorry.
16. **A.** Yes. Basically, I want to just make a point that I started off as an officer in the centre, I was in the first team ever started. Michelle Brown was my manager. Simon Murrel.
17. **Mr Marsden:** You started as a DCO?
18. **A.** I was transferred as a DCO.
19. **Q.** When was this?
20. **A.** It was 2008, something like that.
21. **Q.** Okay, so right at the outset.
22. **A.** Yes. First of all, when I was here there were only a few, a handful of detainees, residents, in the centre. I can tell you, I saw how everything was changing very fast, how people regarded it very hard, how the good professionals that have expressed about leaving. To me this is getting dangerous. I think the pressure was that a parent company is trying to do the business and supply with services to carry with the contract, and that was the pressure.
23. **Q.** You started in 2008. How long were you a DCO for?
24. **A.** Around five years. I have been five years this year and during those five years I became player of the month around six or seven times and player of the year.
25. **Q.** Michelle was-?
26. **A.** Michelle was my manager. Michelle was my manager, and Simon Murrel is now my manager. One of the managers in UK BAA was my manager in Tinsley House. I must be one of the few ones that, from Brook House –
27. **Q.** Did you work here as well as -?

28. A. Yes, I was the first officer to work in A Wing, and the first detainees came to me. Very soon I realised how I had rapport with them, basically because of my accent, because they think I am a foreign national, they see themselves in me. I had a very good connection with them, but the first riot I got badly injured, very badly injured, and after that, a few weeks later, they sent me to Tinsley, where I spent nearly four years.
29. Q. As an officer?
30. A. As an officer. In Tinsley House when Michelle went to work as our team leader – Oscar 1, sorry, the manager of the centre, she was there for a while, and she realised that they were coming in the classroom with me because the teacher was taken ill. I took over the classroom and the classroom was very successful, basically because I knew the needs of the detainees, what they want to do. I did a survey, what they want to do, I work. Then they started with “You are a teacher, what do you do in here?” and I sat down. Then the teacher from here was six months out of work for depression, got a lot of problems with the detainees, I know that he was very unpopular is what I know, and they couldn’t find anybody.
31. Q. When did you start to teach?
32. A. It was nearly five years and acting three years. My holidays were cancelled, imagine, but I knew it was a good opportunity and I like it.
33. Q. Tell us what you teach.
34. A. When I came here - basic English, numeracy. A foreign language is easy for me, Spanish and Italian grammar basically I know this very well – Spanish obviously, but Italian is the same. When I started a manager from Dover HMIP, told me “Sebastian, do surveys, they give us the details”. I do a survey, I ask every February now, it is a tradition now in my department and in the centre. You will go to my classroom and you will see the survey paper in the corner of the classroom – every year I do 100 of them and they are telling me what they want to do. I should bring one of the leaflets, but they ask me. People who are refugees want to learn English, but people from prison want to do semi-professional courses like health and safety, drug awareness and anger management, all the courses – I prepare myself the internal certificates.
35. Q. If I come here today as a detainee, what courses can I do?
36. A. English any level – I will do any level grammatically - I will do English, I will do Spanish, Italian, anger management. At any moment, English, Spanish, Italian, and IT, basic Excel and basic Word, because I cover it myself in 20 parts, I try. If you come on Wednesday at 11 o'clock, Thursday, 11 o'clock, Friday 11 o'clock in the morning you will do every week a single course. One week it is health and safety.
37. Q. Your teaching hours then?
38. A. From Monday to Friday, I need to do about 43 hours. When I finish the classroom if we are doing activity time, we are not in the classroom, as long as the classroom is closed, for example, from 9.30 to 12, I need to go and prepare the next classroom and go to the Wing where the patient is, if he has a broken leg, or something happened to him -
39. Ms Lampard: When do you do that?
40. A. Every day between the classrooms or after the classrooms. For example, today I started at 12 o'clock – the classrooms start at two o'clock until 4.30

and at 4.30 I will go around there, because I have this interview. I have been this morning already in A Wing and in B Wing. I do induction in the mornings for the new residents, and in the evenings, I go to another wing. It is usually a team for equality and diversity, Conway. Michelle sometimes sends me emails, "Sebastian, I want you to see this person -"

41. **Mr Marsden:** How many people?
42. **A.** In a normal day when you come to my classroom it was very quiet, Ramadan was starting. Ramadan was affecting the classroom, because there are Muslims in the classroom, but when Ofsted were here in October 2016, the classroom sessions, the two hours in the morning, were 25 to 30 people and in the evening 25 to 30 people. One of the recommendations was another teacher of English, but to my surprise, people don't want to be a teacher here.
43. **Q.** Are you the only teacher?
44. **A.** Rosalind has been in a probation period and I cannot talk about that because I think there is an investigation – I don't know why, they didn't tell me, but it is under investigation and I don't know really.
45. **Ms Lampard:** When was Rosalind taken off?
46. **A.** Two or three weeks ago. I am not sure because I was told later on, but she is working with the chaplain at the moment. His probation period is extended.
47. **Mr Marsden:** At the moment you are the only –
48. **A.** I am the only teacher. Sarah is there doing the arts and crafts, Frances is there doing the arts and crafts. I can tell you something, I met too many people in the arts and crafts teaching simply because the place is very demanding. It is very difficult to motivate people who are to be deported to come and learn a new language. It is very difficult. When they come from police, they think they know everything they need to know, because they have been going and getting paid. We don't pay you here. The first thing I realise is they want to have a certificate. When I realised that a recommendation from 2011/13 Ofsted was internal or external certificates, I thought let's do internal certificates. They are quite happy with them.
49. **Q.** What can they get if they come and attend a course here?
50. **A.** Every week, I do an assessment – I can see the level immediately – it is an assessment that any college will do in London. I copy everything from the internet. I do an assessment, I see the level. As soon as I can see they achieve something that they feel happy, so if a person wants to speak English as well as having the introduction for yourself, first the certificate, it is entry Level 1. I work with ESOL in English, but now they are coming from ESOL –
51. **Ms Lampard:** What does ESOL stand for?
52. **A.** English for Speakers of Other Languages.
53. **Q.** You don't award their certificates, you do your own?
54. **A.** It is internal - it is something that I found out – why not? It is because of the length of time people should be here. No colleges.
55. **Q.** You have told us that the ones you are doing in the classes are English, Spanish, Italian and basic IT, and then you do, as it were, this "spine" each week, and the courses that you can do on a weekly basis are health and safety, anger management – what else?

56. A. Victim awareness and drug awareness. They are very happy. James Begg asked me "This anger management, I hear it is very good". I said "I am becoming a professional now after five years. Just go outside and do the course for free" – and he said "I am going to send you officers accused of bullying. If any officer is accused of bullying I want to send him to you", because I know the theory. The theory is there – I have my own method, to do a classroom before I do anything I do a risk assessment.
57. Mr Marsden: Officers who have been responsible for bullying or subtle bullying.
58. A. The information is that they have been bullies. They have bullied somebody. They have anger. They come to see me and do the course with me. I said "I can do it, the technique is there to control yourself, it is very interesting".
59. Ms Lampard: Just the certificates thing, it is important to them. There is nowhere else in the centre, is there, that they can get a certificate for anything? When we were at Yarl's Wood, the women who were helping in the kitchen, for instance, were allowed to do basic food hygiene courses, but here they are not allowed to.
60. A. I am glad you say that because last Friday I met two teachers of music, they want to start to work with us, and I know that Juls, the manager, and Mark Demian, they told me they are coming. A new teacher, a chef is going to be teaching - a cultural teaching chef. They want me to prepare things on health and safety, teaching health and safety courses, because I have done this thing in Tinsley and the Hilton for 10 years. They want a teacher that wants to come to work in Excel, Word and higher levels. There is going to be a room by the A Wing – I know this is coming soon.
61. Q. A new teacher for the cultural kitchen, and a new IT teacher.
62. Mr Marsden: Who line-manages you?
63. A. Juls, and before Juls it was excellent my time with Michelle Brown, I must say that. The level of emails asking me things to prepare was about 12 emails per day, and I never get any email from managers.
64. Q. You don't get any emails from Juls?
65. A. No, and I told them always - I would like to show you all the material I have. I have albums with about 400 photographs of the activities I have done for the last six years". Now they do a camera, photographic camera for us, they do the security matters, nothing to do with me, but we can't have a camera now, but it was fantastic when HMIP came and I showed them the album was full of photos, you will love it, as well as my survey.
66. Ms Lampard: Do you have a camera you can take photographs?
67. A. The department has a camera, but they don't allow us to take it now. They took it to security and they say "We cannot do photos". It was fantastic. Two years ago, I made photos of 600 detainees, taken in the classrooms.
68. Q. Was that the same one as the camera in the arts and crafts room?
69. A. It is the same camera. We got a book published, we worked quite hard from the beginning I told my managers, first Duncan, then he left, he is now working in Colnbrook I believe, then Ben Sanders, who suddenly left as well. I told them the importance of activities the depression – I can prove it to you; because Ofsted asked me to use all the visual resources, I say "Let's do it". I have a little television, but it wasn't good enough quality, when you have a room full of people the sound is very bad.

70. The cinema downstairs was my idea. Before Christmas I told the manager "When I was an officer in Tinsley House, we used to have a proper cinema room where the detainees used to sit there every weekend to see cricket or football together and never we have a single fight". It is more. I can tell you, 2010 we had a massive snow around, only two officers made it walking to the centre, there was me because I live in Surrey and another gentleman that has a good car, because I was in the car – we were dealing with 70 detainees or residents, whatever you want to call it, with two officers.
71. Q. When was that?
72. A. That was 2010 with the big snow. There was another one, there was a sleeping officer that was sleeping with the detainees downstairs. Everything was thanks to activities. The activities were blood for everything. The detainees realise very soon when we were doing the headcount, their lunch, their dinner, and the activities, but they weren't happy because we are leaving with a service now. I am going to tell you something, they listened to me for the first time when I told them the cinema would sort out a lot of the problems. Two years ago, on Christmas Day, I heard that 12 ambulances were called for cases of spice.
73. Mr Marsden: For spice.
74. A. For response, 600 or something like that, thank you, and last year, no violence at all and you know what it was? They played the projector, they asked me to study the projector, they asked me to produce leaflets, I put leaflets everywhere, James Begg told me there is zero violence. We spent about £100 in Blockbusters, movies that were in the cinema and, for example, today, last week, they responded and I'll tell you because it is very important for me. Last week, one of the days they lost some tools, that was the weapons on the wing in dinner time and the wings were closed until quarter past seven. You could hear the noise – I was in the classroom already waiting for violence, and shouting and screaming, you can hear everything "Wow, wow". My sense as an officer – having been a DCO - I thought "The cinema is going to be a solution". I went downstairs, I played *Batman* and I played the volume so high to attract them. They went out of the wings ready to riot. The officers were really worried, they were all over the place, but all of them were coming to the cinema in silence, sitting and they watch the movie.
75. Ms Lampard: That was last week?
76. A. That was last week, on Tuesday last week.
77. Q. They found weapons?
78. A. They were tools for cooking, but the lack of communication, they don't want to listen as well, it was very hot, and I didn't want to stay in their rooms for 12 hours.
79. Mr Marsden: Michelle was very supportive of what you were doing. Is Juls supportive of what you were doing? Is he interested in what you are –
80. A. Juls is an essential manager. For Juls we are contractors – he needs us, he has nice words if you talk to him, but we are sitting now working and want to ask a question, he will run pointing in a lot of places, running from us because he doesn't know how to deal with us. That person is probably a very good manager in the wings, that we can discuss if he wants, but not for education, no. I hope Mark Demian, the manager, is listening. The first thing he did was

a meeting with me for two hours and he asked me everything. He told me "Are we ready for Ofsted?" I told him "No", we were working better since 16 October – we are not going to deliver.

81. For example, even to give you an example as it were, every year I send work to the Cluster competition – every year I send 25/30 pieces of work, and poetry is difficult to get quality poetry or writing. I send this here because they like a number from Christmas they like to have 300. Arts and crafts used to send 30/40 pieces of art, this year I don't think there were more than 10, and we have two teachers of art. Rosalind didn't send anything. They decided to do something different, it has nothing to do with education, but I know her probation period was extended because something happened, but I washed my hands from that, because they didn't ask for my opinion at all during the interviews. Nothing at all. I was asked for my opinion, I was sitting in this room – reading to the arts and crafts teacher, and okay, I know the manager by having been here from the very beginning, I know what they expect from arts and crafts or expect in my classroom. The detainees hate to go to another wing or his room and sit in a place listening to me, and this is the problem with the teachers from off-site.
82. I have a fax from Yarl's Wood, it was a fax a month and a half ago – I have it in my office, and that fax is from the teacher from Yarl's Wood, she said her classroom is empty, nobody come to class, she prepared all the lessons, she prepared everything there. 'What happened I don't know, and somebody talked to me about you'. The auditors came to stay with me, "Do you help her?", it was about the competences for G4S, because she asked "Can you come and tell me how to do my classroom"? I tell her "What you need to do is to listen to them, check the kind of populations you have". This is the problem here. We don't have refugees now, as soon as they are found they are refugees they go to Colnbrook. You have this character, she is preparing very high levels of English – no, they cannot cope with that. These are very complicated cases. These people can't speak, they can't read.
83. **Ms Lampard:** You have mentioned Rosalind's teaching, and you have mentioned the arts and crafts teachers. You are Ofsted inspected, but what about G4S, what quality assurance do they do? Are they coming and sitting in the backs of the lessons?
84. **A.** Never. The auditors come to my classroom, the inspectors come to my classroom. There was an inspector who left the company now, a very nice person, Keith Hughes, many years as an Ofsted inspector, he came to see me as soon as I came here. The way they bombarded me when I came here, I think the point was I was Spanish, my accent – they didn't trust me, but I was nine years teaching in Spain at a very good university I must say. I know Michelle Brown realised because of the results we have, but that was my point, nobody is supervising us -
85. **Mr Marsden:** You are subject to Ofsted inspections?
86. **A.** Yes, Ofsted inspection in 2016.
87. **Q.** How often does that happen?
88. **A.** Every four years, three and a half years, three years they are coming to see us.
89. **Q.** You passed every -?



90. A. I passed, and he told me in front of people "You are a very good teacher". He was just worried about the money involved. Our outside boards, the material is very poor, you can't ask, it can be weeks and months – everything relies on photocopies all the time.
91. Ms Lampard: If you could have something, if you could change things, what would you change? What would you need? What would really help you?
92. A. Electronic boards for example. The detainees come from very good classrooms in prison and they get into the classroom, they look at the classroom, but it is not the kind they have been in, in prison and they say "This is the location?" "Yes". They trust me, they like me, I know that personally they like me because they come and tell me in the office. The best quality reports are coming from me, and they know that in Security. They are very open with me, they come to me and talk with me. I was an officer for so many years, I know our weak points, I know where the spice is coming in, I know. We are talking about the programme, D275 the other man that was in the E Wing that cut himself, he was Nigerian - he was my student in Spanish. When I saw him on the programme I thought "I am going to be there", but no, because I was very good with him, I used to go his room to talk to him and teach him Spanish.
93. Q. Just let me get you back to the point - what else would you like in your classroom except from an electronic board?
94. A. Electronic boards, more material, audio visuals, more audio visuals for playing this – some English lesson they can see, they don't have these ones.
95. Q. Audio.
96. A. Audio, the visuals, and books more or less I have them, but not as much as fast I should have because we have people from all over the world.
97. Mr Marsden: Anything you order takes a long time to come anyway.
98. A. They don't listen. When I came here, the classroom was empty.
99. Q. If you are ordering stuff, who does it go through?
100. A. Juls needs to say yes or no.
101. Q. Okay, so you can't order anything?
102. A. No.
103. Q. You don't have a budget?
104. A. No budget. I don't even know how much money we have, but Michelle Brown used to complain "You don't use the money. Use the money - it is there". Then another thing I would like to do and every year I want to have one-to-one with the manager, I told them "What do you like?", "I would like to go to another college, school or the place in prison or the detention centre, to see how they work". I am blind, when they asked me the first time Ofsted was coming I was panicking, I was acting, I was an officer, my control was an officer, and they asked me to deliver, and "You need to pass this inspection", because they have been panicking with this contact for a long time.
105. Q. What is your view about the relationship between officers and detainees generally? Our work is as a result of *Panorama*, but what do you think?
106. A. I was thinking about that before I came here, and you were talking later about to find the root of the problem. For me, the root of the problem is complicated. Why? I said I came from Hilton customer service, you know your customer,

you know what the customer is expecting, you try to deliver. If we know they are a complex customer that doesn't want to be here, they are frustrated, it is not the Hilton, they don't want to be here. They are multicultural, they come from different countries. What you need to have is people ready to do that. You need to recruit – they're failure is the recruitment, the criteria is not right, we are having people that are having their first jobs in life now. It is just not attractive because of the payment or the violence, or the rosters. When I was an officer, the rosters were horrendous. They say "We need to give to take". Tinsley House has three days on, three days off when we went there. People were there for 11 years, 12 years, they were such professionals, I learnt a lot from them. They were delivering their job for so many years, they knew how to talk to people, and they didn't really speak some languages but they knew how to talk, how to listen, they were professional listeners, and I learned a lot.

107. I was here one year, and it was crazy, I was being attacked all the time. When somebody here passes their first six months they are already looking for another job. Why do I know that? Because I was in the Care team. I have been in the Care team for six years, so I was in the Care team for six years and my job was to speak to people who have been attacked or assaulted or wounded by others.

108. **Ms Lampard:** I think you are still on the Care team.

109. **A.** I am still on the Care team, and I didn't want to carry on. That is the interesting thing, I didn't want to carry on, and they carried on with me. They told me to sign a letter, "Send this letter if you want to carry on", I said "No, because we need to be listeners. We need to be trained to be listeners and to give some help", because people don't want to open themselves if we don't give them some help. The help is to listen to them only.

110. **Mr Marsden:** Go back to the relationship between detainees –

111. **A.** Between detainees and officers. When the officer is not ready, there are two kinds of reaction, the one that is so bullied, so scared that last week they left, and when they get so scared, so bullied by the detainees, they are so bullied by the detainees. They start to go the gym and in six months it is another person. You go to the wings, you notice them early, because I go to the wings every day, that when you go to the wing "Hello, I need that. Is something completed?" "No"; "Yes"; they answer you with monosyllables. That is the message the detainee is getting. Other detainees cannot read, cannot write, all these posters are not working because there is only 1% of them that can read or write properly, that is something that is lost. The only connection with the exterior is the officer. Another three officers per wing – when I was here there was one officer in a wing; that was me, alone, and I was attacked every week.

112. The problem is the officers bully each other. Why? I gave the solution to Steve Skitt a long time ago, "Steve, you need team officers, team officers or team leaders in the group". There needs to be three team leaders – one person is delivering, they are responsible and the new ones see them as an example and get a little more money, get a little different uniform so that they can feel pride in their career, doing something rather than a job and put some money in the new one, because it is creating a bullying culture that is terrible. I suffered a bullying culture when I went to Tinsley.

113. **Q.** You think it is a bullying culture?

114. A. It is a bullying culture, and if they are bullying between the officers, they cannot go to the detainees, because it is their base. Yes, they have a bullying culture, of course they have.
115. Q. Has it got any better?
116. A. It got better after the programme. The main bullies lost their jobs. They were there. I was glad. I forgot – that officer, Callum he was my colleague, he was my colleague, he never came to record my classroom, he knew my classroom was working very well. The detainees are very happy. I knew him. How many times does he use his watch? Many times. He used to talk to me touching the watch. I thought maybe he thought I am going to say something silly, but never – I think he wanted to be a trainer.
117. Q. Is that how he was filming?
118. A. Callum, yes. I remember this very well, because he was talking with a watch in one hand, in the different hand he was touching all the time his watch and I didn't know. Now I know because I thought "Okay, he is doing this all the time", but where he went, he went looking for the bullies. I can tell you the names of people who have lost their job already, like the team leader that was in charge of Tinsley House.
119. Q. Nathan.
120. A. Nathan was one of them. He was a rugby player, he was a hardcore one. The other one was, I can never explain myself so Connelly – Connelly was the trainer of the C&R.
121. Q. John?
122. A. John Connelly was a trainer of C&R, and I don't mind using his name, because he has already gone from the company, but he used to say "bloody day" in Spanish to me doing the training. When I saw that I said "why is he working here, there is zero tolerance".
123. Ms Lampard: Just answer me one thing, clearly, we don't see in front of us people bullying each other, and we don't see them bullying the detainees, but we are conscious that there are quite tight-knit groups of staff, that there is a sort of culture here of reliance on quite physical people, quite assertive people, people who can get the job done, but don't necessarily do that sort of engagement piece. I am not sure we would say it is much of a bullying culture, but it is quite a cliquey, closed, people relying on each other - a bit macho and a bit laddish, and that they meet outside work. Does that all ring true for you?
124. A. Yes, it happened in Tinsley, it happens here. It happened here after the programme that they disappeared because the main ones lost their jobs, and people were very afraid.
125. Q. Do you have some who you are still concerned about, officers?
126. A. The ones that are still here are the best ones, they are the ones they used to follow, but yes, I know some of them. As soon as it is finished, if they contract here for more than two years, it will carry on, because these people have been all the time around. That is why James Begg is telling me "I am going to send you people to do anger management". I say "I am not official trainer of anger management", "Sebastian, you know very well", and he is just going to tell them what is going on. I said "Fine, but you need to do something. They are bullies, but you need to do something, not just do a course".

127. **Mr Marsden:** Can I just ask you about people socialising outside work? Does Juls socialise outside work?
128. **A.** Yes, he used to have his friends here. There is something about the bullying thing, I was bullied brutally in Tinsley House, and I got on well with Michelle Brown and Michelle Brown said to me, because I was the only officer talking to her, and she used to cry every day in Tinsley House. People from Tinsley House used to block her and she used to tell them what to do. As a manager, no. One day, I was guarding the entrance of the building, the manager of the centre, she was leaving, and she was in tears. I said "Michelle, you'll be fine, go home" and she said "Sebastian, they told me today they hate me". An officer went to her and said "Can I be frank?" and she said "Yes", "We hate you". You can't tell this to a manager. Michelle Brown told me that and then realised that I was bullied – why? Because I was the first officer from Brook House G4S being sent to this level. When I told them, for example, altogether they used to do one check every hour in all the wings, on all the floors – I used to do 25 checks. It was such a difficult job – 120 detainees, personally for me, that when I went to Tinsley I thought it was paradise "This is easy, I can talk to them, they listen to me. I talk to them, I eat with them". The magic of Tinsley is that we are more human.
129. **Q.** Sebastian, when *Panorama* happened, when the programme was put on television, were you surprised?
130. **A.** No. I saw this before. I knew the way John Connolly for example talked to people. He told me "bloody day" in front of 30/40 persons there. He told me "You bloody Spanish come here". I was going to tell him "No, I am not advanced", but certainly if have a Spanish mentality it is so difficult to get a good job in Spain when you get a job you have to be perfect. I was the first person to do C&R in the centre, in the first team of C&R – the very first person, and since then they used me, 'you do the C&R'. I was always in the front line. He used to talk to people like that.
131. I remember a person that was openly gay living in Brighton, he has left now, and he was calling "Gay, you are gay!" How can you speak like that? You are the team leader, and you worked as a trainer.
132. **Q.** John was talking -?
133. **A.** There was a person who was openly gay, I am not gay, but my best colleague was totally gay, and he was doing that. We are talking "I'm sorry for that". He said "Sebastian, this was the way, because they think they are hard". I told the manager a long time ago – you need to take root from customer service, you need to go to the airport and go to hotels where they are under stress with a smile on their face.
134. I was going at that time in Tinsley House, smiling to every single detainee and resident, and do you know what they told me, the managers – if I take drugs, "Do you take drugs or drink?" Never. Drink for socialising, but I never took drugs in my life. "But you are smiling all the time" they told me. "Because I feel when you smile you transmit some kind of" – and they were here to help you. You know people who come to see me in the classroom and they are telling me "I met you in 2008 in Tinsley House; you wore a different uniform". They remember the people, they remember the faces. Have you interviewed the detainees, the residents?

135. Q. Yes, we have done.
136. A. I don't think you will find out if you speak to them, but some of them complain that the certificates could be from us for university, but I cannot afford to that, that is not in my hands.
137. Q. Go back to *Panorama*. You weren't surprised by it?
138. A. No, and not the names, the people that were involved, because I saw them in action as an officer.
139. Q. Callum –
140. A. Callum was a very talkative person. He used to come to the classroom a lot, we would do a lot of activities together. For example, every holiday, Christmas, we worked together, we used to work through this together. Ramon was the manager, he is in Tinsley House, he left, and I believe it was because of Juls' attitude - he was against him. I don't know what happened personally there, but Juls asked to go to Tinsley House and he is at Tinsley House. Since Ramon left, we don't have a single activity in the centre. They want to start a Coronation week, so what I am telling you, I told my manager. I said "We don't have a single activity in Coronation week, only me. The only person that has been on the activities is me because all my experience, I have everything" - Coronation week is ready already. Like I spend a month doing activities, it's a problem.
141. Q. If it has been a bullying culture in the past, and *Panorama* wasn't a surprise, where are the senior managers in that? Do you see them around the centre?
142. A. You already answered the question – people get power, because they are the only one really able to do the job, they have been here for years, they are not afraid. I don't know their backgrounds, and they are not afraid to beat somebody, to put somebody on the floor. They are friends, and they stick together very well, I must say. They are professionals. They remind me of a classic movie with Marlon Brando, the *Score* – you know the one, on the docks of New York.
143. Ms Lampard: It is true, there is a physical appearance about all of these people.
144. A. The perfect exponent of that was Nathan. You can see how the new groups, when they are coming, it is do you belong to the group or do you not? They will see it, they will ask somebody else. I can see that or "You are one of us or you are not here. To be one of us, you need to meet us and to meet us like that and to come to agree with us", because you know fixing the paper, fixing the topic, my problem was that we are not stocking the right movies, the right history, the right books. Another good friend left suddenly – he was fantastic, impressive, he came from his work – he used to work in the airport as cargo, he came to this group with me, and then he went later to Tinsley, he was fantastic – he left because of this. He said "No. They are clicking together, they listen to their friends, they get everything". I love being a teacher here, and they want me to be teaching them.
145. Q. Your classroom now must be very full.
146. A. No, now it is not very full, because we lost all the refugees and the asylum seekers. Before Christmas we still worked with some of them, after Christmas I was in my classroom – when you came to my classroom on the last day it was like that. I set up the classroom like islands. The courses in Spanish and IT in the corner. The front line in front of the board was asylum seekers. I used to have 12-14 asylum seekers, from Kurdistan and from Syria, now people no longer stay here. There are no refugees, there are no asylum

seekers. As soon as somebody is recognised as an asylum seeker, he is going to Colnbrook.

147. **Mr Marsden:** Heathrow.

148. **A.** Colnbrook is interesting, because Colnbrook was just a year before Colnbrook has two deaths in custody, related to spice. One got killed, another guy overdosed. How they got that, it is a mess. When I tell you as an officer I used to listen to them and talk to them a lot. I used to have time. I found two people committing suicide, one hanging and one tying his neck.

149. **Ms Lampard:** The over-stayers, the ones who have been here, in other words, for some time, they are not so interested in courses or the foreign offenders?

150. **A.** I find this interesting. From Christmas I start to get the customers coming to the classroom, coming to do Spanish, coming to do the courses, anger management, health and safety. I realised, and I put this in my survey this year, that it would be very good for us, but there is very little money, to create a room like this as a job centre, a worldwide job centre. You can check how many people speak English doing a kitchen survey. You can imagine on health and safety in the kitchen, the classroom would be full, so much so they want me to train people who are working downstairs in the kitchen. I can't do that because my title was what was in ESOL.

151. ESOL is a very good instrument tool, because ESOL teaches you English through practical lessons – how to go to a job, how to go to a doctor, how to get a job in an interview, and then through that I put all these courses. If somebody has a good assessment, if somebody has a level high of English I offer the courses, and they want to have a certificate. It works, but at the moment - I told this to the auditors last week. I said "The teacher of English is not with us now", and I know why, because basically she has no students. The classroom was empty and she was making no effort to attract anybody. I know that, but I don't know why that is, it is nothing to do with that, for sure.

152. I was told by the auditors something you need to know, and this is important for you to know. Last week I complained about the lack of motivation, the lack of support, nobody cared, nobody is supporting us, nobody is checking us. This is the problem. There are two teachers of art – I can't give you their names – one of them is doing nothing at all to promote art or to help somebody or teach something, and she will say "They don't want to learn". No, it is common sense. They are not all at one stage, they are single individuals with different levels – how are you going to make it one stage? Of course not. How are you going to teach them who is body checking? Do you ask them what is their religion, because Muslims don't do pictures of humans, it is a sin – you need to adapt yourself to them. I told her that and what she is doing now is not open to me.

153. **Q.** Is that Sarah?

154. **A.** No, Sarah is the more flexible one. Sarah can be one day painting 20 pictures, because she realises –

155. **Q.** I haven't seen the other one, but when I was with Sarah I noticed that people came in, they just liked being in her company, and they liked painting and it was calm. I was impressed with Sarah.

156. **A.** Sarah is fantastic. Now we are doing this thing together – it is funny – do you want me to talk about support? One year ago, having years asking to do a

magazine, I used to do this magazine in the airport, I used to do this magazine in the Hilton –

157. Q. And now you do the *Gazette*.
158. A. That magazine, the idea was the detainees writing with a photograph of them, officers writing with a photo of them together playing chess. I had this in my classroom. I can't show this it is a photo – I need this when I work. I have very beautiful pieces of work, poetry and they got very good press. Juls told me, it was called the "*Hope Gazette*". No, I hope not – it looks like we don't give them hope here. On the contrary, we give them hope, we open windows, where there's a way, there's a way, but the *Gazette* is quite therapeutic for a centre. No, "hope not", meaning that it looks like we don't give them hope here. No. You say that because we are a family, and we are not a family. The idea was every single department to write their activities, saying what they want to do, emails of the detainees, and he told me "Only the arts and craft are getting the skills", I said it is worrying, and it is not a good tool. ?Byron came to the classroom, and said "What is this?", I said "It is a magazine we do together", "Can I have it?", and he took it.
159. Two weeks ago, Steve put the magazine on my desk - every single department is there, the detainees are there, the teachers are there, activities are there, we have a photo of them playing. That gives such an effect. When somebody comes to a place like this, you imagine what it is like to come. I was speaking with a man called D3350 he is a big, person, very strong, drugs problem. He said "I finished my sentence – a very long sentence, and when I came here, and I saw the building and I saw the room, I started to fight, I didn't want to go there". He fought, they put him on the block, on the wing, and from there back to the sentence. That is what we need to finish. We cannot change the physicality of the place, and it is still looking like a piss-hole, but do something more about the activities. They think you care about them.
160. Q. I agree.
161. A. We have a bit of care. It is funny, because he told me, he came to me, he came to tell me that he brought a contract for two years, who could do it better a long time ago. I said "What do you mean?" It is because this has been attached to detention, we need to have more duty of care. When I was an officer less than 50% of people were getting deported, it is the reality, and if they get deported they come back. I don't want to get involved in the policies, because I will tell you what I told the manager, still more challenging people are coming – Europeans. I can be here tomorrow, if I am going to be here tomorrow, I am going to be demanding services. I know I can's demand as human rights, but education is a human right. I talk too much.
162. Q. I think I have asked all my questions. It has been very helpful.
163. A. I love the job.
164. Q. We will see if we can help you, by making some good recommendations.
165. A. Thank you very much. They need to invest more money.
166. Q. That is loud and clear!
167. A. Thank you very much.
168. Mr Marsden: We will have this transcribed and send it to the same email address?
169. A. Yes.

170. Q. Fine, that's terrific.
171. A. I will not talk about that with anybody.
172. Q. Thank you very much.

*[Interview concluded]*