

**Confidential**

**Independent Investigation into Brook House**

**Monday 23 April 2018**

**Interview with  
Stewart Davis  
ACO**

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

[Introductions]

1. **Ms Lampard:** Thank you very much for making time to come and speak to us. Ed has explained the basis on which this works. You told us that you had something you wanted to talk about at one stage, and we had a chat about things, and then I asked you if you would be prepared to give us an interview, so I am grateful to you for saying you would.
2. Would you perhaps like to just begin by telling us your background – how long you've been at Brook House, what your roles and responsibilities have been, and then maybe you could just tell us what your experience of working here has been, and in particular the issues that you have had working here.
3. **A.** I started in October 2012, originally as an ACO, went through my original ITC, spent approximately nine months as an ACO -
4. **Q.** Where were you as an ACO?
5. **A.** Predominantly the gatehouse.
6. **Q.** Then what happened?
7. **A.** During ITCs it's very much pushed to you to be a DCO, it's very much sold to you as a job, and if you're to be a DCO, to be the best DCO you can be is to be at Brook House, it's very much bigged up and amped up to be the position to have. I was sold that from my original ITC as an ACO, spent the next nine months wanting to be a DCO, applied for it and went through another ITC, then spent approximately four years as a DCO, located on Delta Wing, which then changed to Delta and Charlie Wing. During my time as a DCO I was suspended once, signed off sick twice for stress, and then I made a decision to return to the position of ACO, in January 2017.
8. **Q.** Tell us about, what were you suspended over?
9. **A.** Allegation of falsification of an ACDT document.
10. **Q.** What did that really amount to?
11. **A.** It was my first set of night shifts as a DCO –
12. **Q.** How long had you been a DCO?
13. **A.** At that point, approximately a month or so, to my knowledge. It was my first set of nights, I was located on Echo, I had done no shadowing nights back then, I know they do them now but back when I started there was no

shadowing nights, no-one showed you that you fobbed rooms down when you do ACDT checks as a time-marker, it wasn't part of the training package.

14. Q. No-one told you that you –
15. A. You have a magnetic fob that time-marks when you do your ACDT observations –
16. Q. So you didn't even know that that existed?
17. A. I didn't know it existed. I was based on Echo Wing on a night shift with another member of staff who came off the same ITC as me. From what I remember there was an ACDT, there was one every three or four hours, and I've never done night shifts before really in any other job. I remember I looked at my colleague, Sam - Sam Purnell, she used to be DCO here - and I said, 'are we late on that ACDT in said room?'. We both had a moment of panic, thinking we were late, went to the room, I opened up the observation window, observed, went and wrote my observation.
18. Because I thought it was 25 minutes late I then approached Tony Bond at the time, who helped to create the ACDT document, I believe - he was our ACDT Manager. I approached him to say, hands up, I was 25 minutes late, I take full responsibility, this is my fault. I finished that week of nights, I think it was on the Wednesday or Thursday -
19. Q. What did you write in the observations?
20. A. It turned out I had written the wrong time by an hour, so it was 02.24 but I had written 03.24, because I was that tired I looked at the clock completely wrong, wrote the wrong hour, complete human error. As I say, I finished my week of nights, so there were another three or four nights after that, had my week off, came back to work on the Monday, nothing was said.
21. The Tuesday, halfway through the day, I was then taken up to Juls Williams' office and escorted out of the building for this allegation of falsification of an ACDT. There was no further information given to me bar that. My point of contact was Mike Bird at the time, who was the Head of Facilities, because he was supposed to be independent. In duration my suspension was approximately two and half to three months.
22. **Mr Marsden:** You were being paid?
23. A. I was being paid, yes, but as I say, I'd just become a DCO.
24. **Ms Lampard:** Who was it who suspended you, it was Juls?
25. A. It was signed by Sara Edwards, I believe, who, to my knowledge, was not the Acting Victor 2 that day.
26. Q. Who was, on the Tuesday?
27. A. I believe it was Michelle Brown.
28. **Mr Marsden:** Do you recall, what did you think when they told you you had been suspended?
29. A. I thought it was because I was late, I still thought it was because I was 25 minutes late, it was only in the investigation it came out that I had written the wrong time. They said to me, we've looked back at the footage, 03:24 you made no observation, but we can show you the footage at 02:24, that you do make an observation; so I was within time, wasn't late on that observation,

just a human error. Tony Bond, who helped create the ACDT document said to me, off record, it's human error, complete human error, and I think he found it hard to understand why I was suspended.

30. **Ms Lampard:** What made you think you had been 25 minutes late?  
31. **A.** Just tiredness.
32. **Q.** But you hadn't been.  
33. **A.** No.
34. **Q.** We've heard a lot of similar things. Then you had two periods of stress - what were they about?  
35. **A.** Workplace bullying, on both parts, and also just the stress of working on the wings, to be completely honest.
36. **Q.** Just give me some idea about what sort of form the bullying took.  
37. **A.** Physical – during my training, you have a name card on the desk, I had obscenities written through my name, which I still have a copy of, I believe, at my Mum's house, because I photocopied one of the cards.
38. **Q.** Who did that?  
39. **A.** I reported it and the CCTV was inconclusive as to who would have been able to have done it.
40. **Q.** Was it another ITC member?  
41. **A.** No, I don't believe so, it was current DCOs at that time.
42. **Q.** Are they DCOs who are still here?  
43. **A.** I'm unaware who it was. It happened on, to my knowledge two occasions, but last year, a fellow ACO, Sonia, who was on my ITC, said it actually happened three times, and they protected me the third time and binned it straightaway, and replaced my name.
44. **Q.** Why was a DCO able to get into the ITC and write on your name card?  
45. **A.** Because there was no lock on that door at that time, there has been a lock put on it since.
46. **Q.** They were just DCOs coming in off the wings, and –  
47. **A.** Or from the control – at that time the control room was a DCO position.
48. **Mr Marsden:** Why were they doing that, why they picked you?  
49. **A.** It's a very long story, I'm happy to go into it if you have time
50. **Ms Lampard:** Do.  
51. **A.** I started in October 2012. On my original ITC, when you stand up and you do who I am - Hi, I'm Stewart – introduction, there was another guy on our training course called Jason Doyle, he was coming onto the ITC as a DCO. Jason got up and he said, hi, I'm Jason Doyle, I used to work for Reliance – who was Tascor previously, doing the overseas movements – but this is my first return to working since having a bout of Sensitive/Irrelevant He said during his time of going through Sensitive/Irrelevant he helped out in a kids' school.

52. For me, I used to do youth work and things, and I highly respect people who take their time, especially unpaid, to help someone for nothing, so I respected the guy highly from that very moment. The more I got to know him, the nicer a guy he was. As an ACO you finish your training after six weeks, I believe, and a DCO is eight, so I then went to shadowing and live.
53. One evening I went to the canteen on my own after I had been key cleared, I got into the line, there were two DCOs in front of me and a DCO behind me. The DCO at the head of the queue was singing a song, and it was "I'm a Sensitive/Irrelevant" and just repeatedly saying that. I challenged him and said, "What are you on about, what are you singing that for?". He then said that Jason Doyle was – I don't want to repeat the word, begins with C –
54. Q. This was another DCO who had been on the ITC with you?
55. A. No, this was a DCO who already worked here and was well established and liked by all of the managers and SMT. In my opinion he was an out and out bigot, and –
56. Q. Is he still here?
57. A. No, after a long period of time he was let go, to my knowledge.
58. Q. What was he called?
59. A. Tom Austin, Thomas Austin. He was very, very, favoured by managers and by general staff at that time. I was unaware of him, didn't know him at that time, but I challenged, I said, "What do you mean?". I said, because he had a Sensitive/Irrelevant he is a -? I sort of asked that question to them. The second DCO, Nick Hill, said, yes, he is, and again reaffirmed their opinion of him. The DCO to my left in this queue, he then turned around and farted on me, like a child. At that point I asked myself, "Where am I working?".
60. I got my food, I went back to the gatehouse, there's a blue divider in the gatehouse between a break area, so I went down to the break area and I threw my food into the bin straightway, because I couldn't eat, I was just angry. There was a manager present in the gatehouse at that time, I turned round to my colleague, ?Bavelin Barshar, and I said, how does he get away with this, he can just say whatever he wants, he's an idiot – that's what I said, that was my opinion. The DCO, Matt Hyde, made eye contact with me but did not challenge me in any way, didn't even acknowledge what I was saying, he then walked out of the room.
61. I then went off on rest days after that and a few days later, as I came back, I was invited for an investigation interview. It turned out that Tom Austin, the following day, in the canteen had turned round to, at that time, ACO Bavelin Barshar and DCO ?Vinilin Barshar, who are brothers, both Hindu, and said, because Bav was eating meat, he said, why are you eating meat, aren't you a Harry Christmas or something? Again, being derogative about Hindus and Hare Krishna, and Bav challenged him. Bav then wrote a report, because Bav was the officer I told about in the gatehouse, he mentioned what was going on with me, so I was pulled for investigation and I told the truth. I felt it was necessary –
62. Q. What happened to Tom Austin?

63. A. After a prolonged period he was suspended, it took a long time for that to happen, though.
64. Q. How long?
65. A. Two months.
66. Q. Who did the investigation?
67. A. Michelle Brown. There were things that started happening pretty much immediately after that.
68. Q. Who was in his 'gang', as it were?
69. A. At that time –
70. Q. This is about 2012?
71. A. 2012/13, yes. Dave Aldis who is now an Oscar 1, Nick Hill –
72. Q. Is he still here?
73. A. No, he's gone. I can't remember the other young lad's name, the one who, in the canteen, the one who was to my left.
74. Q. Do you think that Tom Austin, in a sense, was part of a bigger gang of –
75. A. Of course, yes.
76. Q. So who was in that gang, and who do you think is still here, who was –
77. A. Like I say, I couldn't even walk around this building at one point without people calling me a snitch, a grass, and everything else under the sun.
78. **Mr Marsden:** For saying –
79. A. For having the moral –
80. Q. For challenging Tom?
81. A. Basically, yes.
82. **Ms Lampard:** How long did that go on for?
83. A. That opinion?
84. Q. Yes.
85. A. It's probably still ongoing to this day, I would imagine.
86. Q. And have you ever had a conversation with anybody in management about that?
87. A. Yes.
88. Q. Who have you spoken to?
89. A. Michelle Brown.
90. Q. And what has Michelle's response been?
91. A. I personally feel I cannot approach Michelle Brown.
92. Q. Because?
93. A. If I'm honest with my opinion, I feel I was used to get as much information about Tom to assist her with getting rid of him, and then once I had served my purpose I was only worthy of being kicked in the gut.

94. Q. So there have been no other discussions with you to try and support you?  
 95. A. No. As I say, I have been signed off sick, and they are aware - I've said each time the reason as to why I was off was stress and workplace bullying.
96. Q. That was twice?  
 97. A. Yes.
98. Q. Nothing's happened?  
 99. A. No.
100. **Mr Marsden:** Did you see Occupational Health at all?  
 101. A. I did, yes.
102. Q. You told them.  
 103. A. I can't remember fully, if I'm honest. As I say, the first time I went off I had counselling via the NHS and was prescribed fluoxetine. I always felt that was a bit over-necessary, I feel like I can deal with myself and my issues, the NHS –
104. Q. You didn't think you needed medication?  
 105. A. I didn't want to take medication, because of the job. The NHS are very pushed as far as mental health, and I know that through experiences with friends and family. A GP who you have a five-minute conversation with, to just pass you fluoxetine, is the easy option, whereas I just needed someone to talk to.
106. **Ms Lampard:** Michelle Brown, when you spoke to her, that was at the time of the incident in 2012, did you speak to her subsequently?  
 107. A. When the bullying got to a bit of a head, yes, I did.
108. Q. What sort of time was that?  
 109. A. That would be winter of 2012/13.
110. **Mr Marsden:** Is that when you found your car had been – was that around –  
 111. A. This was before, so there was an incident in the car park before anything happened to my car and all the defacing of my name card. As I was walking out of the building there was one of my colleagues, ?Minette who works in finance now. Nick Hill walked past me and shouted "Snitch", followed by C-word obscenity. As a passing car goes past you and someone shouts, you don't really fully understand what they say initially, so I had a little moment I don't fully understand what he'd said to me –
112. **Ms Lampard:** That was in the car park?  
 113. A. Yes, he walked past me, this was in the gatehouse, just by the exit door. I had a moment to think what he actually just said to me, I didn't fully get it first time, so he said it as he walked past –
114. Q. You know the defacing of your name, that was when you went back and did the DCO training?  
 115. A. Yes.
116. Q. After you'd had the initial ACO training – all in 2012?  
 117. A. I believe my DCO training was 2013. It was October when I started, and it was approximately nine to ten months until I was on my DCO training, so

2013. After the incident in the car park of being called a snitch and everything else, I went back in the building after being in my car in floods of tears. I went in and I spoke to a DCO, and he referred me to Michelle Brown, and I had to write all of the incidents that had been happening to that point; but I felt there was no real action that was taken.

118. **Mr Marsden:** What was your feeling about management generally over this issue?
119. **A.** At that time, initially I trusted them, and then I found that whatever I was saying to them was being fed back to Tom Austin. I escorted a vehicle once to the back of E wing and the next thing I'd been invited into a room in CSU: 'what's going on between you and Tom', sort of attitude –
120. **Ms Lampard:** Who said that?
121. **A.** A DCM, Steve Dicks.
122. **Q.** In an aggressive way, or a nice way?
123. **A.** I thought it was in a nice way, I think he was just trying to find out what he could. I didn't realise at the time that Steve Dicks worked in reception, where Tom Austin was based.
124. **Q.** Do you think he was trying to sort it out, or do you think he was actually –
125. **A.** I think he was trying to find out as much information as he could.
126. **Q.** And then he would feed it back?
127. **A.** Yes.
128. **Mr Marsden:** My impression is you feel like you stood up to Tom –
129. **A.** Morally, yes.
130. **Q.** You stood up to some bad behaviour –
131. **A.** I just took a moral –
132. **Q.** And the organisation didn't get behind you.
133. **A.** Yes.
134. **Q.** Other than in a way that was convenient to them.
135. **A.** For them, exactly.
136. **Q.** Then when it wasn't, you –
137. **A.** Yes, you had to be seen and not heard.
138. **Q.** And you've lost trust in Michelle as a consequence.
139. **A.** To my knowledge, even when I started in 2012, people always told me to be careful of Michelle Brown, this is the opinion I have always been told. I like to make my own opinions and my own decisions of people. They said that if she doesn't like you, you won't be here for long, is what used to always be said – if your card is marked, you're not going far.
140. **Ms Lampard:** I was just going to ask you about the general sense we have, that certainly in the past, and what we saw on *Panorama*, and people behaving in a very aggressive fashion with detainees, and nobody about them challenging that, and I think what we have heard from people who have wanted to confide in us is that there is and has been quite a strong cabal, a group of quite male, testosterone-charged people, who are quite a close-knit bunch, who have



also had friendships outside the centre, and have quite a closed, unmanaged way of dealing with themselves in the centre.

141. I think whilst quite a few of them may have been dismissed as a result of the *Panorama* programme, there is still quite a strong cabal of tight, quite forceful personalities, and given that there are few DCMs, and given the pressures everybody is under, those sort of people are not being challenged in quite the way they ought to be. Does that ring true for you?
142. A. Yes, definitely. There's an element of not speaking out for yourself - if you are the nail that sticks out, you are going to be hammered down very quickly.
143. Q. Can you give us any examples of that, perhaps more generally?
144. A. The problem is, personally I wouldn't go and socialise with anyone here outside of work, but personally I don't have an issue with any of these people directly any more. I did when I was a DCO. When I was a DCO, my line manager was Graham Purnell, when Graham Purnell was my line manager, he was all-caring, all-encompassing, he wanted his wing to be doing well, but he had far too much passion, he would let his emotions over-ride everything, and he would say stuff that he would regret.
145. Then I was changed over to Steve Dicks as DCM, and he had quite a neglect, and didn't actually care, blasé attitude – if you couldn't deal with problems yourself then you were weak.
146. Mr Marsden: So as a DCM, get on with the job, don't bring me problems, etc.
147. A. Basically. I've heard, since being an ACO, because of having to communicate with these guys, that he's said he doesn't mind dealing with detainees' problems but it's officers, he doesn't want to deal with officers and their problems. If you are the sort of person who calls because you need assistance, you need a manager to attend to re-confirm something with a detainee, he doesn't want to attend, you're a problem if you keep calling for him.
148. I was doing nights, not last week, the week before, and I considered, if I'm completely honest – can we pause for a second?
149. Ms Lampard: Of course we can. [Pause] So when the DD does their rounds, when does that actually happen?
150. A. It will either be before eight o'clock in the morning, so approximately seven till eight in the morning, round those times, or it will be lunchtime, 12 to 12.30, when detainees are still behind their doors.
151. Q. What about Steve Skitt, who tells us that he goes down and walks round the centre every morning, every day?
152. A. I haven't seen that. I have seen him have issues with a detainee outside the welfare office in the past, during the day, but I rarely see him –
153. Q. And you do do day shifts, don't you?
154. A. I've just done four months straight of just control room.
155. Q. So you would suggest that that's – and it would accord with what we're hearing –
156. A. It's not true.

157. Q. Other than when they do DD rounds, do you ever see them wandering round the centre?
158. A. No.
159. Q. Is that true even for Lee?
160. A. I've never seen Lee walking round the centre at all. Back when I was DCOing, the smoking in the centre was a big issue, we were asked to give people warnings, and I tried to complete my job, which made me more of a target from detainees, but I walked to the Oscar 1's office once and I came across Juls Williams walking past a detainee smoking right in front of his face, and he didn't charge him at all. If Duty Directors aren't going to challenge, in that manner, you set a standard, why should I be challenging? I don't mean that to sound rude.
161. Mr Marsden: It's a very good point.
162. A. Exactly. I mentioned this to another Duty Director, and they told me next time that I should switch my body cam on and record that person. I'm not going to make myself a target!
163. Ms Lampard: Can I just ask you one thing: valuing the staff here is something that we have not identified very much –
164. A. Retention and -
165. Q. Yes, and just generally acknowledging and celebrating what the staff do, people saying "Well done", or "Congratulations", or "Thank you, you did that very well". Are you conscious of anything that happens, to say to people, well done, congratulations.
166. A. It's more on the lines that we thank each other, on our levels. I have seen DCOs break down mentally, emotionally, I've been out there to try and help them. Rachel Milburn, who used to be a DCO here, has now left and moved over to GEOAmey, she had a really hard time here.
167. Q. Because?
168. A. Lack of stability, lack of support, and it was myself, if I saw her out in the car park I'd always make a conscious decision to go and ask her if she was okay.
169. Mr Marsden: How would you say G4S here shows its value?
170. A. I can give you a piece of paper that says support -
171. Q. It's just sort of words.
172. Ms Lampard: Is that for the care team?
173. A. I've forgotten the name of it now, but yes, care team, yes.
174. Q. I've seen that there is an Employee of the Month thing, which clearly hasn't happened since July. Did it happen before then at all? Do you remember that?
175. A. I remember seeing a few from 2017, but they were majority admin workers –
176. Q. There was an Employee of the Month thing, but people didn't nominate each other for it.
177. A. Not really, to my knowledge.
178. Q. It was mostly the admin team.

179. A. Personally, if I was to be given Employee of the Month, I would refuse it, due to fear of the environment.
180. Q. That's your personal thing, do you think other people might feel that?
181. A. I know that other people would do the same.
182. Q. Why, because it would make them look silly, or make them –
183. A. Make them look silly or open them up to be a target for –
184. Q. Bullying?
185. A. Essentially, yes.
186. Mr Marsden: From people who –
187. A. Colleagues, yes.
188. Ms Lampard: Who do you think would do that?
189. A. These days, not many people would do it to your face, it's a lot more –
190. Mr Marsden: Subtle.
191. A. Yes, and behind closed doors.
192. Ms Lampard: There has been a plan to have a sort of awards ceremony to award the Employee of the Month, and there's a backlog of them, but that was cancelled in January, and now we're going to have another one, I think, in May.
193. A. You used to get that for five years' service as well, if you were here for five years you were invited to that same awards night. I am due for that now, five years and nine months, but I wouldn't attend.
194. Q. Do you recollect it happening before?
195. A. Yes –
196. Q. So it has happened.
197. A. It happened in Dorking, at a vineyard – Denbies.
198. Q. Did you go?
199. A. I wasn't invited, I wasn't Employee of the Month at the time. It has previously happened in the Ramada, I believe, in Crawley.
200. Q. When you say that it would make you a target of bullying, can you identify people for us - you may not want it on the record – who you think might be bullies?
201. A. As I say, it's all changing – no-one trusts anyone any more, in this place, because of the sheer turnover we now have. A year ago I could have told you ten, 20 names, but now it's all changing, and like I say, now it's all happening behind closed doors. There's a lack of trust of each other, and things like that. As far as DCOs, there are no individual DCOs that I necessarily fear. DCMs as you say, they will be the ones who always have something to say, and as you say, they influence some of the DCOs who wish to be DCMs, and look up to them.
202. With Dave Aldis who is an Oscar 1 now, when I was ACO originally, you have to take property and money to the reception desk – have you seen the detainees wearing diversity, yellow T-shirts? They are employed. That was on

the table and it was "Diversity – that's what you think you are, isn't it? Since then we have moved on, and we do get on on more of a friendly level, but that was the nature of how people were then.

203. **Mr Marsden:** It was a lot more confrontational.
204. **A.** It was a lot more confrontational, whereas now I feel it's a lot more underhand.
205. **Ms Lampard:** Can I just ask you, Juls Williams, people tell us, doesn't really do what he's required to do –
206. **A.** What is he required to do?
207. **Q.** Steve Skitt, you say he isn't out and about very much in the centre – what is his style when he's out and about, when you see him?
208. **A.** He talks a lot about prisons, how it was when he was a prison officer.
209. **Q.** Does he have quite an aggressive style about him?
210. **A.** People who are POs, prison officers, they have more of a bravado than what even a DCO does, to my mind. We have someone who has come off an ITC at the moment, and he's shadowing. His name is Hope, he was a PO, in, I believe, Pentonville, and the things he's said while shadowing is disgusting: he's said about how prison officers goad each other to have fights with prisoners, how they go behind closed doors to have fights with prisoners –
211. **Q.** Where has he said this?
212. **A.** He said this in the visit centre, to one of my colleagues.
213. **Mr Marsden:** Is Hope his second name?
214. **A.** I don't know his second name. He was also saying about the 'Use of Forces', and how they all sit in one room to write their 'Use of Forces' – if your story is different to every else's they'll rip it up in front of your face. I acknowledge that I should have reported this, but I also, again, as I say, have the biggest fear of indictment in here, and I feel emotionally battered by Brook House, I come here because it's a means to an end. I am trying my hardest to get out of here.
215. **Ms Lampard:** How's it going?
216. **A.** Not great, if I'm honest, because now I've been in this for the past five years my skillset is security, that's not who I am necessarily.
217. **Q.** Can I just ask you about staffing levels? When you look on the current rosters, it looks as though there are more staff –
218. **A.** I think I said it to you in the morning, didn't I, as you looked at the morning roster, that the same name will be put into different places, to make it look a lot more full than it actually is.
219. **Q.** We've looked over the computer records and seen, but also heard from people and seen for ourselves, that there are often two on a wing, and if there are two on a wing that means there will sometimes be one on a wing. Just tell me how you think it is now – is it better than it was, say, in November/December time, or is it just the same?
220. **A.** Today already, at ten in the morning that I came here, I was already contacted by Charlie Wing on several occasions the staff had wandered off

and they're not present, could I please ask Charlie 2 to return, could I please ask Charlie 1 to return. Now it appears there's this lack of training they just think they're free to move wherever they wish.

221. Q. So, looking at it from the control room, are you seeing just two people on a wing, three people on a wing?
222. A. I've had four or five weeks out of the control room recently, but to what I've seen, yes, there have been about two or three to a wing, but that third is a shadower, and the problem I've seen is that shadower is shadowing somebody who has only just finished shadowing themselves.
223. Mr Marsden: We're getting quite a lot of evidence about the impact of people learning from –
224. A. Someone who's just – yes.
225. Q. New staff. The detail was meant to come right in April. The staffing is meant to be at a level where there would be sufficient DCOs and a DCM on a wing –
226. A. I'll say one thing, that I believe in myself – this is my opinion – that they are employing anyone now who attends an interview, to fill seats, and I've heard a member of staff say they just need the numbers. It's for the contract - as long as they have the numbers, and they can fulfil their contract, that's all they really care about at the moment.
227. When I was a DCO there were virtually two of us to a wing a day, and I used to write down things: for instance, it would be me and DCO Louis Jacks for D wing; Louis has to take them to reception, so I would write down the time, and then whenever he got back write the time when he got back, because I was on my own for that time. These wouldn't come to minutes, these would come to hours, of being on your own. There was one incident –
228. Ms Lampard: When was that, what period of time are we talking about?
229. A. That would be 2016/17.
230. Q. When did you go off the wing?
231. A. January 2017, so yes, it would be more 2016. That's when I was at breaking point. For instance, there was one day where it was myself and Louis Jacks on Delta and two officers on Charlie wing, DCM Steve Dicks came onto Delta Wing and said, one of you needs to go to the courtyard. I said, that's not going to happen. He said, why? I said, there are only two of us on a wing, the contractual minimum is two at a time. That was the requirement at the time, I'm not sure it's changed, so no, I'm not going to do it, Louis's not going to do it. We've been on Delta wing for a few years now, we are established. DCO Dicks said, that's fine, and walked off.
232. Next thing, we had a phone call from Charlie wing, a member of staff saying, 'I'm on my own over here, Steve says that one of you is going to float between'. The idea that Steve Dicks had come up with was that there's one on Charlie, one on Delta and one floating, so that means there are two on that wing and two on that wing. It doesn't add up, you're breaking the contract by that. It's incidents like that that we felt necessary to call Whistleblower, because we had reported this to managers, we had reported this to Juls, we reported this to ?Beck and it kept going on.

233. Upon contacting Whistleblower, their understanding of G4S Care and Justice was minimal, their knowledge of Brook House even existing was non-existent, they didn't know it existed, their understanding of English was minimal as well, the call centre is based in Portugal. There was no -
234. **Mr Marsden:** This is advertised –
235. **A.** It's in every office.
236. **Ms Lampard:** Did they get back to you, or do anything about it?
237. **A.** Due to frustration, I tried on many occasions to different callers, to try and explain the same thing, was unable to correctly put my message across, so I never fully completed it. I know that others felt the same. There are others who still work here who have also called Speak Out.
238. **Mr Marsden:** And haven't had a satisfactory –
239. **A.** Haven't had a satisfactory experience at all. We requested a UK call centre -
240. **Q.** In essence the problems there were, Stewart, that you couldn't make yourself understood, they didn't know about –
241. **A.** Care and Justice section of G4S, yes. Also, the big Speak Out that was put up in the gatehouse, I challenged in front of Lorraine. I mentioned the poster and said that their call centre is based in Portugal, is there no UK call centre? My reply was, now we know who the whistle blowers are, then, and walked off.
242. **Q.** Who said that, Lorraine?
243. **Ms Lampard:** Lorraine –
244. **A.** She's very loyal to the company.
245. **Q.** Is she indiscreet?
246. **A.** I don't know, I don't –
247. **Q.** Do you think she tells people? You don't trust her, do you?
248. **A.** I have friend requests from her on Facebook and I have not approved or – I like to keep myself, outside of that door I am me, and –
249. **Q.** Can I just ask you about the length of the shifts here:
250. **A.** 13/14 hour stretches.
251. **Q.** Yes – what do you think about that? Do you think that's too long?
252. **A.** Absolutely.
253. **Q.** Some staff like that, don't they, because it means they get more time off, and they can have longer shift times, but –
254. **A.** I live 46 miles away, and it would favour me to be here for longer, but it's sometimes not liveable, just the fatigue that you can have. Two half hour breaks doesn't make sense, especially if you're in control room where you're in front of cameras. I've walked out of there and walked into the sun, and my eyes are just in pain, because I've been looking at the screens.
255. One thing about staffing levels, though: every time I did nights as a DCO, or 99.9% of the time, it would be me doing Charlie and Delta wing, one member of staff for 200 plus detainees.

256. Q. Is that still happening?  
 257. A. It's still happening on occasion, yes.
258. Q. How often is it still happening?  
 259. A. I know it happened last month, to my knowledge - but that's ACDTs, that's looking after first night observations on both wings, you're in charge of both. I know it's an 11 hour night, 77 hours in seven days doesn't really make sense.
260. Q. So it's still happening on occasion that at night you only have one DCO, two wings, they're doing first night obs, they're doing ACDT obs –  
 261. A. Yes.
262. Q. They're dealing with medical emergencies –  
 263. A. And also dispensing paracetamol, which I personally don't believe should be happening.
264. Q. They're doing dispensing. What else are they doing? Are they catching up on other things? What else are they doing if they are sitting there at night?  
 265. A. The general night duties would be to fulfil the meal list for the next day, so the kitchen are aware of how many meals they have, the property list for reception.
266. Q. Have you ever had an experience of somebody who is doing two wings just literally having to summon you to come and help, or get somebody else to come out?  
 267. A. Having to ask for another to member of staff come and assist? Sometimes you feel that you can't do that.
268. Q. Ed, sorry – I interrupted you about paracetamol.
269. Mr Marsden: Paracetamol, why do you think –  
 270. A. Why do I think we shouldn't be dispensing it?
271. Q. Yes.  
 272. A. I'm not medically trained at all, I don't know if someone's medical records, whether they have asthma, and is it paracetamol or ibuprofen? I know that one of them asthmatics can't take, so there's that. It's also for the fact that we are supposed to – and I know I did it myself – give it to the detainee and watch them take it. I know officers who don't, I think the majority of officers don't, they'll just slide it under the door at night.
273. All the officers should open the door and hand it over, I was always taught the doors are not supposed to be open at all, especially if there's one of you over two wings, because what they do is they open up the middle dividers – you've seen Charlie and Delta – they open up the ground floor, both doors, they prop them both open; if there's one of you and you open the door, the potential for that detainee to run out of that room is massive.
274. They can be stockpiling paracetamol or, I'm sure you should be able to see their medical records before you – sometimes you even call Healthcare and they seem very slapdash about, 'yes, just give it to them, they've had it before, just give it to them'. It used to say you had to contact them if they had to take it more than x amount of times in 24 hours, you'd call them and say,

he's about to – it was me putting my name to that, where it was a member of Healthcare saying 'yes, give it to him'. Why should I be accountable when I'm not medically trained?

275. **Ms Lampard:** Training – as an ACO, are you meant to have C&R - ?
276. **A.** No, you have personal protection.
- 277.
278. **Q.** And have you had all your up-to-date training?
279. **A.** You only do it once, for ACO, there is no refresher for that.
280. **Q.** Do you have to have any refreshers?
281. **A.** I haven't – I've been doing this since January last year and I haven't had any refreshers. To my knowledge – I've seen in the past ACOs who have had refreshers on other subjects but not –
282. **Mr Marsden:** Stewart, what would help here? If you were going to make a few recommendations, what would improve the functioning of this place?
283. **A.** I honestly don't know, but part of me would say to take it out of the private sector and make it a civil servant job.
284. **Q.** You mean, make it a public service, rather than it being –
285. **A.** A private security firm.
286. **Q.** How would that help?
287. **A.** I really don't know. I feel like the apple is a bit rotten, and it's just going to spread.
288. **Q.** It sounds like you're at the end of your tether, really.
289. **A.** I am, yes.
290. **Ms Lampard:** Can I just go back to when you were suspended over the business of writing the wrong time, what was the upshot of it after two or three months?
291. **A.** I came in for my initial investigation, I was called for my disciplinary, that was cancelled, then they would send out recorded letters – because I was signing for it, that was my 48 hours' notice to have my next disciplinary. Again cancelled, but DCM Conway Edwards told me that he was in a room – DCM Conway Edwards, Duncan Partridge, who was one of the Duty Directors at the time, Michelle Fernandez, HR, and Tony Bond – and they were discussing my outcome, my outcome was decided in that room.
292. Duncan Partridge was moving for the idea of me being sacked, and that being termination of contract, he was determined that that was what was going to happen. I believe this was because of the bullying that I had previously experienced, that I had flagged up. Duncan Partridge came to see me during my ITC, after I had the writing on my name card and said 'you need to use this to make you a better DCO, use it – you are a strong person, you have the moral, make you a better DCO'. Very, very nice guy, nice to my face; but he's actually in a room, saying how much he wants rid of you, because I was a problem, is the way I feel.
293. **Q.** What did they decide to do in the end?
294. **A.** Because of Tony Bond – Conway originally told me – Tony Bond saved my job, because he created the ACDT document, he was in the room, arguing my case, saying 'you cannot take any action; none of the observations were



out of time, it was just the wrong time written, so there was no further action you can take against that'. He really argued my case, is what Conway said. I came in, had my disciplinary – it was scheduled with Duncan Partridge three times, and was cancelled. I later had it with Sarah Newland, and Sarah Newland, with Michelle Fernandez, decided no further action taken. I elected myself to re-do my ACDT training.

295. Q. Do you think that Steve Skitt has inherited a bit of that sort of 'let's get rid of people' disciplinary approach?
296. A. He's a very odd character, if I'm honest. I don't know, I haven't had any dealings necessarily with Steve Skitt, and I try and avoid the idea. He used to come into the office when I was a DCO, and display very odd behaviour.
297. Q. Thank you very much. I don't think we have any more questions for you, thank you.
298. Mr Marsden: Stewart, we will have this typed up and it will be emailed to you, to your home address, so do you want to give us your email address?
299. A. DPA

*[Interview concluded]*