

Confidential

Independent Investigation into Brook House

Monday, 23 April 2018

Interview with
Ian Castle
Home Office

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

1. **Mr Marsden:** This is an interview with Ian Castle from the Home Office. It is part of the independent investigation here at Brook House. *[Introductions]*
2. **Ms Lampard:** Ian, can we begin by asking what your job title is and what your role and responsibilities are at Brook House?
3. **A.** I am the area manager for the Home Office for the Gatwick estate. In a nutshell, I try to ensure that the contract process is followed, and that G4S basically do what they are supposed to do.
4. **Q.** Are you responsible for the actual work that is being done in relation to detainees, casework, that sort of thing?
5. **A.** No, I don't have anything to do with the casework side of that office.
6. **Q.** The pre-departure team and detention returns is under somebody else?
7. **A.** That's right, yes.
8. **Q.** We have had a discussion with Simon, who works for you, about the sort of issues that are discussed with G4S in the contract reviews that happen every month. I am not going to take you through all of that, but it is quite clear to us that there are many ways in which this contract is not working for you; it is not something they are finding easy to fulfil, and Simon has explained to us about what happens then is you have a discussion and the big issue of course, is about staffing levels, and the answer to that is "We are recruiting as much as we possibly can", and that is having a knock-on effect on so many other things, the activities, and that sort of thing. What we asked him, and he saw the virtue of it, but suggested to us it isn't happening, is a conversation with G4S about the overall quality that they are offering under this contract, so that it is quite transactional. The conversations at the moment are based on quite specific things for which they will be fined – how many times have you not opened the library? How many times have you not opened the courtyards, how many times are there not enough staff on duty; is that fair that that bigger picture about the quality of the regime and the activities and the quality of life of the people living here is not really discussed?
9. **A.** I suppose that is, to a certain degree, a valid point, although I think we do try and press them, because we know that at the end of the day it is how happy the detainees are. It is not a happy place to be, but relatively speaking, the more they have to do, the easier, possibly, it will be to manage as a centre. We do mention it, but it isn't a priority, because I think we know that if you are going to have more staff then there would be more for the detainees to do. It makes sense.

10. **Mr Marsden:** Yes, in overall terms, how are they doing at the moment? If 10 was brilliant job and one was not very good at all, where would you put them? You are relatively new to the relationship, aren't you?
11. **A.** Yes.
12. **Ms Lampard:** How long have you been here?
13. **A.** I started in August, two weeks before *Panorama* went out, and I was an immigration officer previously, so I had a double promotion for my sins. It was quite a steep learning curve for me, and continues to be so.
14. **Mr Marsden:** Overall how do you think they are doing? If you compare how they were doing when *Panorama* hit and how they are doing now, have you seen an upward tick in their performance?
15. **A.** No. I see and I hear words, and I see attempts, but they are hugely hindered by the recruitment process and by the pool of people that they have available, and I think that it is not the beginning and end of everything, but it is a hugely contributing factor to everything they do and don't do here. I probably couldn't give them more than six.
16. **Ms Lampard:** The other issue that comes to us is that it is not simply that there aren't enough numbers of staff, but that the staff generally are pretty disaffected, pretty unhappy, and that is seen in the way that quite a lot of them – not all of them I might add – undertake their roles and responsibilities. Let me give you an example. We went onto a wing not long ago, and the sink was clogged with food, there were bags of litter at one end, including cigarette ends and on the tables breakfast was still there – bits of boiled egg, and it was just about to be lunch; everybody was locked up, it was about to be lunch. We said to the two DCOs who were sitting in the office and perhaps hadn't even walked down to that end of the wing "What is going to happen about this?", to which they said "Somebody will clear it up this evening". That sort of lack of ownership and care – that was a particularly bad example, but I don't think it is unusual; is that your impression?
17. **A.** No.
18. **Q.** It is not unusual in your view?
19. **A.** I can only speak as I find and say what I see. I haven't seen the DCOs acting like that. I have an occasional walk around the centre.
20. **Q.** How often do you go around?
21. **A.** Once every couple of weeks; it depends. I might go a couple of weeks and not see anywhere, and then I might do two or three trips in a week. I don't go across the whole centre, but I would imagine that quite a few of the detainees would recognise me, but my experience of the staff interaction with the detainees is, from what I have seen, okay. I haven't seen anyone be disrespectful. I have seen DCOs dealing with passionate detainees calmly.
22. **Q.** I don't think we would say that we have seen anything other than that either; we have seen good interactions between the detainees. It is just this sense of "It is my duty to make this place work. I will make sure that I pick up the litter or I ask somebody to help me pick up the litter. I will get out of the office. I won't sit in the office. I will wander around". There is something about proactive ownership, I think.
23. **A.** Yes, I probably have to agree with you, that there isn't enough of that.

24. Q. That is about management, isn't it? That is about people saying to their staff "Get out of the office". Are they invariably in the office when you are there? They are invariably in the office when we are there.
25. A. Yes.
26. Q. It is not evident that they are all doing something that needs them to be in the office.
27. A. There are a lot of collections of DCOs, two or three somewhere, two or three somewhere else, talking amongst themselves and they might be better off doing something else.
28. Q. I go back to the management point: good management would make sure that that wasn't happening, that was not acceptable.
29. A. Yes, I would agree with that.
30. Q. I don't want to say that about all the staff, because we have seen some fantastic staff doing some fantastic stuff and really going the extra, but that is not the usual I don't think.
31. A. It wouldn't be a difficult thing to do I don't think, if you are on the wing anyway.
32. Q. Let's go back to your relationship with G4S. Are those discussions you ever have with G4S? Are they discussions you feel you could have with G4S?
33. A. We do. We regularly check the wing, we check it in the morning and then go back the following day. If there is anything that has not been done we tell them, and we ask them why it hasn't been done. We don't tell them – we do ask "Why hasn't this been done?". Sorry, I have lost my track.
34. Q. It was just about how far your conversations go with them on those issues that go beyond just the contractual obligations, but go towards "Is this a good enough place? Is this being well enough run?". Is the experience of detainees good enough?
35. A. Probably not.
36. **Mr Marsden:** Do you have in your mind's eye a sense of "This is how I want Brook House and Tinsley to be. This is the kind of level of expectation I have"?
37. A. It is changing. When I started here, I was a robust immigration officer, arresting, Operation Triton, anti-terrorist liaison unit, and my general opinion of a detainee was how quickly can you remove them, because I didn't have any experience of working in a detention centre.
38. Q. Or of an institution?
39. A. Yes, anything.
40. Q. Yours was guarding the border.
41. A. In a way, yes. The vast majority of the subjects we dealt with were men of violence, drug dealers who you wouldn't want on the street, whether they were British or non-British. I have, over the last seven or eight months, my opinion has changed considerably even by the way I talk about them at home. I am becoming more and more aware that things should change, not only in how we deal with them on a face-to-face basis, but the type of environment that they are in. I am changing, but I have to ensure that that is reflected in the way I deal with G4S; and I don't think it is.
42. **Ms Lampard:** Okay, everybody has their chance to do things differently.

43. A. I am being honest.
- 44.
45. Q. Absolutely, and it is very helpful, because there is, for us, this gap between what they think they are meant to be doing for you and what actually they ought to be doing, in my view. There is this issue too, and you may not want to answer this, and certainly we wouldn't attribute what you said about this, there is clearly, within management here, a lack of grip of some of these things. We have talked about lack of ownership amongst staff, which we have both seen, and we talk about the overall regime which is being offered to detainees, and it is simply not good enough, is it? What are they doing all day? Where, in your view, does that problem lie? Do you have a view? Do you think that is DCMs? Do you think that is senior managers? Do you think that is individual senior managers?
46. A. There is quite a lot of talk.
47. Q. Where do you think that talk is?
48. A. Of managers, senior managers' previous experiences in prison.
49. Q. I think we know who you are talking about.
50. A. Not just – can I name?
51. Q. Absolutely.
52. A. Just for clarity, it is not just Steve. Lee comes from a prison background where he has worked in detention centres – previously he worked here a few years ago, so there seems to be a lot of reference to how they deal with in prisons, and I have said "This isn't a prison; this is a detention centre and things are different"; they don't seem to be able to take that on board.
53. I must say, I was quite impressed with Lee when he came in, but a lot of the work they have done has been very superficial – a lick of paint here, a few new tiles there, but I think he does care about certainly the safety of the detainees. Whether he has the access to the purse strings to do anything about it, I don't know.
54. **Mr Marsden:** Does it feel like some of the stuff that has happened since *Panorama* is all well and good, but it is not really getting to the nub of the issue?
55. A. To a certain degree, yes. Superficial improvements in the look of the place are one thing, like I said, having a fresh lick of paint in the main corridors, okay – that's alright.
56. Q. It is what it is.
57. A. Yes, but it doesn't make the detainees' day any shorter, or seem any shorter. I do think that G4S do have some very good people. I have a lot of time for Michelle Brown, and Mark Demian and Lee as well, but I think they are, to a certain degree, nobbled by the type of person that they can recruit.
58. **Ms Lampard:** What is your view of Juls Williams?
59. A. Not very high.
60. Q. Can we go back to another thing, and this is the same issue, but it is slightly looking at it in a different way, the issue of the general governance of the place and the structures and the processes they have for making sure and for assuring us that people are going to be well looked after? I have been in meetings with you as well here; we haven't been able to go to all of them

- because they haven't happened – there is an awful lot of cancelling of meetings at the last minute which you must have found, but we have been to a few. We have been to an adults' risk meeting, we have been to a security meeting, we have been to the detainees of interest meeting. There is an awful lot of meeting and talking, and I am not sure that it achieves anything. First of all, no action points in relation to the individuals we have been talking about, and much more concerning, no strategic focus, no identification of underlying issues and then planning of how you are going to deal with them. Does that ring true for you in those meetings?
61. A. It does. There is a lot of waffle and a lot of hot air.
62. Q. A lot of gossip.
63. A. Yes, but not much in the way of action, I have to agree with you, Kate.
64. Q. The other thing that concerns me is the IMB. The IMB writes quite nice reports about this place. Have you encountered IMBs elsewhere?
65. A. We did have an IMB at Tinsley. I have not sat in on one of their meetings.
66. Q. What is your impression of the IMB here?
67. A. I have only sat on one of their meetings.
68. **Mr Marsden:** Is that the meeting we were at?
69. A. Yes, and I was quite surprised at how robust – I was expecting more criticism from them.
70. **Ms Lampard:** So were we.
71. **Mr Marsden:** You were surprised that there wasn't more challenge from them?
72. A. I don't think at the time, probably a couple of months ago, I was still finding my feet, and I didn't know the dynamics of the committee.
73. Q. I don't think you even knew you were having to come to that meeting.
74. A. I was happy to be there. What I wasn't happy with was being told by one of my EOs "Don't worry; you don't have to actually do anything. You can just be there and listen and if you want to make a point, you are happy to", and then to be told "Right, so what is the Home Office point of view, Ian?". I was a bit like a rabbit in a headlight.
75. **Ms Lampard:** Would it surprise you to learn that Ed and I think that they are too cosy with the leadership here? I don't mean that in the corrupt sense, having relationships with them elsewhere, but just that the whole tone of that meeting we thought was unprofessional. It was gossipy, it was sort of jokey and discursive and it didn't appear to be what it should be, which is a real challenge on some of the issues that matter.
76. A. I didn't have anything else to compare it to.
77. **Mr Marsden:** If I compare it to the IMB at Yarl's Wood, which is where we have previously done a piece of work, that felt much more –
78. A. Challenging for the service provider?
79. Q. Yes, certainly much more challenging of Serco, and much more evident in the centre, around the centre quite a lot, so you would bump into them quite a lot, and they would be coming to incidents and much more holding to account.

80. **Ms Lampard:** Can either of you two remind me of that meeting? They did have a meeting beforehand, didn't they, when they talked about the issues they were going to raise before the G4S staff came in? There was a meeting.
81. **Mr Marsden:** We weren't there for that, were we? We arrived at the point of Lee – you were there, Ian, weren't you, when we came in?
82. **A.** If I was there I had only been there a –
83. **Ms Lampard:** Certainly, at Yarl's Wood the IMB did what one might expect which is they had a pre-meeting where they nailed down who was going to raise which issue and how they were going to press it.
84. **A.** Right, that would make sense.
85. **Q.** Just another point, which you might be able to give me a more general view about, is this ability of the SMT, the senior management team, in the centre, how often do you reckon they are in the centre, how much of their presence – ?
86. **A.** G4S? Lee is here a lot of the time.
87. **Q.** Actually on the floor?
88. **A.** No. Not enough.
89. **Q.** How often? When you are going about the place do you see them wandering around?
90. **A.** No. I occasionally see Juls. I rarely see Steve. Michelle Brown will probably be the most visual. Who else is there? Dan Haughton – rarely.
91. **Mr Marsden:** I know Juls is Head of Residential, or at least was, and now Mark is. Our impression is Juls is not a real presence directing the regime of the centre and ensuring that things happen in the way that they should.
92. **A.** I think to be a good manager, it is handy to have a bit of charisma. It is probably not quite the right word.
93. **Ms Lampard:** I know what you mean.
94. **A.** A bit of personality, and that is not something that he is overendowed with at all. I also would expect a manager to be able to communicate with his staff, to communicate with the detainees; I feel like I am jumping on this poor fellow, but I am pretty certain that he doesn't have the respect of his staff nor of the majority of the rest of the SMT.
95. **Q.** Somebody in your team is out and about every day; how often?
96. **A.** It should be once a day at least. They each have a particular area of the contract thematic area.
97. **Q.** How does that divide up?
98. **A.** We can't cover X amount of staff and there are Y number of pointers within the contract, but we have covered what we feel are the most essential. For example, Jenny with security, she will have a look around the centre, have a chat with some of the staff. She is reviewing, for example, the Rule 40/42 paperwork and how it is dealt with here, so that is one example. Food tasting, pretty much on a daily basis. Cleaning, daily basis. These all should be on a daily basis.

99. **Mr Marsden:** These are in your picking out things that you know are touchpoints, they are important parts of the contract regime?
100. **A.** Welfare, healthcare.
101. **Ms Lampard:** Which are the ones that you find recurring too much? Which are the ones that you particular bother – is it staff numbers you bother about most? Is it cleaning?
102. **A.** Staffing – since day one has been an issue.
103. **Q.** Has it shown any signs of improving?
104. **A.** Not as far as I am aware, no. We have the next quarterly review meeting tomorrow, which I will be able to give you a more accurate answer then, but my gut feeling is –
105. **Mr Marsden:** Do you chair the quarterly review meetings?
106. **A.** No, that is normally Michelle Smith or ?Munhir from the commercial team.
107. **Ms Lampard:** That is from London?
108. **A.** Yes.
109. **Mr Marsden:** It is held here?
110. **A.** Normally. Occasionally, I think there has been one held in G4S' offices up in town but the two I have sat in –
111. **Ms Lampard:** Apart from staff, you can see why that is an issue, what are the biggies that keep occurring and are a concern to you?
112. **A.** Reception. I am going to sound like lord of the manor here, but on one of my wards, the reception I thought was ridiculously tatty – broken bits of furniture, no complaint forms - so I asked Mark if he could have a look at it for me and, to his credit, the next day there was some new furniture in there, the broken bookcases had been removed, old bits of furniture that had been in one of the search rooms had been removed.
113. **Q.** What about food that is usually left lying around there; has that gone?
114. **A.** That was gone, yes. The formal table had taken a cleaning, but it shouldn't be for me to do that and it shouldn't be for any of our staff, but they do – they look, they tell and they ask for it to be sorted out.
115. **Mr Marsden:** It very much speaks to the lack of responsibility and lack of ownership of things at the front line by G4S.
116. **A.** Yes, by talking about it you are making me realise myself.
117. **Q.** We have seen a lot of that.
118. **A.** Yes, we are here to ensure the contract is complied with – contract compliance - but we shouldn't be telling them what to do, because they should be aware.
119. **Q.** Has that ever been raised with them in a contract meeting?
120. **A.** Not in those words, but I am going to do that tomorrow, if you don't mind.
121. **Q.** I think it would be really helpful.
122. **Ms Lampard:** Don't quote us, but we won't take you for copyright on that, but it is a very seriously obvious problem.

123. Okay. Can we just move to a couple of other things? One is about training, staff training; we know that has not been happening in the way that it should, particularly not refresher training. Which bit of training do you get concerned about? Is there training which you have to have which is C&R and, I assume, safeguarding, and first aid I think. Is there anything else?
124. A. Yes. Rule 40/42.
125. Q. Is that an annual refresher?
126. A. I don't believe it is officially required, but it is something that I think should be.
127. Q. Training and refresher training statistics and all that sort of thing are not good; do you take that up with them?
128. A. I can't say we do; I can't say we don't, but I can't say we do.
129. Q. There is a problem about losing staff here – I think for the obvious reason, but a lot of them are very young, they don't feel very well supported, and they are not even prepared for what it is that is going to hit them, and actually, it is a very strange environment in there, isn't it? You can see how somebody young with not much life skills might find it very overwhelming and leave.
130. A. I have told them – alright, I've asked them – no! I have told them, actually, why do they not put the new staff onto the wing?
131. Q. Why don't they? It's possibly something to do with the security clearances.
132. Mr Marsden: I don't know whether they expressly say it, but the implication is that they don't give people early exposure because the Home Office wouldn't like it. We never found anyone from the Home Office who has ever said –
133. A. No, absolutely not. I have told Lee, and I have said to them "Why do you not consider early exposure?". I would imagine it will probably improve their retention rate.
134. Ms Lampard: When you said that to Lee, what did he say to you?
135. A. I can't remember, but it would have been something to do with security clearance or something like that.
136. Mr Marsden: Is the obstacle from them?
137. Ms Lampard: The Home Office.
138. Mr Marsden: From the Home Office. I have always taken it that it was they are dying to get people out into the centre earlier, but there is this bureaucracy of the Home Office stopping them doing so, but what you have just said, that doesn't sound like it.
139. A. I am not quite sure of what level security clearance that their staff would need.
140. Ms Lampard: They would need all they could.
141. Mr Marsden: There is CBS and CTC, aren't they?
142. A. That does take a time, but it doesn't mean they can't bring staff through, because they are accompanied anyway. That is the issue. I have a new member of staff joining here on Monday. Her security clearance we are waiting for, but there is no reason why she can't come through to this side of

the building, because she will be with another member of staff and that will be the same.

143. Q. Absolutely. Ian, if they came to you with "The next ITC would like to take them early on into the centre, people spend a couple of hours seeing what life is like", can you approve that?
144. A. I don't know, but I would ask the question. I would go to Michelle Smith, my AD and say "Can I authorise this, Michelle, or do you need to?"
145. Q. It would get your recommendation? You would say "It's a no-brainer, we should allow it".
146. A. Yes.
147. Q. There is an extraordinary learned helplessness, isn't there?
148. Ms Lampard: It may be that somebody in the past has stopped it; who knows? I don't think it happens anywhere else in the IRC estate, does it, that people go onto the wings?
149. Mr Marsden: I don't know what they did at Yarl's Wood.
150. Ms Lampard: I can't remember. I think they went around accompanied; in fact, I am sure they did.
151. Mr Marsden: If it was the answer to be retaining people, presumably the Home Office say "Insofar as it is reasonable to give you latitude to do this, will you do it in a sensible way"?
152. A. If I couldn't authorise it, I would make sure that I found out who could authorise it and ask them for their authorisation; that would be my recommendation – put their name on the line – dotted line.
153. Q. The stipulation would be that staff, anyone on an ITC is going around the centre accompanied by qualified G4S staff.
154. A. DCOs, yes.
155. Ms Lampard: The relationship with the local police is an issue that has been a bit of an issue for some time. I think things are improving. Are you conscious of where that is getting to, trying to get some better agreement about which things they will and will not investigate?
156. A. From what I understand there is an MoU about to be signed.
157. Q. What will that cover? Will that cover them agreeing which sort of issues they will investigate, when they will turn up and whether they will prosecute?
158. A. Yes. One of the big issues, I believe, was the police have now agreed to pursue prosecutions up until the point of a detainee's removal or whatever happens if he is on bail – obviously they will keep pursuing, if he is removed they may well NFA the –
159. Q. Before they were saying "We are not going to bother, because all that happens is that that the Home Office sends people out of here and it is a waste of our time", so they don't even bother.
160. A. Yes, that is as I understand it.

161. Q. Vanessa - I don't know her surname, who went to the training on 22 February – have you seen the note that came out about what Hibiscus' staff saw at that training?
162. A. I saw a copy; I have had one look at it.
163. Q. What was done in relation to Vanessa's behaviour there?
164. A. She is not in my line management chain, but from what I understand she is subject to disciplinary proceedings and I believe had an interview last week.
165. Mr Marsden: Whose report is she? She is in the centre?
166. A. She is one of the community officers.
167. Q. Would she report to Debbie?
168. A. Simon Levitt.
169. Q. Okay.
170. Ms Lampard: You have never seen anything that you consider to be inappropriate behaviour, and, I have to say, I don't think we have either. One thing that slightly concerns us is that they keep complaints here and they have a complaints manager, who manages that, and anything that is serious, of course, comes to the Home Office and is investigated by the Home Office. That is okay so far as complaints go and so far as people are prepared to complain, but there are other indicators of when things might be a complaint or might not look quite right, so the IMB might pick something up as they go around – somebody might say something to them, or an SIR might end up saying something about poor behaviour. Now they say "If it was serious we would tell the Home Office about it anyway and then the Home Office might want to look into it", but there isn't, it seems to me, what there was going to be in Yarl's Wood, which is a single register devoted to allegations about behaviours by staff; any description. You go into Karen Goulder's complaints thing and if they relate to staff you have to go back into another screen. Steve Skitt says "We would triangulate it with what we hear" – from the sources I am talking about, SIRs, that sort of thing. What I am really saying is are you conscious of anywhere where they can build up a picture in relation to individual members of staff who might be beginning to show signs of having wayward behaviour, and are you conscious of any discussions that you have been involved in about that?
171. A. I will answer the second bit first: no, is the answer to that. The first bit, I am fairly sure that the spreadsheet I get now from Karen covers any type of complaint, serious or what might be considered a minor.
172. Q. Is it ones that would come from any source?
173. A. As I understand it, yes, Kate.
174. Q. We will go and ask Karen to show us her spreadsheet. In your view, that spreadsheet, when you look at it and it shows you there has been a complaint, do they take them seriously? Do they get them properly investigated in the way they should?
175. A. I think so, yes.
176. Q. Do you sample that?

177. A. We do, yes, as part of the contract compliance. We will do a dip sample. Did you hear – I am sure you must have done – about the incident with the two DCOs a couple of months ago?
178. Q. No.
179. A. One was under the influence.
180. Q. Tell us about that again; we heard about that as we came through the Gate House.
181. A. Timmy, I think his name was, was asleep on the wing. Mark tried to wake him up.
182. Q. Day or night?
183. A. This was in the evening. Several attempts to wake him up. He wakes him eventually and the DCO is abusive to him, and they take him out to the Gate House. They believed he was under the influence of something – not alcohol, because I don't think they could smell any alcohol. Within the same timeframe a female DCO was doing random searches on staff, she disappeared into the toilet, they followed her in and she flushed some tobacco down the loo. Both these DCOs were on their probationary period, yet G4S wanted to carry out a formal investigation of them. I am telling you this story because I am trying to show that they maybe occasionally go too far the other way because my first thought was "Write the letters". You have to be employed for two years as far as I know to go to a tribunal, so why do we need these people here?
184. **Mr Marsden:** It is gross misconduct as well.
185. A. Just talking to your manager in such a fashion, being under the influence on duty. They called the police, but the police refused to do anything like search their cars, because they felt that she may have had some spice in the tobacco. She admitted that she brought it in for a detainee. I thought "Why don't you just get them in the next day, P45, and you won't get a reference from us?".
186. **Ms Lampard:** How often are they doing random searches?
187. A. I don't know.
188. Q. Do you think they are doing them enough?
189. A. No.
190. Q. What makes you say that?
191. A. I don't think they do them on the staff enough. They have a drugs dog, which I don't think they use enough. Spice is a big issue, and they could be doing more.
192. Q. How often do you get searched?
193. A. I have never been searched.
194. Q. Why not?
195. A. I don't know.
196. **Mr Marsden:** Do you come in through the staff entrance?
197. A. Through the main entrance.

198. Q. You go through traffic.
199. A. I do know Rob Gibson, who is the HDO at Tinsley, he has been searched at Tinsley, and they took mouthwash off him, because it contains alcohol.
200. **Ms Lampard:** You have been there since August.
201. A. I have never been searched. As far as I am aware, none of my staff have been searched, but I will clarify that. I am fairly certain that they would have mentioned it when I came in.
202. **Mr Marsden:** We have never been searched.
203. **Ms Lampard:** We have never been searched, which we find surprising.
204. **Mr Marsden:** We went to HMP Rye Hill the other week and we couldn't have got in the place without our luggage going through the scanner. We were patted down. Anything that we had that they didn't like the look of we had to leave at the Gate House.
205. **Ms Lampard:** What is that about, Ian?
206. A. Sorry?
207. Q. What is it about? Is it just not enough staff?
208. A. No. I think it is possibly due to the fact that they probably think "Why would the Home Office bring anything in?" It is familiarity breeds contempt.
209. Q. It is very naïve.
210. A. Possibly that – you would have to ask them.
211. Q. I am not sure I have any more questions; do you have any?
212. **Mr Marsden:** Ian, it is clearly for G4S to manage their affairs in the way that meets the expectations of the contractor, but if we could say two or three things to senior management about Brook House and its management – from your perspective if there were two or three things to really improve, what would they be? Staffing is obvious, and the supplementary to that is are there things that the Home Office can do, both in terms of facilitating ITC access, but also things like using your contractual leverage? Are there things that you can do to put pressure on that change has to become a reality? Start with G4S; if they were going to do a couple of things?
213. A. There needs to be more for the detainees to do. A gym; you spend 45 minutes in the gym, what else are you going to do with the rest of your 10 hours? Skype. I cannot see any reason why they shouldn't be able to use Skype.
214. **Ms Lampard:** That is not something Clare agrees with you about, though?
215. A. I don't know. You are just asking my opinion.
216. Q. I agree with you.
217. A. I cannot see any security aspects. If you can talk to somebody on the phone all you are doing is putting a picture up of them; there is no difference otherwise. Skype – more for the entertainment, shall we say, for the detainees, and also make the centre completely and utterly non-smoking.

218. Q. You do the education – education is part of the package that is contractually required; do you quality assure the education they get?
219. A. No. However, I have seen Sebastian in action, and I thought he was outstanding.
220. Q. What about Ros?
221. A. I haven't seen her.
222. Q. One other thing I wanted to raise with you, which is a bit of a Home Office thing is that you don't have access here in an IRC to what I think is called p-NOMIS, or Mercury. It is the computer system from prison.
223. A. Is that ?PRATI?
224. Q. No, it is to do with prison records and the risk assessment on people and all their behaviours and all that sort of thing. Is that an issue that ever gets talked to you about?
225. A. No.
226. Q. I don't think I have any more questions.
227. **Mr Marsden:** The things you have for G4S. Having had this conversation, do you think there are things that the Home Office could do that would get them? Could you apply more pressure, and I don't mean fines, but "Have you thought about this?" or "Let's help you fix that problem"?
228. A. I think that the Home Office – detention is a hugely – what's the word I'm looking for?
229. **Ms Lampard:** Sensitive?
230. A. Contentious – hugely contentious. I honestly think that the Home Office would be prepared to pay, to spend more, so the encouragement from the Home Office will be "You need to consider X and we are prepared to pay for it", because I think possibly the push-back or the expectations were "Who is going to pay for this?" By far and away the most important thing is the staff numbers.
231. **Mr Marsden:** Lee has mentioned to us, using a courtyard, having additional space in a courtyard.
232. A. He mentioned that to me, putting a building on one of the courtyards. I think he is looking at a small teaching, education –
233. **Ms Lampard:** A gym, and an indoor sports centre.
234. A. Have you been to Tinsley?
235. Q. Yes.
236. A. On the far side of the building there is a huge, full-sized sports hall. It seems –
237. **Mr Marsden:** Incongruous, doesn't it?
238. A. Yes, because you have 500 detainees here and 160 or something down there, and the big sports hall is down there. There are so many things they could do in a sports hall.
239. Q. When Lee mentioned that to you, do you think that is an idea worth them pursuing?

240. A. Definitely, yes.
241. Q. Because it fits with your add 'more to do', doesn't it?
242. A. Yes. Of course, some of these ideas, where will they fit in with the new contract negotiations and what have you? It is not a good time, but I don't think we should have reached this stage anyway. The contract was up for renewal two years ago, 18 months ago – how have we got so far?
243. **Ms Lampard:** Good; thank you very much for your time. That has been incredibly helpful. You were going to confirm whether or not any of your staff had ever been subjected to a search while you have been here, which is since August. Terrific.
244. A. I will come straight back.
245. Q. Thank you; that's helpful.

[Interview concluded]