

Confidential

Independent Investigation into Brook House

Tuesday 27 March 2018

Interview with
Name Irrelevant
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Name Irrelevant
(Hibiscus)

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(Hibiscus)

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

1. **Ms Lampard:** *[Introductions]* Kerry, maybe you might just tell me as background, tell us about Hibiscus, what Hibiscus does, what you are here for.
2. **Name Irrelevant** and I work in pre-departure accommodation in Tinsley House, working with families, supporting them while they are there and offering resettlement support for when they are returned to their country.
3. **Q.** What does that look like? Just describe what resettlement needs are the usual things that you are trying to help people with.
4. **Name Irrelevant** Often it's accommodation, a lot of the people who are going back have been in the UK for a while, so they don't have a home to go back to, or accommodation, it will be setting up accommodation, travel from the airport to wherever they want to settle; then support with school, education, health, all sorts of things. Or, if there's a specific need that we identify with the individual, like they suffered domestic violence or they've been trafficked in, we might find them some support that's specific to that sort of trauma.
5. **Q.** Can you give me some sense **Name Irrelevant** of what the anxiety level is about people returning to a country that they left – for instance, yesterday Ed and I met somebody who has been here since 2002 and the plan is to put them on a plane to Mogadishu. I think I can get my head round that as a point of trouble, but what from your point of view are the things that people seem to fret most about? What do they say?
6. **Name Irrelevant** I think they're anxious about every single aspect of it – how are they going to settle back, when they haven't been there for so long, and because we're dealing with families, that normally goes in terms of, how are my children going to settle in this country that they've never been to? Often they do look at it through their children's eyes. How are they going to get jobs and support themselves? Often they talk about, we don't know that culture any more, it's going to be very obvious that we're not from there, and also the perceived anxiety of what friends and family are going to think, because they've been in the UK, they should have succeeded, and they haven't, and I think that brings a lot of anxiety about how their family -
7. **Mr Marsden:** The shame.
8. **Name Irrelevant** How their families are going to view them going back, and if they'll even accept them.

9. **Mr Marsden:** You may not know, but have they usually spent considerable sums of money to get here in the first place?
10. **Name Irrelevant:** Some of them yes, but often we don't know.
11. **Ms Lampard:** What about assets here? Some of them may have bought property, or have cars, or whatever it is – what happens about all of that?
12. **Name Irrelevant:** I think the majority of our families haven't had that many assets, they are normally in rented accommodation or G4S accommodation. I don't think – correct me if I'm wrong, **Name Irrelevant** we've had any that have owned houses here.
13. **Ms Smith:** Not that we've known of, no, but there was the family we had that was worried about the TV that they'd bought, and a few items like that, that they'd obviously spent money on.
14. **Name Irrelevant:** But we haven't encountered any with cars or anything.
15. **Mr Marsden:** Where they're wanting to take those back?
16. **Name Irrelevant:** Yes.
17. **Ms Lampard:** Have you ever worked with the single men in Brook House?
18. **Name Irrelevant:** No.
19. **Q.** Who does that? Who works for Hibiscus in Brook House?
20. **Name Irrelevant:** We don't have a presence at Brook House.
21. **Q.** Why is that?
22. **Name Irrelevant:** Hibiscus is a female-centred organisation, and whenever we decide whether or not to take on a piece of work we have to balance work with men against the level of work that we do with women, and our Board thought that if we were to move into working with the male cohort at Brook it would increase, obviously, the amount of work that we're doing with men, so they thought that we'd –
23. **Mr Marsden:** It was overwhelming.
24. **Name Irrelevant:** Not overwhelming, but I think in the wider picture of what Hibiscus does, it would be viewed as more work with men, and we wanted to keep our focus on working with women.
25. **Ms Lampard:** Is there an equivalent here in Brook House, or is it all left down to the welfare officers?
26. **Name Irrelevant:** I think it's taken on by the welfare teams, but also, they have introduced these new pre-departure teams which, from my understanding, will be assisting people with their pre-departure needs; but that's led by the Home Office, and it's very new at the moment.
27. **Q.** And do you think that will have the same welfare input, or is that more about persuading people to go, incentivising people to go?
28. **Name Irrelevant:** Yes, I think there is a level of compliance that's expected from the residents, that's going to be pushed by pre-departure teams. I don't think the welfare teams would be able to offer an equivalent service to what Hibiscus have, only because a large part of our work is done with overseas NGOs, so for years we've built up the relationship with a lot of organisations in other countries, who are able to offer that ongoing support, and I think that's quite important in terms of resettlement.

29. Q. That's very interesting, because that's clearly a lack for them here, so if you were to describe some of that for me, that might be very helpful – what sort of NGOs are we talking about on the ground?
30. Ms [Name Irrelevant] It varies from country to country, but for example, just off the top of my head, Nigeria - because we've just recently come back from a field trip to Nigeria - in Lagos, we have an NGO that can meet and greet individuals from the airport, they are able to set up accommodation for three months, free accommodation, you get food there, but that's only for women and children. We also have very close links now with IOM – International Organisation for Migration – who, although they can't directly support our clients, they are able to signpost to local - they do a lot of work with returnees in Nigeria, and they have a lot of links with local NGOs. There is another women's refuge in Benin –
31. Q. Are you aware of any other organisation like Hibiscus, anywhere else in the country, that is doing the sort of welfare work you are talking about with male detainees?
32. Ms [Name Irrelevant] No.
33. Q. So it is a missing link, isn't it?
34. Ms [Name Irrelevant] Definitely.
35. Q. Finally, who pays for you?
36. Ms [Name Irrelevant] For this project we have an SLA with G4S.
37. Q. Just tell us about that, then –
38. Mr Marsden: G4S are paying the –
39. Ms [Name Irrelevant] For this service, yes, for the PDA.
40. Q. So how does that work, who contracts you at G4S?
41. [Name Irrelevant] The agreement is with G4S, to be part of the welfare services, it's delivered in the PDA. We have an agreement in place, where we will provide a specific amount of staff on shift, and we will provide care to the families, but the care will be primarily resettlement support, advice. We also sit on what they call the Executive Oversight Board, together with G4S and the Home Office, and I think there might be a Safeguarding Lead there, and the aim of that Board is to review the services within the PDA, but also to try and improve it.
42. Ms Lampard: Who is your point of contact here?
43. [Name Irrelevant] We have quite a few –
44. Q. Within G4S.
45. [Name Irrelevant] On the ground, operationally, it would start off at Joanne, she's the manager of the –
46. [Name Irrelevant] Yes, manager of PDA/Welfare.
47. Mr Marsden: At Tinsley?
48. [Name Irrelevant] Yes. Lynn would be next up in line, Sarah Newland –
49. Ms Lampard: If you had an issue –
50. [Name Irrelevant] I would probably bring it either to Lynn or Sarah Newland. If we wanted to raise it higher, we have a good relationship with Lee Hanford, and he was the

person that we worked more closely with when we were deciding whether or not we would work with G4S.

51. Q. How do you find G4S? How committed are they to this welfare work?
52. [Name Irrelevant]: I found them very committed when we were putting forward the proposals, when we first entered into discussions with them, they seemed very interested, and I didn't have any cause for concern. If Hibiscus did, then we wouldn't have gone in with them.
53. Q. Do you still feel like that?
54. [Name Irrelevant]: I think at the higher levels of G4S, the individual that we speak with, there is still that commitment, but I do feel that maybe on the lower, operational levels, there is a problem somewhere.
55. Q. What sort of things become a problem, what are the problems you see?
56. [Name Irrelevant]: I think on the back of what the ladies –
57. Q. Are going to tell us in a minute –
58. [Name Irrelevant]: Yes, the general attitude of staff, maybe flippant comments that were made, or have been made –
59. Q. Is that a regular thing that you feel, people aren't taking what you're doing seriously, or –?
60. [Name Irrelevant]: No, not in the PDA, I think the PDA staff are a very separate group of staff to those who work in the centre as a whole, they've gone through certain interviews and assessments to see whether they are suitable, so I don't think I've ever felt that from the PDA staff at the ground level.
61. Q. Do you have much contact with the rest of the staff dealing with the rest of the population?
62. [Name Irrelevant]: No, not much.
63. Q. You don't. Do the residents that you deal with suggest to you that they have issues with some of the staff?
64. [Name Irrelevant]: Never.
65. Mr Marsden: Just tell us how the PDA actually works. I have no sense of –
66. [Name Irrelevant]: You have Tinsley House as a whole, and then it's a wing off, so the families come in 72 hours before their flight, so they can stay up to 72 hours unless there is ministerial approval for a week, and they are brought in and they see the G4S officers and then the welfare team –
67. Q. It's like a flat –
68. Ms Lamboard: It's actually rather nice, it's nicely done.
69. [Name Irrelevant]: Yes, so they have their apartment with their sofa, seating area for eating, and their own bathroom in their apartment, but then there is the wider dining room, kitchen where they can cook, and living room.
70. Mr Marsden: There's a play area as well.
71. [Name Irrelevant]: Yes, there are a couple of play areas, there's a garden, there's a music room, resource room.
72. Q. So they arrive 72 hours – is that their first contact with you?

73. [Name Irrelevant]: With us, yes.
74. Q. So it's 72 hours of anxiety and concern, and oh my goodness, how do I get myself organised for this, because at this point they know they're going.
75. [Name Irrelevant]: Yes, they can still put in further submissions.
76. [Name Irrelevant]: They are often not told when they're going, though, so at that point they don't know that they have three days, so as far as they're concerned they could be there a week, or longer.
77. Q. That's quite difficult, isn't it?
78. [Name Irrelevant]: Yes. That leads to more apprehension, because –
79. Q. So are they saying from the moment they arrive, when will we go?
80. [Name Irrelevant]: Sometimes they do ask, sometimes they don't ask, sometimes they are told later on in their stay, but sometimes they're not told at all, depending on the make-up and the vulnerabilities of the family.
81. Q. And it may then be, what is it, half an hour before you're due to get on a flight, someone will tell you?
82. [Name Irrelevant]: For instance, there was one last week, and they were being picked up at 2am, so at quarter to one they were woken up and told, you're going to be going soon, and then every fifteen minutes for the next hour officers went in, female officers because it was a single mother, welfare officers and a G4S officer would go in, 'come on, let's think about getting up'; and then about half an hour before, when Tascor had arrived, they brought her out the room, and she came out on her own, but it was about an hour and a bit process of getting her up and telling her, you're going now.
83. Q. And she was by herself –
84. [Name Irrelevant]: She was a single mother with two children, a three year-old and a two year-old. She came out of the apartment and then they brought out the children.
85. Q. So really difficult dynamics, and emotional –
86. [Name Irrelevant]: Yes, because she didn't know she was going to be picked up in the night, she didn't know she was leaving at 2am.
87. Ms Lampard: What a time to do it.
88. Mr Marsden: It beggars belief, doesn't it? I suppose it's when charters are going or when commercial flights are going.
89. Ms Lampard: Just generally, before we move on to the issue of what happened on that day that you were having your Personal Protection Training, what was your sense before then of relationships between staff and detainees here? I know you may not have actually spent much time here, but you will have heard things, you would have met people presumably in Tinsley House who have been in Brook House, you will have met staff who have been in Brook House, I just wonder what general impression you –
90. [Name Irrelevant]: We hear things about how Brook is a more secure centre, and that the detainees are less well-behaved, or more difficult to deal with, and we also pick up on things between the Brook Staff and the Tinsley staff - the general Tinsley staff, not the PDA staff – but there seems to be a bit of conflict between the two. I think, from what we've heard, Tinsley staff are being sent

to work in Brook, and I think Brook staff think that maybe Tinsley staff are not up to it to deal with the difficult people that they have in Brook.

91. The Tinsley staff are back-filling the Brook staff when they are short-staffed, and then the PDA staff are then shipped into Tinsley when there is no family there to back-fill Tinsley, so there is conflict in two areas there. That's just what we're picking up on, I think, in general.
92. **Name Irrelevant**: The general feel of when Brook staff have to, there was an overtime scheme at the beginning where PDA staff could be sent to Brook, and there was a time when they were all complaining and some of them were crying, saying they don't want to go to Brook.
93. **Q.** Oh really, it was that bad.
94. **Mr Marsden**: And they don't get a choice about the cross-deployment, you're rota-ed to go to Brook –
95. **Name Irrelevant**: I don't think the PDA staff go to Brook now, I think they just go to Tinsley and then Tinsley go to Brook.
96. **Mr Marsden**: But Tinsley staff don't get a choice about it –
97. **Name Irrelevant**: No, but they call Tinsley "Disneyland", and a hotel.
98. **Name Irrelevant**: I think it's recognised that the way that Brook staff deal with the people in Brook House is so different to how the PDA staff work because they won't put the PDA staff in Brook, if you see what I mean, so I think that suggests that it is so different, or that they're not working in the same way, that they can't crossover.
99. **Ms Lampard**: Just one other thing I wanted to ask you about was the general sense you have of sensitivity to the safeguarding issues that you have to deal with, and the Tinsley House staff have to deal with. Do you think that other staff you have encountered have a sense of that? You may not have had cause to deal with that.
100. **Name Irrelevant**: Within PDA, if there is ever a safeguarding issue, it is dealt with appropriately.
101. **Name Irrelevant**: I've never had a concern with PDA staff, but I haven't dealt with a safeguarding issue outside the PDA, so I don't know.
102. **Q.** Because that was the point we made, that people's view of safeguarding was very limited, to the centre, and they weren't picking up on issues that they might have heard about elsewhere in the system.
103. Shall we move on to what happened on 22 February? Just talk me through it, you were going there for your regular –
104. **Name Irrelevant**: No, it was our first Personal Protection Training, and we went because it was in our contract, wasn't it, that we were going to have this training. It was **Name Irrelevant** me and our colleague Tesney, who has now left Hibiscus. We came over to Brook and I think we were greeted by Dave Webb, the morning was the factual side, the Powerpoint presentation, and we went through all the different laws –
105. **Ms Lampard**: Tell me about that – did they manage to make any of that clear to you? Did they concentrate on that, or did you run through it? Did you get the impression that the people who were teaching you felt comfortable with the material?

106. [Name Irrelevant]: They did make it clear at the beginning that the presentation was geared for a prison, not for a detention centre.
107. **Mr Marsden:** Did they explain why that was. We've had that training, they did exactly the same with us – did they explain why it was?
108. [Name Irrelevant]: Because there wasn't one.
109. [Name Irrelevant]: They did say that it was the same training for a detention centre as a prison, but the way it had been worded, it said the word "prison" rather than "detention centre", so they said it would be the same, it just had the word "prison" in it; but they were dismissing chunks of it, saying, this is going to be changed anyway, so almost like, ignore that bit, this is all being changed. I don't know how relevant the training was, it was obviously correct at one point, but when it was given to us, I don't know.
110. **Ms Lampard:** Do you think they felt confident with the material themselves?
111. [Name Irrelevant]: Yes, I think they were, and I think they were confident in the sense that they didn't mind telling us bits of it weren't relevant, like the Duty of Care thing, that was there to fluff it up – they had confidence in the materials - that's not relevant – they didn't seem unsure about what they were saying at all, they knew the material.
112. **Mr Marsden:** Was this the first G4S training event you had ever been to?
113. [Name Irrelevant]: We've had safeguarding, we've had ACRT training, we've had mental health introduction training, we've had quite a few, first aid training –
114. [Name Irrelevant]: They were all in Tinsley, not in Brook.
115. [Name Irrelevant]: Yes, we've had quite a few G4S trainings.
116. **Ms Lampard:** So, carry on: who else was with you?
117. [Name Irrelevant]: It was the three of us, and then Jason Riggs was also doing the training, then there was Vanessa from the Home Office, Stanislava from Healthcare, Laurel from Healthcare, Maria from Healthcare and Sean from Healthcare.
118. **Ms Lampard:** Did they ask you who you were, did they know where you were coming from?
119. [Name Irrelevant]: Yes, we did introductions at the beginning, so we said, like, I'm [Name Irrelevant] from Hibiscus and PDA.
120. [Name Irrelevant]: We said we were a charity, and what we do.
121. [Name Irrelevant]: Yes, and they asked us if we'd ever been to Brook before, how did we find it, because obviously entering Brook is very different to entering Tinsley; and we said, we've both been to Colnbrook and Harmondsworth, so it didn't feel too different in that sense.
122. **Ms Lampard:** By the look of it, it was all women, except for one man, is that right? That's interesting. Carry on.
123. [Name Irrelevant]: We had that in the morning, and it was all just, there was nothing practical, we just sat around and listened; and then in the afternoon we had the practical element, down at the back of the locker room, on the mats.
124. **Mr Marsden:** In the day room?
125. [Name Irrelevant]: Yes.
126. **Ms Lampard:** Your impressions of that?
127. [Name Irrelevant]: The whole day, or just the afternoon?

128. Q. The afternoon.
129. Name Irrelevant: Shocking, not what I was expecting at all.
130. Q. What was the thing that most shocked you?
131. Name Irrelevant: Most shocked me? Punching them one more time for luck, being told that, or that they would never actually do the punch that is in the syllabus, but they have to show us, and then them both agreeing that they would never actually do that punch, because it's not effective.
132. Q. Can you remember which punch it was that –
133. Name Irrelevant: It's the punch to there, they were saying it's in the syllabus, they have to teach us, but they've never done it and they never would.
134. Q. So what would they suggest you do?
135. Name Irrelevant: Punch in the face.
136. Q. And did they suggest that that wasn't in anybody's syllabus?
137. Name Irrelevant: Yes.
138. Q. Did nobody else challenge them? Did Vanessa from the Home Office not say anything?
139. Name Irrelevant: No.
140. Q. At any stage?
141. Name Irrelevant: No.
142. Name Irrelevant: In fact you said she nodded in agreement.
143. Name Irrelevant: Yes.
144. Name Irrelevant: She was making little comments and kind of laughing, and –
145. Name Irrelevant: And nodding a lot.
146. Name Irrelevant: Yes, and she did say, "I'd go to town on them" at one point, when – the whole dynamic of the group, it was like they'd all met before, and everybody was joining in, other than us three, and Sean and Stanislava were quite quiet, but Laurel, Maria and Vanessa were all sort of joining in with the two trainers, almost encouraging each other somehow.
147. Name Irrelevant: Yes.
148. Mr Marsden: Sort of validating it?
149. Name Irrelevant: Yes.
150. Name Irrelevant: It was like a complete group mentality of what was going on was completely fine, apart from for us, who weren't so sure what was going on at all.
151. Mr Marsden: Did you say anything? Did you say, is this right?
152. Name Irrelevant: No, I didn't feel I could. They were all laughing and agreeing, and the group mentality of it, I didn't feel able to.
153. Name Irrelevant: We did query one thing, when Dave was giving an example of when one of his female colleagues had had a detainee put his hand on her shoulder, and he told us the response that the woman gave the detainee, and it had lots of effing and blinding in it, and I said 'why could she not just say, please don't touch me, you're not allowed to touch me', in a polite way; and then the group sort of said 'but you can't talk to them like that, they're murderers, they're paedophiles' - I think it was Maria that said that – 'so you can't talk to them normally'. There was agreement from that group as well.

154. [Name Irrelevant]: Maria, when she said it, was looking to Kerry like, to explain why you have to say "f" blah, blah, blah, by going 'you can't talk to them normally, they're murderers, they're paedophiles'; but she completely believed what she was saying, and it was just, "Oh, explain it to them", that kind of mentality.
155. [Name Irrelevant]: Then I said, are the detainees, in their induction, told they're not allowed to touch the officers, because I thought, maybe they're not being told this; and I said 'people are there a long time, so maybe they forget that they're not allowed to do that', and Dave said 'yes, they are told'.
156. [Name Irrelevant]: But he said the problem was with other staff members who do let detainees touch them, so the detainees think they can do it to everyone; then it's up to staff like Dave to remind them that they can't do that. He was like, it's the problem with the other staff, but then, if he's teaching the staff Personal Protection Training, and he's teaching them that, then you can see how the problem starts.
157. **Ms Lampard:** Can I just ask, was everybody evidently a bit younger than Dave? I don't know what age he is,, he's middle aged – was everybody your sort of age?
158. [Name Irrelevant]: I think so, yes, we were all 20s, 30s.
159. [Name Irrelevant]: Yes, I'd say 20s, 30s.
160. **Q.** So it was all younger females, apart from Sean, so the dynamics are very interesting. Anyway, you go back and you made a note –
161. **Mr Marsden:** Dave referred to *Panorama*, didn't he?
162. **Ms Lampard:** Oh, did he?
163. [Name Irrelevant]: He did, but I don't remember that comment.
164. **Mr Marsden:** The note says –
165. [Name Irrelevant]: Yes, Tesney, our colleague, heard him say something about *Panorama* and how he hates the BBC, but I can't remember –
166. **Q.** And he got a cruise out of it.
167. [Name Irrelevant]: Oh, he did say that a lot: he was talking about report-writing in the morning, and how he seemed very proud of himself, saying of the 15 people suspended, I was the only one to come back, saying that he got a cruise out of it.
168. **Q.** As in, you know I was suspended and therefore –
169. [Name Irrelevant]: Laurel was winking at him a lot, but she was saying 'oh, I did wonder where you were', and he was like 'oh, I was on my cruise'. He was heavily implying that the only reason he was the only one to come back was because he knew how to write reports.
170. [Name Irrelevant]: Yes, because he was sort of saying to us 'oh, if you write a good report, that's why I keep going over how important it is to write a good report, because I was the only one that was brought back of the 15 that' –
171. [Name Irrelevant]: Saying, 'if you need help a writing report you can always call me and I'll always help you'.
172. [Name Irrelevant]: That's probably true, that if you write a good factual report then obviously if it's true and you haven't done anything wrong, then yes, you will be brought back into your role; but it was just the way he was saying it, which was almost like, 'the only reason I came back was because I wrote a good report', not, 'I haven't done anything wrong, but because I wrote the report well'.

173. Q. Were they showing off?
174. [Name Irrelevant]: It did feel quite bragging, yes.
175. [Name Irrelevant]: There was almost a funny kind of flirty atmosphere as well –
176. Q. I was going to say, it feels like that.
177. [Name Irrelevant]: Yes, between Laurel and the trainers.
178. [Name Irrelevant]: Yes, quite a lot of winking, and giggling.
179. Q. She's a –
180. [Name Irrelevant]: Senior Healthcare nurse.
181. Ms Lampard: This is one of the notes you made: "Jason was teaching the basic of phrase of 'fuck off' training, as a way of defending yourself", I just wondered, at the beginning of that training, were you all told to do that, say "Stop! No further" –
182. [Name Irrelevant]: No, we were told 'Fuck off!', and in the afternoon when we were paired together –
183. Mr Marsden: Did they get you to shout that?
184. [Name Irrelevant]: Yes, and we were saying 'Back off!', and he said that was fine, but everyone else was shouting 'Fuck off!'.
185. Q. We said "Stop!" when we did it! [Laughter] Very heavily modified.
186. Ms Lampard: It wouldn't go down very well with us!
187. Mr Marsden: That must have been very uncomfortable, incredibly uncomfortable.
188. [Name Irrelevant]: We were kind of prepared for a bit of swearing because people in the welfare office in the PDA had done the training, the welfare manager, Joanne, and said to us - I don't know if you were there, [Name Irrelevant]?
189. [Name Irrelevant]: No, I wasn't.
190. [Name Irrelevant]: She said that when she'd done the training, she was surprised because they were told to say 'Fuck off!', and she thought that they'd been taught 'Back off!', so I was kind of prepared for a bit of swearing, and then at the beginning of the classroom session that we took part in' Dave said 'there will be swearing, if you're sensitive to swearing, then let us know'. I don't mind swearing, but it was just not appropriate in that setting.
191. Ms Lampard: It's not appropriate when you're going to be confronting somebody who has a very elevated mood –
192. [Name Irrelevant]: That's what they explained to us, that if you encounter someone who's a Level 10, they said, would you go in at a Level 8? I think it was Vanessa who was like, no, you go in at a Level 10; they were like, exactly, you go in at a Level 10.
193. Q. I think you'd go in at a level 3, wouldn't you?
194. [Name Irrelevant]: Exactly.
195. [Name Irrelevant]: Exactly, but we weren't taught that at all.
196. [Name Irrelevant]: They even dismissed the de-escalation: in the classroom session, there was a bullet point about de-escalation, and it was dismissed, because it didn't work, or something – 'oh, you can't talk to them calmly, don't bother because it didn't work', so they skipped that bit.
197. [Name Irrelevant]: He just went through the slide and was like, that wouldn't work.

198. **Mr Marsden:** That was Dave?
199. **Name Irrelevant:** Dave.
200. **Q.** So it was almost encouraging people to ramp things up with somebody who was already perhaps –
201. **Name Irrelevant:** There was no suggestion of doing anything other than that.
202. **Ms Lampard:** Other than going in and being as aggressive as the individual.
203. **Name Irrelevant:** We weren't taught or told about any way to de-escalate a situation without violence, or without 'Back off!', a physical element, whereas I thought we would be taught a bit of verbal de-escalation, we weren't told anything. In fact, we were just told, it doesn't work.
204. **Q.** We were told 'Stop! Don't move!'. Thank you, and thank you very much for having prepared –
205. **Mr Marsden:** Do you think that Dave and Jason realised that it was playing badly with you? Were they sensitive to that? Were they so caught up in their machismo that they carried on?
206. **Name Irrelevant:** There were a few points when Dave looked over at the three of us, because we were at the end,. At one point he looked at **Name Irrelevant** and Tesney, and they were both standing like this; he looked over at all of us, but he carried on, and then it was when they were talking about an incident that had happened a couple of days before, where a few detainees had barricaded themselves in a room, and it ended up with an officer punching someone in the face, and Vanessa said 'Oh, he had it coming, he deserved it', Dave sort of looked at us and went 'Don't say that Vanessa', and I felt he was playing for us being there.
207. **Ms Lampard:** Just let's get the timing on this: he was talking about an incident –
208. **Name Irrelevant:** An incident that had happened on the Monday night, wasn't it?
209. **Name Irrelevant:** Mmm.
210. **Name Irrelevant:** I don't know what date that would have been, where some detainees barricaded themselves in a room and put soap on the floor, so officers had gone in and all fallen over, and there was one officer left and he punched the detainee in the face, and Vanessa made a comment that he had it coming and he deserved it, and Dave went, 'Oh, don't say that, Vanessa', and looked over at us.
211. **Mr Marsden:** By this time he had picked up –
212. **Name Irrelevant:** That was right at the end of the day, wasn't it?
213. **Name Irrelevant:** Yes. I think it must have been obvious, if not in the morning then especially in the afternoon, that we weren't comfortable, but I don't know, maybe they just put that down because it was a physical thing in the afternoon, I don't know. Also a lot of talk about how Tinsley staff are very soft, so I don't know if they were thinking, they're PDA and they're charity, that was a way of explaining it, but I don't think they thought what they were saying was wrong, because they didn't seem to slow it down or stop at all.
214. **Ms Lampard:** Can I just ask you to go one more time over the incident that he said had happened, punching a detainee, because there are reasons why we need to know. Try and think very hard, try and think back to exactly what he said, where it might have happened, what time of day.

215. **Name Irrelevant**: It was in one of the rooms, wasn't it?
216. **Name Irrelevant**: Yes.
217. **Name Irrelevant**: And they said –
218. **Q.** Was it in a bathroom, or –?
219. **Name Irrelevant**: I don't know. Our training started late, because they'd had to have a meeting to go over the incident that had happened the night before. And then during the day it came out that that was the incident they were talking about, and they said there were three of them in the room –
220. **Name Irrelevant**: Yes, I got the impression it was a bedroom.
221. **Name Irrelevant**: I did, but I don't know if they actually said it was a bedroom.
222. **Name Irrelevant**: Yes, I agree – that was the impression I got, but I couldn't tell you word for word why.
223. **Ms Lampard**: Three of them in the room, three detainees in the room?
224. **Name Irrelevant**: Yes, and they barricaded themselves in the room –
225. **Name Irrelevant**: And they had weapons of some description.
226. **Name Irrelevant**: Yes. They did a controlled entry, and I can't remember how, but there was only one left standing –
227. **Name Irrelevant**: Yes, because the floor was wet and soapy, all the officers except for the one that was left had slipped over, and –
228. **Name Irrelevant**: He had ended up punching the one detainee standing, in the face.
229. **Q.** At that same time, or maybe later, or in the same incident?
230. **Name Irrelevant**: In the same incident.
231. **Q.** Thank you. I don't think there's anything more – do you want to ask anything?
232. **Mr Marsden**: No, I don't think so. Is there anything else you want to tell us, that you haven't? Don't go out thinking, I should have told them –
233. **Name Irrelevant**: I don't think so.
234. **Ms Smith**: No, those are the main points, I think we've managed to convey the general atmosphere in the room.
235. **Name Irrelevant**: Yes.
236. **Q.** Have you had any feedback to your note?
237. **Name Irrelevant**: Adrienne did, didn't she?
238. **Ms John**: Yes, we've had a letter from the head of G4S, and you told us that the men who were involved have been dismissed, and the ladies received a little card of apology.
239. **Name Irrelevant**: From Jerry Petherick.
240. **Name Irrelevant**: I'd just like to say something: I think that there may well be a problem with the attitude, and it may stem from training, because do you remember when you first started, and you were saying things to me with regard to safer custody, and I was like, no, that's wrong.
241. **Name Irrelevant**: Oh, like suicide watch?
242. **Name Irrelevant**: Yes.
243. **Name Irrelevant**: You were like it's not suicide watch, it's suicide supervision.
244. **Name Irrelevant**: Yes. We were taught this years ago, this is like old stuff, 'come on, why haven't they tried to change this', and I even said to you 'every time they say that to you, say no, that's not right'. When you did challenge it, they said – I've done the training, I've seen, I've delivered the training, so I know what you're saying is wrong, and that just, for me, was like, this was like Colnbrook about seven years ago, when we didn't know any better. Why are Tinsley and Brook

still holding these kind of attitudes. I thought the detention estate and training had come a long way since then.

245. Q. So there's a sense of things being out-of-date, and people not realising that things have moved on?

246. [Name Irrelevant]: Yes.

247. [Name Irrelevant]: And I wonder why they were still delivering the training if they were acknowledging that it was being changed, or that maybe it wasn't still current, rather than delivering it and saying 'this isn't right, we're going to miss it out, because it's all being changed anyway', maybe it should have been reworked and then delivered in its –

248. Q. The constant references to prison.

249. [Name Irrelevant]: Yes, that's wrong.

250. [Name Irrelevant]: Yes, Jason pretty much all day was calling the detainees 'prisoners', and Dave Webb was often referring to them as prisoners, and by the end of the day I think I said to you, [Name Irrelevant] have I got my understanding wrong, are they prisoners at Brook? Because they were talking about "the prisoners" so much, and they were going, well they are', that I began to question it, and I know they're not, I know there are some foreign national prisoners, but –

251. Q. Yes, time served.

252. [Name Irrelevant]: They were talking about them to the extent that they clearly view them still as prisoners, the language was just 'prisoners', 'prisoners'.

253. [Name Irrelevant]: But Jason said that he's come from a prison background, or that that's where he's normally based, I think.

254. [Name Irrelevant]: Yes.

255. [Name Irrelevant]: So it's not right, but if he is used to talking in a prison sense, then maybe it slipped out for him, but Dave was also using it, plus the presentation said it, so it was all –

256. [Name Irrelevant]: There just seemed a sense of pride that we work in the hardest place – you know, 'you've been to Colnbrook, oh, Brook's so much worse! This is worse, I work on the worst wing', and they were talking about when Tinsley was refurbished and how they had to make a wing just for the Tinsley residents. I can't remember who but one of them laughed and was like 'for the residents, or the staff?', and Dave was like 'the staff would only go on that wing', and they would be like 'oh, can we come off the wing?', because they wanted to stay, because they can't cope with Brook. That was the general atmosphere all day, and Dave was like 'I don't know what PDA's like because they don't let me go over there, I'm not allowed'.

257. Q. Very macho.

258. [Name Irrelevant]: Yes, it was just this macho 'I work in the hardest place, it's so rough over there'.

259. Ms Lampard: Thank you very much indeed.

[Interview concluded]