

Transcript created by Epiq

Event: Callum Tulley BBC Video Diaries
BBC000622 - KENOV3047

Digital transcript of Epiq Europe Ltd
Lower Ground | 18-22 Funnival Street | London | EC4A 1JS
Phone: [REDACTED] DPA
Web : www.epiqglobal.com/en-gb/ | Email: [REDACTED] DPA



CALLUM TULLEY: I was speaking to Darren Thomsett this morning on B-wing -- sorry. I was speaking to Darren Thomsett this morning in the B-wing office, and I was asking how he was, because yesterday he seemed stressed out. He said he was all right --

MALE SPEAKER 1: Oops, sorry. Start again, forgive me -- it would be better if I didn't (Inaudible) the handle.

CALLUM TULLEY: Sure. I was on B-wing this morning, and I was speaking to Darren, and I basically just asked him how he was because yesterday he seemed stressed. Darren was saying he was okay, but he was basically talking about the general state of B-wing, really. I felt a bit bad for him, because you can see how passionate he is about trying to run this wing properly, and instil some good character basically in the new detainees that come on to B-wing, so that when they go on to the normal association and the normal wings, that this behaviour spreads, and it's just better for the centre as a whole. You can tell he really wants this.

But he took me into the office, and he showed me the board basically of all the detainees on the wing, and he was plucking out each card of detainees that were involved in the drug and gang culture of Brook House. And he picked out at least eight detainees who aren't new and are involved with drugs. One of them is now -- one is **D544** who we've already seen threatening to kill people, who we've heard from officers has spiked a 14-year-old boy with Spice. One of them I saw later on and I was having a chat with in the activities office, and he was gloating to me about **Sensitive/Irrelevant** and other jobs that he's pulled on the outside that have landed him in

prison. It's just -- there is no wonder that Darren is so stressed and so angry, feels such despair, because what hope has Brook House got when, on the induction wing you've got some of these really serious criminals mingling with the normal population, many of whom aren't criminals? Darren's not a fool, he knows that these guys will learn behaviour from the guys that have been there longer than them. He worries that when these guys go onto the normal wings, they're going to be disruptive, they're going to cause problems, and that could be avoided if a better, more disciplined example was set early on. But he just doesn't feel like it - is because he's having all these people shoved on to his induction wing.

MALE SPEAKER 1: Tell me about this guy plucking out cards. Forgive me, that was idiotic. Tell me about this guy who was bragging about his Sensitive/Irrelevant
Sensitive/Irrelevant

CALLUM TULLEY: This detainee called D313 sorry. This Moroccan detainee, he sounds very British, but he was gloating to me about how he's been in a gang, the love of money gang, and how he's pulled off Sensitive/Irrelevant
Sensitive/Irrelevant

Sensitive/Irrelevant He was taking great pleasure in telling me about all these things. And yes, to think that he's put on the induction wing with some really vulnerable detainees is absurd.

MALE SPEAKER 1: Explain induction wing. Because actually I genuinely don't know what you're on about. Explain what the induction wing is, and what you mean with people being put there who shouldn't be. What is the induction wing, who's it for, what is it?

CALLUM TULLEY: Sure. B-wing is the induction wing. Basically, the induction wing is the first place that detainees go when they're admitted into Brook House. So, it's just for new -- sorry, mate. Let me try that again. The induction wing is B-wing, and that wing is the first place that the detainees go when they arrive at Brook House. It's where they spend their first few nights. And ... Fuck's sake. Sorry, mate.

MALE SPEAKER 1: What is B-wing? And is it being used for its proper purpose?

CALLUM TULLEY: B-wing is the induction wing, and the induction wing is where detainees go for the first few nights as soon as they're admitted into the centre. Obviously the first few nights in detention, especially for those who have never been in prison, those nights -- fucking shit, mate, sorry. I'm too tired, I'm so tired.

(20 seconds of silence)

Sorry, I'll get there. The induction wing is B-wing, B-wing is where detainees spend their first few nights in Brook House, and they can be some of the toughest times for new detainees, especially if they've never spent any time in prison before. Its prime purpose is just to have that transition from outside coming into detention. I can't do this mate, sorry, this is just a fucking joke.

MALE SPEAKER 1: You've said that a few times, I think we've got that. The point that I was getting at because what I don't quite get with what you were telling me before is that it sounds like you were saying there were

people who aren't new to detention? Is this their second time in detention, or have they been moved there because there aren't spaces elsewhere? It's just that bit of it that I don't get.

(10 seconds of silence)

CALLUM TULLEY: Sure. I'm just trying to think of how to word this. The induction wing is for new detainees only, and yet Darren was showing me at least eight detainees who have come from other wings, or who have been on the induction wing for way too long, and they're no longer new anymore. And basically, there's not enough bed spaces elsewhere in the centre because they're at full capacity. What this means is that all these new guys coming onto the induction wing, which is B-wing, are mixing with single occupancy detainees, and these guys basically have cells to themselves because they are deemed too high risk to have a room-mate. It can either be for medical issues, or because of criminal history, mainly violence.

So, it is absurd to have brand new detainees, many of whom have got no criminal history, many of whom have no experience in a custodial setting and putting them with drug dealers and violent criminals. And it's all because there's not enough bed spaces elsewhere in the centre. Darren was saying to me -- you can tell he's just lost hope. Because he knows that these new detainees coming into the centre will look at these model detainees who have been there for a long time, and they must look at them, and they must think, "Right those guys are comfortable here. How do I emulate what they're doing?" It's learnt behaviour. They go on to A-wing, they go onto C-wing, D-wing, normal association, and they cause trouble. They get

involved in drugs; they would get involved in gangs. And they came into Brook House good people, but they're turning bad because their first impression of Brook House is one of complete disorder. It's mad. You just think -- I was just listening to Darren, and I was thinking, how is there a chance -- sorry mate. I was just -- I was listening to Darren, and I was just thinking, there really isn't much hope for these guys coming into Brook House.

MALE SPEAKER 1: What else today, my friend?

CALLUM TULLEY: Do you want me to try that again?

MALE SPEAKER 1: I suppose the bit that I'd like to -- if you could bear it, and I worry because we have more to do. But the bit that I just wonder about, I just wonder whether you can make like a little simpler for yourself. Is G4S using B-wing for its intended purpose, or is it being misused?

CALLUM TULLEY: B-wing isn't being used for its intended purpose at all. Its intended purpose is to hold the new detainees for just a few days while they get comfortable and used to being in detention. What it's actually being used for by the management of Brook House is basically an overflow wing. The other wings, A, B -- Fuck's sake! The other wings, A-, C-, D- and E-wing are so full that they're now having to put all these other detainees who are meant to be on those wings on to B-wing, and it's -- fucking hell, sorry mate.

MALE SPEAKER 1: You're there, man.

CALLUM TULLEY: I want to get this. It's just pissing me off.

MALE SPEAKER 1: What else today man?

CALLUM TULLEY: No, please. I want to try -- because I --

MALE SPEAKER 1: If you were going to finish the thought, there were so many beds, so they're overflowing them back on to B-wing, and what does that mean for B-wing?

CALLUM TULLEY: Yes, I don't even know what today. I'm just so -- I don't know why I'm so exhausted mate. It's just ridiculous. I can't think straight. We'll just leave it.

MALE SPEAKER 1: Don't worry. What else today?

CALLUM TULLEY: What else? So, what's the time? In the afternoon I was on a toilet break from the library, and first response went off to the arts and crafts room. I quickly go to the arts and crafts room, get there quite early, and a detainee from Jamaica is arguing with this Moroccan detainee who is being held back by staff. The Jamaican detainee quickly makes an exit and the Moroccan is -- what's up? Sorry.

MALE SPEAKER 1: Go ahead.

CALLUM TULLEY: The Jamaican detainee quickly makes an exit and the Moroccan is just livid. You can just see he's absolutely raging, and he's trying to do anything to get to that Jamaican detainee, and I think he's holding

something in his hand, maybe a weapon. He tries to get to him, but a manager basically pulls the weapon out of his hand, and then the two officers take control of both of his arms, and are basically just holding him there as he's shouting and trying to wriggle free. And he's very angry, he's very agitated. But the Jamaican's gone, all the detainees have been moved out of the arts and crafts room. So, this detainee only really needs to be held there until he calms down.

Then in comes this manager Shane and just grabs his head and just pulls it down, it completely escalates the situation. There were a remaining couple of detainees still in the arts and crafts room -- I said they'd all gone, didn't I? What a fucking idiot mate. My God!

MALE SPEAKER 1: Don't worry about that. You just corrected yourself. So, go back to this manager Shane, pulls his head down. Describe it. Was it necessary? What happened?

CALLUM TULLEY: The Moroccan detainee is being held by two officers, one officer holding each arm. He's trying to wriggle free, he's clearly angry. He is aggressive. But he's in the control of the officers, he's not really posing a threat to the members of staff. The Jamaican detainee who he wants to get at is gone. So, he's just venting off steam, he's just angry, and there are a couple of detainees still in the arts and crafts room. This manager Shane just comes in and grabs his head and pulls it down. It's just a complete overreaction, completely unnecessary. And as a result, these two other detainees who are still in the room start shouting and saying, "Get off him!" "Get off him!" "What are you doing to him?" "What are you doing to him?" We managed to encourage them to leave the arts and crafts room, and

this detainee, who had had his head just pulled down, is now really trying to fight with the officers now, he's taken offence and he's really struggling. The whole atmosphere's just gone up, and it's become quite a volatile situation.

In the end he does calm down and the manager, Shane, who pulled his head down, releases control of his head, and just steps back, and he does appear extremely angry, and they basically walk him to the block while they -- they basically walk him to the block while the control room monitor the footage to try and see what actually took place.

As we're walking him to the block, he's sort of pacing around, trying to see if he can find this detainee. He makes a run for it and goes to the gym and sees if the detainee's in the gym. He's looking in the classroom to see if he's there, if he can find him. He clearly wants to do this guy some damage. It turns out that he was assaulted first. He was attacked, and it was completely unprovoked. That's what the arts and crafts room teacher told me. Sorry. He was released from the block later on in the day because they realised that he was attacked for what appeared to be no reason at all.

MALE SPEAKER 1: Attacked for no reason at all, and then a manager yanks his head down when he's not threatening anybody. How strong was the yank? What did you think of it? Just tell me what I just --

CALLUM TULLEY: Yeah. This detainee's been -- this detainee's been a victim of a completely unprovoked attack. He's then outraged. He's not been threatening to the staff. You can tell, he's got no qualms with the staff, he's all right with them, he's just angry and he wants to break

free. But the staff have got control of his arms. Then this manager just comes in completely unnecessarily, and pulls his head down, just yanks it down. And I was stood there watching the manager, stood in front of him, I was thinking, "Surely he's not going to do it, surely he's not going to do it." He just sticks it out, just the arm just goes, and he yanks him down. And just has him in this headlock and I couldn't really believe it. It inflamed the situation massively.

Then all of a sudden, you've got this situation where you don't know if these other two detainees are going to become disruptive, and maybe they're going to have to be restrained. It was incredible to see that behaviour from a manager. It just -- it's -- it is ridiculous. It puts everyone at risk. This detainee's done nothing wrong, he's just been attacked for a start. So, it's really not necessary to put this guy in a headlock, he's not posing risk to the staff or anybody else at this point. And then just to ignite the -- just to ... this is where I really need to --

MALE SPEAKER 1: What does it mean that a manager's doing it? What does it tell us if managers are -- ?

CALLUM TULLEY: Well, exactly. If managers are behaving this way, how do you expect the officers to behave? Officers look up to these guys, and you're setting a shocking example.

MALE SPEAKER 1: Anything else today?

CALLUM TULLEY: Yes. There was ...

(25 seconds of silence)

I was in E-wing -- oh yeah, well, actually I'll talk about that one first. This detainee from Kosovo who tried to take my keys the other day, and as a result was taken to the block, and threatened me and a number of staff, he expressed to the E-wing officers that he wanted to apologise to me and make his peace with me. So, I went down to E-wing in the evening and he did apologise. I was showed into his cell by Derek. And he was extremely calm, extremely polite. He almost seemed a bit scared of me. And I of course accepted his apology, and I was baffled really by his sudden change of heart. And I just wonder why -- I thought something was a bit fishy, why he suddenly was so eager to apologise to me after he literally was saying he was going to kill me to some of the E-wing staff, any opportunity he was given to do me harm, he was going to take. Suddenly he's pleading for my forgiveness and saying it's all a joke. Who am I to say why he feels that way, but it seemed a bit strange to me. But even so, I accepted his apology.

MALE SPEAKER 1: Anything else today?

CALLUM TULLEY: I was in the E-wing office later on, and it's Yan's last shift at Brook House today, and he was talking to me about his new job very briefly. And I basically was -- I was asking him if he thought he'd -- I was basically asking him if he thought he'd get bored in his new job because he wouldn't be able to do the things -- sorry, I'll just ... It's Yan's last day today, and we were having a conversation, and he was describing to me his new role with the Home Office. And he was

basically saying it was very unlikely that he was going to have to get involved in restraints and stuff like that. I basically asked him if he'd miss the action that he was experiencing at Brook House, and that he used to experience at Wandsworth. He said he'd had his time, and he had proved himself, and that he couldn't really go on doing it much longer. He was saying that the stuff he used to do to prisoners in Wandsworth -- he said they broke their arms and legs and saying some quite horrific stuff really.

He was saying -- something got to me a bit, because he was saying how he went into Wandsworth as a very young person, and his morals soon went out of the window, and he did stuff that he didn't find -- he did stuff that he knew was wrong. And I said to him, just literally out of interest more than anything, I said to him, "Do you feel like you've been corrupted by the prison system?" and he was saying, "Yes, absolutely definitely."

And I look at some of these new officers who come into Brook House, come into these custodial environments, and clearly it happened to Yan at Wandsworth, and I'd be surprised if it didn't happen at other prison-like places. And I look at these officers that come in, and they do appear to be good people, many of them, at first at least. And they work in these impossible conditions under extreme pressure -- sorry, mate. They work under ... Sorry, let me start that little bit again. These new officers, they're coming into Brook House, and many of them appear to be good people, and I'm sure so many of them are good people. But they're soon working in impossible conditions under extreme pressure with no support from management, totally understaffed. And then they become a person

which is unrecognisable to the one that came into Brook House on the first day.

And they're unrecognisable because of the way they treat the detainees, and the things they do and the things they say to them. And it's sad really because it doesn't need to be that way, it doesn't have to be like this. The detainees and the officers, they're fighting amongst each other, and all this stress, all this hostility and anger and violence and despair and depression, it can be avoided. It doesn't need to be this way. And I don't know why everyone -- everyone takes it out on each other. Detainees take it out on detainees. Officers take it out on detainees. Detainees take it out on officers. Staff argue amongst themselves. The only people that benefit from this are the fat cats who are making massive amount of money out of these places and they're not fit for purpose, they're not being run properly, and it's the staff and it's the detainees who are just suffering incredibly. You just see it on their faces every day, and I'm sick of seeing it now. I just can't -- it really hit home to me. Because maybe Yan wasn't the worst person when he was younger, but he's become an animal now, he's become an animal, he's become an animal, it maybe it can be avoided. I'd like to think that a lot of the prisoners could have avoided a life of crime if the circumstances were right. And I think these officers as well, they don't have to turn into these burly old screws who go around abusing people. If the conditions are proper for the staff and for the detainees, then it can be better for everyone. It doesn't need to be this way.

MALE SPEAKER 1: Anything else today?

CALLUM TULLEY: No.

MALE SPEAKER 1: Describe the headlock for me one last time, particularly trying to be very precise in terms of how much force, or otherwise, was used.

CALLUM TULLEY: Sure. Can you ask me again, because I was actually daydreaming for a second, and I didn't listen to a single word you said? Sorry, mate.

MALE SPEAKER 1: Tell me about the headlock again? Shane? How much force was used?

CALLUM TULLEY: When Shane came in and put this detainee -- do you want me to say it like that, or do you want me to say as it happened?

MALE SPEAKER 1: (Inaudible)

CALLUM TULLEY: When Shane came in and put this guy in a headlock, he used a completely excessive amount of force. It wasn't proportionate to the threat at all.

MALE SPEAKER 1: But what I guess I'm wondering, because I wasn't there, how hard did he grab his head? Clearly you thought it wasn't justified, but how hard was the guy's head grabbed? Would it have hurt him, would it have not?

CALLUM TULLEY: He grabbed his head so fast and so quickly, so aggressively, that I think it would have hurt him,

MALE SPEAKER 1: Okay.

CALLUM TULLEY: Sorry, mate. It's no secret at Brook House that I'm friendly with -- sorry, I don't want to ... It's no secret in Brook House that I'm very friendly with the black staff, and the detainees. And yet, I'm being told by officers to call people niggers, and being told by officers that they don't like blacks. I've been told that officers are supporting EDL marches, and I'm finding this absolutely incredible. Clearly people know I like people regardless of their colour, or race or religion, and they're still quite openly -- they still feel quite happy to openly express racist views, and to be honest it's just left me thinking I've got absolutely no idea to what extent the staff at Brook House are racist. You've got these three types of detainees in Brook House. You've got guys who want to leave who aren't being deported. You've got guys who are meant to be being deported but who are frustrating their removal. And then you've just got these good guys in the middle who are working on their cases. And when you look at their lives in Brook House, health care aren't providing the service that they should be, the place is rampant with drug abuse and fights, there's prolific self-harm all over the centre, it's a sorry, sorry state of affairs. I'll give it my best shot.

MALE SPEAKER 1: Go ahead.

CALLUM TULLEY: Sometimes at Brook House incidents happen unexpectedly where detainees have to be restrained and the officers haven't got time to put on protective clothing to engage in that restraint. But more often than not, you can sense something's brewing. You can pretty much be sure when a big incident is going to take place. So, when something like that happens, a group of officers, usually four per detainee will get called up, and they'll be told to come away from their normal duties, collect riot kit, get changed and wait somewhere. They could be waiting for hours; they could just be waiting for half an hour. They'll be waiting there until the manager comes. The manager will give them a briefing, tell them what sort of situation they're going into, then he will take that team of kitted officers to the location where they're needed, and they will engage in a restraint if a detainee isn't compliant with the manager's request.

How do I word this? (Several inaudible words). I don't know how to word this.

MALE SPEAKER 1: If I see something right in front of me.

CALLUM TULLEY: Yes, if there's an incident happening right in front of me as I go about my normal duties, then I'll have to deal with it there and then. I won't have time to plan or think a great deal about what I'm going into. But there are occasions, namely when people were being moved, transferred, taken to the block, when we know we're going to be going into a very volatile, potentially dangerous situation. And on those occasions, I get called up and pulled away from my normal duties and told to get riot kit. I collect the riot kit and I go and wait somewhere. I could be waiting for hours. At some point a manager

will come along and he'll tell me and three other officers, because four officers are needed in riot kit for each detainee, what we're going into, basically. The history of the detainee, why he's being moved, and what's expected of us. Then we'll be taken to the location where we'll be needed to engage in the restraint. And if the detainee isn't compliant, then we will have to go in and restrain him.

Some of the officers in Brook House are incredible. Despite the -- sorry mate. What did you say, sorry?

MALE SPEAKER 1: (Inaudible)

CALLUM TULLEY: Some of the officers in Brook House are incredible. Despite -- sorry, does this make sense? Despite --

MALE SPEAKER 1: Yes.

CALLUM TULLEY: Some officers are incredible. Even though some detainees are in their faces the whole time, basically trying to provoke them, they manage to keep their cool, they manage to remain calm, and just deal with the situation at hand. It's brilliant, it de-escalates things, and things will end peacefully. But there are some officers who lose their rag pretty quickly.

Why? What did you ask me?

MALE SPEAKER 1: Stuff you were saying about Yan seemed particularly from the heart.

CALLUM TULLEY: Yes because it does come from the heart. Because when you see --

MALE SPEAKER 1: Don't fiddle with it (Several inaudible words)

CALLUM TULLEY: What's the point of it being there? Shall I hold it like that?

MALE SPEAKER 1: Go ahead.

CALLUM TULLEY: Yes, no, when I think about Yan and the sort of person he's become, it just makes me sad. And when I speak about that it comes from the heart because you just look at the detainees and the staff, and the people that they become, it's tragic really. There has to be a change, something needs to change. This can't go on like this because we're just failing each other, and it's a tragedy.