

# Transcript created by Epiq

Event: Callum Tulley Video Diaries BBC  
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MALE SPEAKER 1: Okay. So tell me what happened today?

CALLUM TULLEY: I'll just do it in order. This morning I was having a conversation with Ryan, one of the officers who was basically holding the detainee's arm in the arts and crafts room last week when the detainee was trying to have a fight with somebody else. And I said, after that shift, that I felt, when Shane came in and grabbed his head, that it didn't seem proportionate to the risk and was unnecessary. But I wanted to speak to Ryan to see how he felt about it. And so I just asked Ryan. I said, "Did you see what Shane did?" Yes, sorry, mate. I asked Ryan. I said to him, "Did you see what Shane did?" and Ryan was basically like, "Yeah. Yeah, I did".

And I can't remember the entire conversation but the exact words that Shane -- fuck's sake. I can't remember the entire conversation but one thing that Ryan did say was that he almost took his head off. Now obviously that's an over-exaggeration. And when he first took control of the detainee's head it didn't seem to be massively aggressive although it did seem unnecessary.

The second attempt did seem to be a bit more heavy-handed, let's say. And perhaps Ryan was referring to that head grab. And obviously he had, Shane had, a manager pushing him into the detainee at the time and so it probably didn't help the situation. But clearly, you know, it's not just me that thinks Shane was harsh in the restraint. Ryan feels that way as well.

MALE SPEAKER 1: Do you think yours and ... What do you think yours and Ryan's reaction says about your view of management at the moment?

CALLUM TULLEY: Sorry, mate, I'm not really following.

MALE SPEAKER 1: So it's kind of -- I just want to kind of know what you think of the state of management at the moment. You and Ryan. And the wider staff.

CALLUM TULLEY: Yes. Well. I know that they're -- I've known for a long time that management are too harsh when it comes to restraints and too heavy-handed and don't use force as a last resort. And that is -- that's when it -- use of force has to be as a last resort. I should probably just say that now. And management, all too often, resort to it very, very quickly, without de-escalating the situation. And when the use of force is necessary only as much force that is necessary should be used. And clearly Shane grabbed his head when he didn't need to. And I've always known that that's the case across management and that they have used force incorrectly at times. But to hear it from Ryan, another officer, was quite powerful really because it's just further testimony that staff know that force is used unnecessarily and yet nothing is done.

MALE SPEAKER 1: What else happened today?

CALLUM TULLEY: I was -- in the morning I said to one of the DCOs on E Wing, who wasn't there yesterday when [D149] was threatening to kill himself, but he was in today. So I asked him, "Is [D149] still cutting up?" Under the assumption that he'd been briefed when he came on to shift this morning. And he had been briefed. He seemed to sort of know what had gone on the previous day. And he said he was likely

to cut up later on although he wasn't cutting up at the time I asked the question. And I was like, "Okay. Okay. Fair enough. Thanks, Gary". Later on, I was on an escort and I was sat in reception speaking to one of the managers called Nathan Ring. And I asked Nathan. Well I didn't ask. Sorry. Later on I was going on an escort and I was sat in reception with a manager called Nathan Ring. And I was being told I was on two escorts. One of them, the first one, I knew who the detainee was. The second one I didn't. All I knew was he was from E Wing. And so I said to Nathan, "Is it **D149**". And he said, "No. It's ...". He said, "No. It's a different detainee". And I said to Nathan, "Oh right. Because he was cutting up yesterday". And Nathan gave me no reaction at all. He just completely ignored my statement. And there's no way he couldn't have heard me because we were having a conversation before I said that and he was hearing me just fine. And suddenly I came out with that and he just completely ignored me and carried on with doing some paperwork. So clearly there's just complete reluctance to know from management when detainees, and if detainees, are self-harming.

MALE SPEAKER 1: Okay. What else?

CALLUM TULLEY: At 6.30 a medical response was called to C Wing, Room 104. And I attended. And I got into the room. Well, actually, let me start that again. At 6.30 a medical response was called to C Wing, Room 104. And as soon as I got to the room two officers were stood outside. I asked Ryan what was happening and he just said the word -- I asked Ryan what was happening and he just said the word, spice. And so I went into the room to try to get a good look at the detainee. There

was - healthcare had already got there. Management had already got there. And there were other officers in the room. Because I had come from all the way across the other side of the centre to get to this medical response. And so I could see the detainee who had clearly smoked so much spice that he was paralysed by the effect that it had on him and he just couldn't move. His eyes were bulging and he was just static in his bed.

But because of the crowd of people I don't think I got any footage of him at that point. And then I was told by the manager to leave the cell because there were so many people in the room. And I stood outside this cell trying to think of a way in which I could get in there and get a good shot of him just to see, just so people could see, sort of the severity of this spice attack that he was suffering from.

And it's -- I basically realised that there was no evac chair. Evac chair is basically a chair which healthcare use to move detainees from parts of the centre if they literally can't walk. It's meant to be for people who have broken their legs or people who are immobilised in some way due to a medical condition. In reality it's just there to move people who can't lift their legs and walk as a result of smoking too much spice.

And I realised there wasn't one of these evac chairs in the room to be used. Healthcare hadn't brought one. So I said to Nick, the manager, "Do you want me to go and get an evac chair?" He said, "Yes". So, brilliant, I went and got this evac chair, managed to come into the cell and basically set it out. And that was my excuse to get right in there. And hopefully manage to capture just what sort of state this detainee was in. Although he was starting to come round to an extent. But it wasn't enough to actually have him walking. He still

couldn't walk. So he had to get on to this chair. And he was wheeled out of his room, wheeled off the wing, in front of all these detainees who were laughing and jeering and shouting. And he had this big smile on his face, the detainee in the chair, as if it was some badge of honour that he had just basically momentarily paralyzed himself to the extent that he couldn't even walk or move. And it's just it's sad, it's really sad. The existence that some of these guys have in this place is actually really sad and quite upsetting.

MALE SPEAKER 1: Just describe to me, when you went in with the evac chair, well when you went in with this chair and you were involved in it, just describe to me what you were seeing?

CALLUM TULLEY: Yes. As I was unfolding the chair he was just laying there. He could barely move. The staff were trying to encourage him to move and he just looked so dazed and he just looked completely out of it. He looked a complete mess to be honest. And soon management moved him along and they sat him in this chair and they wheeled him out. This fully grown man getting wheeled out on this evac chair which is meant to be for disabled people. And he was just completely out of it. Laughing and dazing and then drifting off. And then, as he was wheeled off the wing, everyone laughing and chanting and shouting. And then he sort of comes round, realises people are laughing and he's got this massive grin on his face. And it's just a sorry state of affairs really.

MALE SPEAKER 1: Do you know much about this particular detainee?

CALLUM TULLEY: It's not the first time he's smoked spice and been moved down to E Wing for closer monitoring. But basically I was there when he went on to the wing, on to E Wing, and the E Wing staff more or less said, "Oh welcome back", you know. Because this is what they expect from certain detainees. It's just a cycle; smoke spice, get put down on E Wing, go back on to association, smoke spice, get put back on E Wing and then the cycle just goes on and on. And that is just Brook House all over really.

MALE SPEAKER 1: Anything else from today?

CALLUM TULLEY: No.

MALE SPEAKER 1: Okay. We'll cut there.

CALLUM TULLEY: Probably about 8.30 pm I was walking out of reception and there's a waiting room where detainees wait to either be admitted or discharged. And I saw this detainee who I recognised and I looked at the time and I thought, "Surely he's not being needed for removal now because it was almost time for bang up". And I basically said, "What are you doing here?" And he said he was being readmitted to the centre. And I said, "Oh how come?" and he goes, "Oh they've cancelled my flight". And I basically asked him about it and he said that the captain, the pilot, who was meant to facilitate -- well, sorry, let me ... I asked this detainee, "What are you doing here?" and he basically said his flight had been cancelled so he was being readmitted into the centre. And I said, you know, "What's happened?" and he said that the pilot wouldn't take him because he



had kicked off. The escorts were with him. They actually went on to the plane with him to escort him back but, because he misbehaved for whatever reason, the pilot said, "No. Unless he wants to fly he's not flying". This was according to what the detainee told me obviously.

And, if it's true, then what is the point in having these escorts take these guys on to their flights if, when the pilot asks them if they want to go or not, they can just say no and, as a result, the pilot can just refuse to take them. I get that if there's medical conditions and stuff like that of course if it's not safe for people to fly they shouldn't fly. But if someone simply doesn't want to go back to their country when they should be removed then that's not a good enough excuse really, is it?

MALE SPEAKER 1: How many times have you heard this type of thing?

CALLUM TULLEY: I've got no idea. I've got no idea how many times I've heard stories like that. I just couldn't ... I lost count after weeks of working at Brook House. I've been there two years now. So it's just hundreds. It is hundreds. That's not an over-exaggeration. You hear about these stories week in week out.

MALE SPEAKER 1: Anything else?

CALLUM TULLEY: No.

MALE SPEAKER 1: Away you go.



CALLUM TULLEY: I was having this conversation with Yan about the stuff that he used to get up to at HMP Wandsworth. And he was basically telling me that, if an officer was messed with by a prisoner, they'd break their legs, they'd break their arms, they'd twist their legs. It's shocking to think that this guy's now been working with some extremely vulnerable foreign nationals for such a long period of time when this is how they treat inmates who misbehave. It's just unbelievable.

MALE SPEAKER 1: Away you go.

CALLUM TULLEY: There was a first response to the corridor outside the welfare office. I attended. I got there very late. And this detainee was basically just on the floor and just being held by these officers. And he seemed to be suffering some sort of fit or something or he'd collapsed. And the nurses came and they looked at him and he was assisted to his feet. And he was complaining to the nurse about something. And then he went limp and he collapsed again. By which time Derek had turned up and he looked him up and down and he said ... He looked him up and down and he said, "Christ. Look at the state of you". He shouted at him basically. Humiliated this detainee in front of a whole group of people. And once Derek realised there was a group of people, including nurses and some quite well behaved officers, let's say, he looked a bit surprised and I think he regretted what he said and he quickly shot off.

MALE SPEAKER 1: Away you go.

CALLUM TULLEY: The problem is we've got bad detainees corrupting and teaching the good detainees who are basically being taught bad behaviour, criminal behaviour. Sorry, I forgot what I was going to say. Just cut it mate will you?

The problem is the bad detainees are teaching and corrupting the good detainees who -- sorry, mate.

The problem is the bad detainees are corrupting and teaching the good detainees bad behaviour. And we, as a centre, are making people much, much worse by housing them with guys who just want to teach them bad and criminal habits.

Let me have another look at that. Fuck's sake.

MALE SPEAKER 1: Away you go.

CALLUM TULLEY: Sorry, mate.

MALE SPEAKER 1: The problem is ...

CALLUM TULLEY: No, it's all right. I know that bit. Just trying to remember what I was saying because I put it quite well before.

The problem is the bad detainees are corrupting and teaching the good detainees to behave badly. And we, as a centre, are making people worse by mixing all these detainees together.

MALE SPEAKER 1: Away you go.

CALLUM TULLEY: The problem is the bad detainees are corrupting and teaching the good detainees bad behaviour. And we, as a centre, are making

detainees worse by keeping them in detention and mixing them together like this.

In the B Wing office Darren was identifying to me nine detainees who he knew to be pushing drugs on the wing. And not just this. He was basically telling me how other detainees, good detainees, are turning up on the wing off their heads on spice and they've obviously learned some bad, bad habits from these guys.

Sorry, mate. In B Wing office another staff member was -- sorry. In B Wing office a staff member was telling me how two very experienced members of staff had handed in their notice and were soon to leave. And he also was telling me that over the weekend two officers just, out of the blue, just threw their badges in and said, "Screw it. I'm not doing it anymore" and they've just jacked it in.

What is ... What I find so surprising about Shane's head grab is that there are two cameras in the arts and crafts rooms, there are managers around, there are officers round, there are detainees around. And so clearly not just Shane but the staff around think that what he's done is an acceptable thing to do. And even once he's released control of this guy's head, even once he's out of the head lock, another manager comes in and just pushes him into the detainee once more encouraging him to do it again. And he takes encouragement. He grabs his head for a second time. And it's just mad that this culture exists so openly within the centre.

Shane. He's not a manager who I would have expected to use force unnecessarily. He might have just lost his rag. Maybe he buckled under the pressure that he's feeling at Brook House because he hasn't always worked there. He came from Tinsley House. And so

maybe actually he might be trying to prove himself to the staff in --  
sorry. I'll try that once more. Sorry.

Shane isn't a manager who I would expect to use force unnecessarily. He's come over from Tinsley House which was a soft centre, a soft regime, and maybe he just lost his rag, maybe he's buckled under the pressure that he feels he's under at Brook House. Or perhaps he's trying to prove himself to a certain group of officers that he can be heavy-handed in restraints.

MALE SPEAKER 1: Ready?

CALLUM TULLEY: I've seen quite a lot of this Pakistani detainee recently. And every time I see him he's asking me how I am, what have I been up to, he checks on me to see if I've slept well. And I can't help but smile at this guy. I don't know how he manages to stay in such positive spirits in a place like Brook House. It's amazing. It's quite inspirational. And he makes me laugh. He's quite a funny bloke. And he seems really well natured. He seems quite kind. And at first, because he's quite an enjoyable person to be around, but you sort of realise, when you leave that place, Brook House, you think about him and he's old enough to be my Dad and he just doesn't seem like he should be in a place like that. He almost checks up on me in like quite a fatherly manner. And actually I'm the one with the keys. I'm the one with the control. And it's me who locks him up at night. And that doesn't sit well with me.

I was in the IT room and (Laughs). Sorry. So happy. I was in the IT. Sorry, mate. I was in the IT room and this small Indian man called Pirirot. Sorry. I was in the IT room and this small Indian man who I've

spent quite a lot of time with, not just under cover but before I took cameras in, he came into the IT room and he was glowing, he was so happy. And he came over to me at my desk with a smile all over his face and basically he'd got, I thought he'd been given bail or release or something like that, but actually he'd just been given a new job, paid £1 an hour, but it's with the welfare department. So it enabled him to help other people, which he seemed delighted about, and it made me smile, I couldn't help but smile because I was so pleased for him. It obviously seemed to have made his day.

MALE SPEAKER 1: And away you go.

CALLUM TULLEY: This detainee from Jordan was telling me that the fight broke out between him and this other guy because this other guy was blocking the dispensary for the medication at healthcare, basically kicking off and a whole queue of people just having to wait behind. And so he wasn't happy and took a stand basically.

MALE SPEAKER 1: Away you go.

CALLUM TULLEY: This morning I was sat in the library and this Indian detainee walked in and I was looking at him and I thought, "He cannot possibly be 18 years old". And I basically asked him. I said, "How old are you?" And he told me that his passport said he was 26 and that there isn't -- when I look at him I think to myself, "There is no way you're 26 let alone" -- sorry. I said to this detainee, "How old are you?" and he said to me, "Well, my passport says I'm 26". And I was thinking, "Mate, you don't even

look 18, let alone 26". And he went on to tell me that he was actually 18 years old but he has fake documentation which says he's 26 years old. And I said, "Right. Okay. Fair enough. At least he's 18". And I basically asked him how long he'd been in detention and when his birthday was. And he was telling me that he had spent time in detention when he was under the age of 18. Obviously I don't know if that's true or not.

We know there is one guy for certain who must have been under the age of 18 because he was recently taken by social services out of the centre. And these two guys aren't the only people I've met who I've thought can't possibly be 18. There have been a number of others who not only myself but others have felt just surely they are an age case, you know. Not just staff but detainees as well have highlighted a few detainees over the last couple of years who just don't look 18. It's as simple as that. And they may well be 18 but they certainly don't look it.

I think the reason why some staff do stick it out at Brook House is because they're on Commercially sensitive a year. And it's not a massive salary but if you are young or you haven't got a university education it's not too bad. And ... It's not an and, is it, it's a but. Sorry.

MALE SPEAKER 1: Start again.

CALLUM TULLEY: I think one of the reasons why some members of staff do decide to stick it out is because the money isn't actually that bad, particularly if you've got no university education, particularly if you're very young. Commercially sensitive a year is not a great deal but it's better than a lot of jobs out there. But the guys that stay. They seem to go either one of two

ways and that is to become one of the good officers who try to help and fix the centre, or become one of the bad officers who become corrupted by Brook House and its regime. I will try that again actually, if I may, just because ...

MALE SPEAKER 1: Okay. Roll straight on.

CALLUM TULLEY: Yes. Sure. Yes. Sure. I think one of the reasons, well. I think the reason why some staff do decide to stick it out at Brook House and stay for quite long stretches is probably because of the money. They're on Commercially sensitive a year, which isn't a great deal, but if you've not got a university or higher level of education, if you're young and your prospects aren't great, then it's not such a bad salary. But the guys that stay. They seem to go either one of two ways. And one is down a route by which they try to fix the centre. They try to make it better. And the other route is where officers quite frankly become corrupted by the regime, corrupted by the system and become violent and abusive.