

## **Grenfell Tower fire – Control debrief**

### **24<sup>th</sup> July 2017, 0800-1305hrs.**

#### **Attendees**

Chair: DAC Andy Hearn  
Debbie Real (DR) – Assistant Operations Manager (Stratford)  
Peter May (PM) – Assistant Operations Manager (Stratford)  
Alex Norman (AN) – Operations Manager (Stratford)  
Jo Smith (JS) – Senior Operations Manager (Stratford)  
DAC Adrian Fenton (AF) (Stratford also BCC)  
Keith Diamond – Senior Operations Manager (Grenfell Tower)  
Adam Crinion – (Shadowing Jo Smith at Stratford)

#### **Key points and outcomes**

0055hrs – First call to fire in flat, 4<sup>th</sup> floor, Grenfell Tower  
PM thought it maybe a High Rise block, quickly 'googled' it and subsequently added an extra pump on the PDA for High Rise building.

Control did not consider adding an aerial appliance as there was no indication of external fire spread, involvement of the roof, no multiple calls, no other info from the caller (who stated they were outside the building) to lead them to believe an Aerial appliance was required. The expectation was that the fire would be dealt with internally.

0121hrs – calls start to come in from people in the building affected by smoke (one call from 14<sup>th</sup> floor). Stay put advice given and asked to call Fire Brigade back if conditions worsened. These calls were relayed to crews at the scene by mainscheme radio.

0124hrs – Make pumps 10  
0128hrs – Make pumps 15, Persons reported, Aerials x 2  
Control staff recalled from break to assist in Control room  
0129hrs – Make pumps 20, FRU's x 2  
0131hrs – Make pumps 25

DR deals with mobilisation of appliances/other agencies  
PM deals with mobilisation of Officers and key notifications  
AN – advises and supports Control room operators (CRO) dealing with (escalating) in coming calls

Fire Survival Guidance (FSG) calls increasing and relevant info passed onto CU8 via phone  
FSG calls coming in from all floors in the building (Control staff remark on there being no discernible pattern).  
Calls indicating people affected by Fire – 'Stay Put advice' given with caveat to get out if at all possible, block entry of smoke into flat using towels, move into others rooms. Control staff believe Firefighters have been committed to the building for rescue and there is an expectation this will happen.

0145hrs – Control room contacted via ES channel by Police helicopter. Channel remains open and Police give description of fire and situation. Helitele link not available in Stratford.

SM Oliff (Officer of the Day) arrives and takes on role of relaying FSG calls to CU8

0203hrs – Make pumps 40 – Some MDTs do not receive the ordering.  
0206hrs – Major incident declared  
PM dealing with London wide Fire Cover – Dynamic Fire Cover tool not available so begins task with map, pen and paper and use of own experience

Critical line – Police and BT taking calls from people inside Building and not aware of how to pass on FSG. NW Area (Greater Manchester) and other FRS taking calls and passing on FSG.

No information coming back from scene regarding rescues or progress with FSG.

0211hrs – Make FRUs x 6

0215hrs – Make CUs x 6

0215hrs – JS arrives to witness very busy but calm Control room, everyone actively engaged.

0216hrs – Make FRUs x 10

JS speaks to CROs taking FSG, notices some stress and emotion from CROs. JS recognises conditions at scene worsening, fire internal and external to building. Recognises some FSG close to one hour and connects issues arising from Larknall House.

0220hrs (approx.) – DAC Fenton arrives with the intention of setting up the BCC (has already mobilised GM leader to assist).

0230-0235hrs – conversation between JS and AF around changing Stay Put advice. AF speaks to various Officers at the scene and views Live News feed on TV (in another part of Stratford).

0235hrs – Stay Put advice changed to 'self evacuate'. AN and other Control room staff informed. Advice to wet towels and place over the mouth, get everyone together, hold hands and attempt to leave flat and escape.

JS uses critical line to inform BT to pass on all calls to other FRS and that stay put advice has changed. Also calls Surrey FRS to inform them advice has changed and to inform all other FRS currently taking FSG calls.

JS starts to ring off duty supervisors to come in and assist with situation.

0242hrs – 2<sup>nd</sup> informative from the scene

0244hrs – AC Roe now Incident Commander

Multiple FSG calls being dealt with in Control room

0257hrs – PPV requested from the incident – no current mobilising protocols in place for this request. PM and AF mobilise WM Wilson, SM Wainwright and RRT to deal with PPV request.

Issues with contacting and gaining support from Dangerous Structures Engineer following request from scene. LRG duty manager paged to assist.

0338hrs – JS requests Counselling and Welfare via pager to attend Stratford for Control room Staff welfare issues.

0345-0428hrs – Brigade wide Fire Cover being addressed.

0428hrs – Restricted attendance implemented Brigade wide NB: no other incidents of note occurring at this time.

0500hrs (approx.) FSG calls start to drop off until no further call are being dealt with. Control room staff get first break in activity.

DR/PM/AN start to address non urgent notifications deemed as low priority earlier in the incident.

JS calls other FRS to update and thanks for assistance and support. Surrey offer use of Aerial appliance and GMC use of Drone (ends up being provided by Kent FRS).