

Operator	Metropolitan Police.How can I help?Hello, Metropolitan Police.
Caller	We've got some family visiting (inaudible) earlier on today and I haven't heard from them.I've searched every hospital and I've called every centre, and I still haven't had any feedback from anybody.Could you help me please?
Operator	Right, sorry.Who are you looking for?
Caller	My mother and her and my sister and her family.I reported it earlier on...
Operator	Just a minute.
Caller	...right?To you guys.
Operator	And what's your name?
Caller	My name's Nabil CHOUCAIR.
Operator	Ah er okay.Erm is this regarding the potential fire at um Grenfell Tower, yeah?
Caller	Grenfell Tower that's correct, yeah.
Operator	Okay
Caller	I've got I've got I've dialed er..er the bureau number; I've gone to every what you call it er you know like Salvation Army, and er all these charity whatever things that they're doing, hostels and a-all that...
Operator	Right
Caller	...and even tried every hospital.No luck.
Operator	(inaudible) Right.Have you, have you spoken to – you said you've already spoken to Casualty Bureau, yeah?
Caller	Yes, that's right.
Operator	And er and er what have the Casualty Bureau said?
Caller	They say:“Go and check hospitals.”They're not very helpful.I've checked all o-of...I've all checked all the hospitals.
Operator	Right okay.I mean (clears throat), so you suspect they might be potentially in-inside the flat?
Caller	I-I believe so.
Operator	Alright, okay.Um, you will need the Casualty Bureau, the people you spoke to – they are the people who who who should – well, will – take your report erm o-obviously i-if you're concerned that they, they might have been involved.Er, they'll take as many...
Caller	I've given them my report twice and they still haven't contacted me.
Operator	Okay right.Okay, the probably the reason, the reason for that is there isn't, there wouldn't be anything to contact you back with at this time, okay?What will happen, if they, if they lo, if they locate these, the potential victims or, or, or, or the the people you reported as missing, they will then con, they will then contact you back, um, okay?So what I would say is hold fire for the moment...
Caller	(inaudible)
Operator	...if you spoke to the Casualty Bureau, they are the people who are the ones to spe- who are dealing with all the any sort of casualties, and they're the central call, the call erm, call department who are dealing with casualties and um, and missing people from this incident, okay?
Caller	Do you need my name?
Operator	Pardon?
Caller	(inaudible) – I now I'm too (inaudible), I'm too (inaudible), I mean how more just to hold on, I been hold on, I been contacting them, I been contacting hospitals...
Operator	Yeah, well N-N-N- Nabil...
Caller	...(inaudible) hospitals are closing their lines (inaudible) (sobs)
Operator	Yeah, Nabil, you must understand that at the moment, erm, it's the the actual property is still, is still at parts ablaze, so it is very difficult for, for anybody to actually check and see if, see if, try and fi-locate anybody within the actual flat at this time.
Caller	(inaudible)
Operator	Er, I don't know how long that is gonna go – how much longer that's gonna go on for...
Caller	(inaudible)
Operator	...er, but at the moment we are unable to safely deploy...
Caller	(inaudible)
Operator	...any of the – any victim recovery officers into, into the flats, if you suspect they might possibly involved in a flat.Um, if, if obviously they-they're not, and they're potentially taken – er they've been taken to a hospital – er, you said you've already done all the ringing around, haven't you?

Caller	(Unknown voice shouts inaudibly in background)
	That's correct, that's right.
Operator	And the, and they, and they they haven't...so how many people are we talking?
Caller	Six people.
Operator	Six people, right. Okay, now whereabouts in the, whereabouts in the tower block were they residing?
Caller	191 and 193.
Operator	Okay, and now what floors were they on?
Caller	22 nd floor. 22 nd .
Operator	Okay. And they're – are they friends of yours, did you say?
Caller	My mother, my sister, her children (breaks down) and her, my brother-in-law.
Operator	Okay.
Unknown first voice in caller's background	No, no!
Caller	Three children (distressed voice)
Unknown first voice in caller's background	There's 50 dead, er (inaudible) in the Underhill Rescue Centre. (inaudible) Nah, she's named (inaudible) fifty.
Unknown second voice in caller's background	Her mobile is here.
Unknown first voice in caller's background	Mobile
Unknown second voice in caller's background	Mobile
Operator	Okay so y-you've said y-you've spoken to the Casualty Bureau, yeah?
Caller	I have. They said: "Try the hospitals."
Operator	Alright so you've done that.
Caller	I tried the hospitals. I-I've tried every single one. Some of them are then putting me straight through to Casualty Bureau. I-I've put the Ca-Casualty Bureau again. I spoken to hospitals, try again and again nobody, nobody. They take my name, they say they'll contact me. Some take my name and er say they contact me; some say um: "They're not here." You know? I've been trying and trying. I've gone and visited every single one.
Operator	Okay
Caller	More than 12 hospitals in London.
Operator	Alright. And you've, and you've left your details with the Casualty Bureau, yeah?
Caller	I have, yes.
Operator	Right, okay. Um, if, if you're say – er if what you're, if what you're saying, is obv... i-if you're saying you-you've che- you've contacted all these people and you've er and you've contacted the hospitals, um, I think...
Unknown voice	Yeah, I will call (inaudible).
Operator	...is it – I-uh-I it's difficult to confirm anything, yeah...
Caller	(inaudible sounds)
Operator	...but I was, I was personally on duty last night when this blaze occurred, erm, and I've, and I'm very familiar first hand...
Caller	(inaudible)
Operator	...with the severity of, of this fire, erm...
Caller	(inaudible)
Operator	...and knowing (inaudible), knowing how the Casualty Bureau process works and the current state of the fire at the time, erm...
Caller	(inaudible)
Operator	...I think it might be, it might be time to start thinking of the inevitable that, um, your family could well be, erm...

Unknown voice	(inaudible)
Operator	...in the – una – were – were unable to get out during, during the blaze, erm...so (sigh)
Caller	A-are they still trying to put the fire out?
Operator	(inaudible)
Caller	Are they still trying to get help for these...?
Operator	A-at the moment the fire...
Caller	The (inaudible) you know.
Operator	The fire is not extinguished at the moment, erm, firefighters are desperately trying to make their way through the um, through the tower block as we speak, er, but it is still not extinguished, particularly on the er, the upper floors, erm, so obviously our, our immediate concern is to continue to get this blaze under control, erm, it while attempting to find any surviving wi- er victims or patients erm or casualties, erm.Once, once we've, once the blaze is under control – I won't say the once the blaze is out – and we're happy that there's no, no more actual live casutals, casualties in the venue and the venue is secure and as safe as it could possibly be, we will then start a process of victim recovery which will be to erm start recovering bodies from, from inside the flat and then go down the du – the identity process of trying to identify who those people might be, erm, at the moment...
Caller	(inaudible) until tomorrow...
Operator	Ah, I...
Caller	...do you think, or...?
Operator	Nabil, I really can't tell you, erm, I 'cause simple fact is I don't know.I wish, I wish I could have that answer for you but erm...
Caller	I just wish somebody would inform us more, you know, maybe they've been taken somewhere else and they haven't been told.Maybe they're...I don't know, you know, they've been allocated by the council.I don't know, I'm – there's so much missing, I don't know what to say, you know?It's – it doesn't seem very clear to me, you know.
Operator	Yeah I see.Er...
Caller	Before I start thinking of the inevitable, without knowing (inaudible)
Operator	If, if er Nabil, if if you say you've you've spoken to all the hospitals and they haven't got them, then then that's gonna be your answer.They're not there.Er...
Caller	Yeah but they...they could have brought someone in without they were – or with an oxygen mask and not reported who he is, you know?
Operator	I see, well you see, see...
Caller	Unclear, unregistered, you know?
Operator	Yeah, see, see this is where the Casualty Bureau w-w-will come in.Any person who's unidentified, the Cas-the the Casualty Bureau will take the full de- full details of what that person looks like and where they might have come from.We're talking of a whole family of si- family of, what?Six people you're looking for?Er, with six people potentially missing, erm, the Casualty Bureau will will have some kind of record of any unidentified persons who might have taken to hospital, erm, and if you've given your details over, and given those (inaudible) to the Casualty Bureau (?or I?) already...
Caller	Are you saying I should contact them again...
Operator	Yeah, em,
Caller	... and, and...?
Operator	Yeah, I mean, i-if, if they've taken all your details, it will be simply a case of waiting for s, for some, for any sort of victims (?madit?) or patients casualty may-matching the criteria and description which you've given them.If they then feel that might possibly identi-er identify...
Caller	Okay
Operator	...they will then contact you.Er I'm sure you can imagine we're receiving hundreds of calls erm...
Caller	Of course (inaudible)
Operator	...i-i-in in in in in regards to obviously people trying to contact a loved one but we, but unfortunately we don't have the resources to contact each individual person back erm to give you an update to say we haven't found anyone yet.It – we will only contact you back if we do find anyone.
Caller	Yeah.Um...I do understand that but the thing is, you know, already the Press have leaked out 12 people are dead and er how is it they've leaked this out without even the...the...probably, you know, the family not even being er...what do you call it?You know, how has the Press got a hold of this information and the Police don't know about it?
Operator	So wha-what ha...

Caller	Very worrying and very concerning.
Operator	I-is is er when the biggest biggest problem we have is, erm, is obviously trying to deal with the Press, erm, during these times, and in the er erm, wha-what's frustrating is erm you're looking at hundreds of people are work, are working within the – well, several hundreds of people, you've got a hundred officers down at the scene, 200 fire fighters, approximately 100 personnel, er, ambulance personnel, that's just on scene. Then you've got all the hospital staff and everyone else in the back rooms dealing with it. It's almost impossible to try and contain, erm, all those people and ah and obviously try and then monitor those and make sure they don't leak anything to the Press, um, so it is – it is frus- it is very frustrating and I really do share your your frustration. Erm, it just, it just takes one of that, of all those 500 people dealing with the incident to obviously leak information which is er very upsetting for the, for for yourselves, the victims' families, erm...
Caller	(inaudible)
Operator	...but what you, what you...
Caller	...Phoning around and er the se... (inaudible)...
Operator	Wh-what you've done, Nabil, you've done the right thing if you've contacted the Casualty Bureau they've they've taken your details; they will inform you if they find anyone er at hospital or, worst case scenario, deceased at the er in the block. They will con- they will contact you erm and then they'll guide you in the process of what will happen next regarding the potential identification of whether they're at the hospital or or at the scene, etc. Okay?
Caller	Right, okay. No problem. Alright, that's fine.
Operator	Okay Nabil. Obv-obviously I-I'm really sorry...
Caller	Yeah, yeah.
Operator	...obviously that, obviously it's been a very troublesome time.
Caller	(inaudible)
Operator	I I really, I can't even begin to understand how you must be going through. But er be, please be assured erm that we – there are processes in place which we are trying to follow, and I do apologise if it hasn't been explained to you properly or if er you haven't been informed properly.
Caller	Mmm, mmm, mmm.
Operator	(inaudible) Nabil?
Caller	Okay, no problem. Alright, no problem.
Operator	Okay, all the best. I hope that everything turns out to be okay.
Caller	(inaudible) thank you for your help.
Operator	Okay, no problem (inaudible).
Caller	And if there is anything, please can you inform us?
Operator	We, we definitely will. Okay, thank you Nabil.
Caller	Thank you.
Operator	Alright. Bye.