

Transcript created by DTI

Event: [PI D2 GTIRT17-00635 SECTION 3 999 T FSG 76198 023442 \[REDACTED\] 2M](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Fire brigade. Hello.

CALLER: Hello. Please, just -- the fire's in my building, and it's come to my floor now. You said it's on the fourth floor. My floor is on fire.

OPERATOR: What floor -- listen, what floor are you on?

CALLER: I'm on the 18th floor. My -- I had to come to my neighbour's house.

OPERATOR: 18th floor (Inaudible) ... Right (Inaudible) right.

CALLER: (Inaudible) the kitchen.

OPERATOR: Okay. Right. Hello? So, you're on --

CALLER: Hello?

OPERATOR: -- the 18th floor?

CALLER: 18th floor, yeah.

OPERATOR: And what flat number are you at?

CALLER: I'm at -- now I'm on -- what's your number?

CALLER 2: 153.

CALLER: 153 now. I came to my neighbour's, because my flat's on fire.

OPERATOR: Right. Okay. What we're advising to do is put some damp towels around yourself --

CALLER: Yeah?

OPERATOR: -- okay, and then --

CALLER: Sorry?

OPERATOR: Put some damp towels around yourself and (Overspeaking)

CALLER: I know, but it's a matter of time (Overspeaking)

OPERATOR: (Overspeaking) no, listen, listen, it's -- we're advising you to safely try and get out.

CALLER: Can you tell -- how (Overspeaking)

OPERATOR: On the 18th -- right, well, you need to put some damp -- listen to what I'm telling you, please.

CALLER: Yeah.

OPERATOR: Right. You need to get some towels and -- damp towels, damp sheets, and make sure it's safe, put them round your mouth so obviously you're not breathing the smoke in, and guide yourself out,

and in between time we're going to tell them on the radio what floor you're on.

CALLER: Please, tell them to find out what's happening with -- they're not going to come.

OPERATOR: Okay. Yeah, they are coming to you, okay? So, you're on the 18th floor, flat 153; how many of you?

CALLER: Yeah, now there's four adults and --

OPERATOR: Four adults --

CALLER: -- one, two, three, four -- five children.

OPERATOR: Four adults and five children?

CALLER: Yes.

OPERATOR: Right. Okay. So, are you able to get out of the flat?

CALLER: No, we can't get out of the flat. That's what we're saying. It's thick black smoke. I had to come to my neighbour's house, because it's I my flat now. The fire's in my flat. I had to come to my neighbour's flat; and we struggled, and it's next-door.

OPERATOR: Right. So, you're in flat 153, but the fire's at 152?

CALLER: Yes, yes.

OPERATOR: Right, and you can't go any further?

CALLER: No.

OPERATOR: Right. Okay, and is it --

CALLER: The fire brigade said he was going to come back to us, and he hasn't.

OPERATOR: Right. So, what I'm going to do is I'm going to tell them, the command unit -- and how are the children -- how many -- how old are the children?

CALLER: They're different ages from 11 --

OPERATOR: Yeah?

CALLER: -- to the youngest, which is 3.

OPERATOR: Eleven to three years old?

CALLER: Yeah.

OPERATOR: Okay, and there's no way that you can get out?

CALLER: No.

OPERATOR: Right, if --

CALLER: And I'm pregnant, and, you know ...

OPERATOR: Pregnant; okay. Right, I'm just going to tell them -- I'm just going to tell the command unit to go and check your floor (Overspeaking)

CALLER: Please; yeah, send them, please.

OPERATOR: All right, then. I'm going to go and tell them. If the situation --

CALLER: Thank you.

OPERATOR: Listen, if the situation gets worse, then give me a ring straight back, okay?

CALLER: It's getting -- it's worse now (Overspeaking)

OPERATOR: I know it -- I know it's worse. I know it's worse. But I'm going to tell them -- as soon as I put --

CALLER: Okay.

OPERATOR: -- the phone down to you, I'm going to tell the command unit --

CALLER: All right. Okay.

OPERATOR: -- down there to come --

CALLER: Okay.

OPERATOR: -- and -- directly up to you, all right?

CALLER: Okay. Please --

OPERATOR: Okay. Thank you.

CALLER: -- send them up now.

OPERATOR: All right. Okay. Bye-bye.

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