

Transcript created by DTI

Event: [PI D2 GTIRT17-00774 SECTION 3 999 T FSG 76353 043341](#) [REDACTED] OP

Date:

Interviewer:

Interviewee:

OPERATOR: Fire brigade.

CALLER: Hi. I'm still obviously trapped in Grenfell Tower. I was just wondering if someone can give me an update as to if someone's going to come and get me out or what. I've got a daughter here who's six –

OPERATOR: Where are you?

CALLER: 82 Grenfell Tower.

OPERATOR: You're in 82 Grenfell Tower?

CALLER: Yeah, W11.

OPERATOR: What floor are you on?

CALLER: The 11th.

OPERATOR: The 11th floor.

CALLER: Yeah.

OPERATOR: Right, is there smoke in your flat?

CALLER: There is, yeah.

OPERATOR: 11th floor. Flat 82, 11th floor.

CALLER: Yeah. We tried to go down the stairs but it's still too hot but I don't know what the situation is, whether they're coming up or – I don't know. Someone needs to – I just want an update really cos obviously I'm stuck in flat.

OPERATOR: Right, you need to make your way out of that building, okay. So you need to –

CALLER: I can't. Is the stairs – can you tell me if the – can you find out if the stairs are on fire? I'm not leaving my flat.

OPERATOR: right (inaudible), okay. See if there's anything you can find, towels, tea cloths, clothes –

CALLER: Yeah, I've done – listen, I've been on the phone to you for two hours and you've always told me the same thing and I've tried to leave the house with the towels wrapped me, it's still too hot out there. I can't, I need someone, I need guidance and I don't even know if the ceilings falling down, we don't know nothing. Someone needs to come. Where are the fire brigade? Please, anybody.

OPERATOR: Right, well you need to listen to me. This is your only choice, okay, there's no other option –

CALLER: Is the fire brigade then, is that what you're saying to me?

OPERATOR: Okay, we're trying --

CALLER: Are you telling me the fire brigade is not coming in?

OPERATOR: We're trying. You need to make your way downstairs though.

CALLER: We need to make our ways downstairs. Oh do you know what – there's fire on the stairs, my husband's just gone out there. I can't go into the fire. Please, just – can someone just find out what's going on, please?

OPERATOR: Right, this is the only choice that you have unfortunately, okay. Just find any clothes, towels, cover them in water, okay, wrap them around yourself and make your way to the staircase, that is the only choice –

CALLER: Right, there's 11 floors, I'm in a tower block, it's not like I'm going down three flights. It's not like – and it's dark out there and it's smoky and it's on fire, I'm running into it, the fire was underneath me, it's all round me. I need someone to get me out!

OPERATOR: Okay –

CALLER: I can't keep – someone keep telling me the same fucking advice, I know what I've got to do but I can't. That is the difference (inaudible) can't. I was told an hour ago someone was on their way up (several inaudible) why did they tell me that when I first fucking reported it?

OPERATOR: Right –

CALLER: Someone get (several inaudible words) someone to get me out, please. I know it's not your fault but please, get someone to get me out (inaudible) (crying).

OPERATOR: Listen, I know this is an awful situation to be in –

CALLER: Just find – can you just out if they're coming? I'm safe in my house at the minute. Honestly, I'm safe in my house at the minute but I need to know if someone's coming to get me, if you could just find that out. At the moment I'm in a room –

OPERATOR: That's the only choice that you have unfortunately.

CALLER: So no one's coming in the block?

OPERATOR: You have to make your way to that staircase –

CALLER: All right, bye. You're no good to me.

OPERATOR: You need to get to that staircase. Hello? Hello?