

Transcript created by DTI

Event: [PI D2 GTIRT17-00546 SECTION 3 999 T FSG 76113 013818 \[REDACTED\] 0J](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Hello, fire brigade (Overspeaking)

CALLER: I am on the fucking floor! I am on the (Inaudible) floor! I am on the (Inaudible) floor! I am on the (Inaudible) floor!

OPERATOR: Can you just stop shouting? Just tell me what's happening.

CALLER: The fire is coming (Inaudible) I'm on the (Inaudible) floor!

OPERATOR: I'm sorry, I can't --

CALLER: I'm on the (Inaudible) floor!

OPERATOR: What flat are you in?

CALLER: 14, 14. How can I get out of here?

OPERATOR: Just --

CALLER: How can I get (Inaudible) I'm on the 14th floor!

OPERATOR: Tell me what flat you are.

CALLER: 14, 14, 14!

OPERATOR: Are you -- sorry, 14 or 13.

CALLER: Yes, 14, 14.

OPERATOR: 14? And is this Grenfell Tower?

CALLER: Yes, yes, yes.

OPERATOR: Okay. So, what is happening in your flat? Do you have the fire --

CALLER: (Overspeaking) smoke, smoke, smoke (Overspeaking)

OPERATOR: Is the fire coming into your flat?

CALLER: (Inaudible)

OPERATOR: Or is it just the smoke?

CALLER: Yes, yes, yes! Please, I'm dying here! I'm dying (Overspeaking)

OPERATOR: Right, stop shouting, stop shouting. Now, tell me what's happening?

CALLER: The smoke is coming (Several inaudible words).

OPERATOR: The smoke -- it's the smoke coming in, is it?

CALLER: Yes, help me --

OPERATOR: Okay.

CALLER: -- (Several inaudible words)

OPERATOR: Right, you've got to stop shouting and listen to me. Where is the smoke coming in? Is it under the door?

CALLER: Yeah, it's under the door. Yeah.

OPERATOR: Okay. Under the front door?

CALLER: Yes, yes.

OPERATOR: Okay. So, get something, a blanket, a pillow, anything, and put it against the door. Put it under the door. Just get something to stop the smoke coming in. Are you doing it?

CALLER: Yes.

OPERATOR: Okay. Is it coming in anywhere else?

CALLER: Yes, yes (Overspeaking)

OPERATOR: Right. Is it coming in any of the windows?

CALLER: (Inaudible)

OPERATOR: Are you on your own?

CALLER: Yes (Several inaudible words) (Overspeaking)

OPERATOR: Are you on your own in the flat?

CALLER: (Several inaudible words) I am going to die, I am going to die
(Inaudible)!

OPERATOR: Right, just try and calm down, okay? We're going to get someone to come to you and get you out. I just need to know what's happening in your flat.

CALLER: (Several inaudible words)

OPERATOR: Right, have you put something against the door?

CALLER: I have.

OPERATOR: Right. Are you on your own, or is there anyone else in the flat?

CALLER: (Several inaudible words) I have a child, I have a child, I have a child!
Help me!

OPERATOR: Right --

CALLER: I have a child (Inaudible) I have a child (Inaudible) --

OPERATOR: Can you just stop shouting, okay? Stop shouting. Just tell me what's happening now. What -- has it stopped the smoke coming in? Have you put something against the door? Has it stopped the smoke coming in?

CALLER: I have. It's still coming in. It's still coming in. It's still coming in.

OPERATOR: Okay. Is it coming in anywhere else other than the door?

CALLER: All the windows -- from the windows outside --

OPERATOR: From the windows outside?

CALLER: -- from the windows outside --

OPERATOR: So, shut --

CALLER: -- yeah.

OPERATOR: -- your windows -- you -- are they closed?

CALLER: They are all open.

OPERATOR: Shut your windows and stop the smoke coming in, okay? Go and close your windows. I'll stay with you.

CALLER: I've closed the windows.

OPERATOR: You've closed the windows? Good. Right. So, is there any sign of fire in your flat?

CALLER: Yes, there is coming -- yeah, there is fire --

OPERATOR: Right --

CALLER: -- there is fire! There is fire coming from the door (Inaudible) I feel like jumping. I feel like jumping. Can anybody come? Can anybody come and rescue me? Can anybody come and rescue me?
(Inaudible)

OPERATOR: Right, stop shouting, stop shouting. What's happening? Calm down and tell me.

CALLER: (no reply)

OPERATOR: Right, can you --

CALLER: I don't know (Overspeaking)

OPERATOR: -- just tell me, has the smoke stopped coming in?

CALLER: (Several inaudible words)

OPERATOR: Hello? Hello? Hello? Hello? Hello?