

Transcript created by DTI

Event: [PI D2 GTIRT17-00618 SECTION 3 999 T FSG 76176 021806 \[REDACTED\] 9R](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Fire brigade.

CALLER: You're the fire brigade?

OPERATOR: Fire brigade here, yeah.

CALLER: You -- we need someone (Several inaudible words) number.

OPERATOR: Sorry, are you calling from Grenfell Tower?

CALLER: Yeah.

OPERATOR: Okay. Which floor are you on?

CALLER: The 22nd floor.

OPERATOR: You're on the 22nd floor?

CALLER: Yeah.

OPERATOR: Okay. What flat number are you?

CALLER: 192.

OPERATOR: 192? Okay. Who's in the flat with you?

CALLER: There are three kids; so, there are five of us.

OPERATOR: Okay. So, two adults and three kids, yeah?

CALLER: Yeah.

OPERATOR: Okay, and what's going on there? Is there smoke coming in?

CALLER: There is smoke coming in, and we need to move to the (Inaudible) because our house is on fire.

OPERATOR: Okay. So, you need to -- so, there's a fire in the house, yeah? You need to move out of the house?

CALLER: (Overspeaking) fire in the kitchen, in the (Overspeaking)

OPERATOR: Okay. All right, then. Okay. Well, listen, you need to -- if you need to move, then you need to move, okay? So, if you go out, and if you --

CALLER: (Overspeaking) (Several inaudible words)

OPERATOR: Sorry? Say that again?

CALLER: Do you (Inaudible) 191 (Inaudible) number?

OPERATOR: 191?

CALLER: Yeah, do you have their landline number, because (Several inaudible words).

OPERATOR: We haven't got anybody's numbers. You'll have to try and make yourselves -- make your way to somewhere safe if that fire is in your flat.

CALLER: Okay.

OPERATOR: Okay? If you try and make your way --

CALLER: Okay.

OPERATOR: -- to the stairwell -- so, wherever the smoke is less heavy, if you can take some blankets and towels and put them round your mouth so you're not breathing in the smoke, okay, and get to the place -- try and head to where there is the least smoke, okay? So, if you can cover your mouth, all right -- if you can't stay in the flat any more because of the fire, right -- you've got your mobile, haven't you. Keep your mobile with you --

CALLER: Yeah.

OPERATOR: -- all right, so you can let us know where you are.

CALLER: Okay.

OPERATOR: All right, then?

CALLER: Yeah.

OPERATOR: Okay? Do you want me to stay on the phone with you?

CALLER: Well (Several inaudible words).

OPERATOR: Hello?

CALLER: (Several inaudible words)

OPERATOR: Sorry, I can't hear you. Say that again?

CALLER: We have opened one side of the windows (Several inaudible words).

OPERATOR: Right. So, you're saying that if you open one of the windows there's no smoke, is that right?

CALLER: (Several inaudible words)

OPERATOR: Have you left the flat?

CALLER: (No reply)

OPERATOR: Hello? Have you left the flat?

CALLER: (No reply)

OPERATOR: Hello? Where are you now?

CALLER: (Overspeaking) 192.

OPERATOR: You're still there? Have you left, or are you still in the flat?

CALLER: Yeah, we are here in the, in the flat.

OPERATOR: You're still there, are you?

CALLER: (Overspeaking) on fire.

OPERATOR: Okay. Do you need to move? Do you need to leave the flat, do you?

CALLER: (Overspeaking) (Several inaudible words)

OPERATOR: Have you got all the children with you?

CALLER: (Several inaudible words)

OPERATOR: Have you got the children with you? Are they all with you?

CALLER: (Several inaudible words)

OPERATOR: Listen, we've got firemen. They're coming through the building, okay? They're trying to get to you. Let me know where you are.

CALLER: Sorry?

OPERATOR: Let me know where you are.

CALLER: (Overspeaking)

OPERATOR: Have you left the flat?

CALLER: No, we are there.

OPERATOR: Okay. All right. So, you're still in the flat, all right? So --

CALLER: Yes, we are.

OPERATOR: All right. Okay. And the fire is still just in the kitchen, okay?

CALLER: No, now in the living room.

OPERATOR: Are we talking about smoke or fire?

CALLER: (Several inaudible words) there was fire (Inaudible) fire in the kitchen,
now --

OPERATOR: Okay.

CALLER: -- (Overspeaking) because the window is open (Inaudible) the fire
coming from the living room as well.

OPERATOR: Okay. So, let me just ask you again, is it smoke or fire in the living
room?

CALLER: (Overspeaking) I can't actually see, but it's -- because I am not
(Several inaudible words) but I think it is fire, because of the amount
of smoke coming. I think it (Overspeaking)

OPERATOR: Okay. Okay. All right. Okay. All right. So, it sounds like it's smoke,
all right; so, are you --

CALLER: Yes.

OPERATOR: Have you got a window open where there's no smoke?

CALLER: Yes, we've got -- yeah.

OPERATOR: Okay. All right, then.

CALLER: (Overspeaking)

OPERATOR: Okay. So, you're by a window, and you've got the children with you,
yeah?

CALLER: Yes, but the smoke is coming from one side of the window now as
well.

OPERATOR: Is it? Okay. All right. Well, if it starts coming into the window, you're
going to have to close the window, okay?

CALLER: (Several inaudible words)

OPERATOR: All right. Okay. And the children are all with you? Who's there? Is there -- is your husband there with you as well?

CALLER: No (Several inaudible words).

OPERATOR: You -- okay. All right, then. And the children are all right, are they?

CALLER: They're all right, yeah.

OPERATOR: They're all right. Okay. All right, then.

CALLER: (Overspeaking)

OPERATOR: All right. Okay. All right. Well, listen, I'm going to end the call, because we're getting lots of calls coming in and I need to find out other flats, okay?

CALLER: Okay.

OPERATOR: But call us back if anything changes.

CALLER: Yeah, but when are they coming?

OPERATOR: They're making their way now. They're just -- but -- it's slow progress, I'm afraid, but they will get to you as soon as they can. We'll -- I'll let them know where you are, and they'll get to you as soon as they can, okay?

CALLER: Okay (Overspeaking)

OPERATOR: They're making their way there now. Okay.