

Transcript created by DTI

Event: [PI D2 GTIRT17-00653 SECTION 3 999 T FSG 76216 024441](#) [REDACTED] 0J

Date:

Interviewer:

Interviewee:

OPERATOR: Hello? Fire brigade.

CALLER: I know you know I'm in 82 Grenfell Tower but please tell me at some point – it's all right, it's just water, [REDACTED] it's just water. Just stay away from the window.

OPERATOR: Hello?

CALLER: Hello.

OPERATOR: You said you were at 82?

CALLER: Yeah, Grenfell Tower.

OPERATOR: Is that on the 11th floor?

CALLER: Yeah.

OPERATOR: Okay. And what's going on there at the minute?

CALLER: Erm, the front door seems – it keeps popping and it's hot and obviously –

OPERATOR: It's hot, okay.

CALLER: Yeah.

OPERATOR: That means there's probably a fire on the other side so you need to stay away from it, okay. If it's hot there's a fire on the other side.

CALLER: Yeah, okay.

OPERATOR: Where are you at the moment?

CALLER: I'm in the hallway because they're spraying the outside of the building, it's coming through the window.

OPERATOR: They're spraying it, okay. What, what side of the room – the flat would be safer for you to be in? Is there a room that isn't – that hasn't got smoke in it?

CALLER: Huh?

OPERATOR: Is there a room that hasn't got smoke in it?

CALLER: There's smoke right outside my windows coming in my house, please.

OPERATOR: Have you shut your window?

CALLER: Yeah, yeah, yeah, but I (overspeaking) –

OPERATOR: Okay, I know, I know. We're telling the crews where everyone is and they're trying to get to everyone, okay, but it does take time.

CALLER: All right.

OPERATOR: Is there a room that you go into that has –

CALLER: Yeah, yeah. But everyone's just freaking out, please get out of here.

OPERATOR: We're trying to. Listen to me, listen to me –

CALLER: You're not trying hard enough.

OPERATOR: Listen to me, you need to keep you safe – yourself safe until they get there, okay?

CALLER: Yeah, but how long is that going to be?

OPERATOR: I can't give you an exact time, they're trying their best to get to everyone, okay?

CALLER: Yeah, yeah I know but please hurry up because there's smoke coming in my house.

OPERATOR: Listen, listen you need to keep yourself safe in the meantime. Listen to me, okay –

CALLER: Okay, I hear you.

OPERATOR: -- is there a room –

CALLER: Yeah, we're in the room.

OPERATOR: Okay, yeah, so go inside the room, shut the door –

CALLER: Please get them to (overspeaking) –

OPERATOR: -- and the windows the smoke is coming in so (inaudible), yeah.

CALLER: Put a towel on that window. Please it's burning, please get them out, come get me now please, please, please. Please, get me – can you tell them to come now.

OPERATOR: I know and they're on their way, they're trying their best to get everyone, okay?

CALLER: Please tell them to hurry now. Please, please, I've got a daughter. I'm going into the back bedroom which is near the front door.

OPERATOR: Back bedroom near the front door?

CALLER: Yeah.

OPERATOR: And you think there's fire outside of the front door?

CALLER: Yeah, it looks like – I don't know (inaudible) the front door is hot. Please, the window is getting hot, everything (overspeaking) –

OPERATOR: Okay, okay. I'm going to tell them exactly where you are.

CALLER: Please now, please.

OPERATOR: And is (inaudible) you and your daughter?

CALLER: Me and my daughter and my husband. Please, please –

OPERATOR: So there's three of you in there?

CALLER: It's coming in the house now. Oh my God, yeah, yeah.

OPERATOR: It's through the front door?

CALLER: It's coming in through the kitchen window.

OPERATOR: Through the kitchen – are you in a room away from it away from it all, can you shut the door?

CALLER: I'm going away from it, yes (overspeaking) –

OPERATOR: If you get in a room away from it all and shut the door.

CALLER: Shut the door.

OPERATOR: That's it, shut the door.

CALLER: Come in and shut the door.

OPERATOR: You need to cover all the gaps in the door, okay.

CALLER: Cover all the gaps in the door.

OPERATOR: Cover the door, just cover all the gaps.

CALLER: Please, please, they need to come and get me now. Please, I can't do this.

OPERATOR: Listen, we've got 40 fire engines, we've sent a lot, there's (inaudible) there.

CALLER: I know. Yeah, I know, but there's obviously (inaudible) the building.

OPERATOR: I know. There are a lot of people in the building, we're trying to get everyone, okay, they're fighting their way up to get to everyone.

CALLER: Yeah, but the fire's spreading up. Please, they need to come and get me out.

OPERATOR: I know (inaudible). I know, they're trying, they'll be there as soon as they can but you need to be safe in the meantime, yeah? If you shut --

CALLER: Promise me they're coming in?

OPERATOR: Listen, have you shut the door in a safe room?

CALLER: Yeah, but there's gaps in the door, I can't fill the gaps.

OPERATOR: Have got anything there you can try and fill it with? Towels, clothes, anything.

CALLER: Yeah, towels, yeah. We've done all that.

OPERATOR: Even any extra clothing. Have you got any clothing that you can cover it in as well?

CALLER: Yeah, yeah, I'll do all that.

OPERATOR: Yeah, windows shut, yeah? Keep as much smoke out as you can, okay.

CALLER: Please, please, please send them up.

OPERATOR: Okay. Listen to me, the best place to be – if there's smoke coming into the room the best place to be is on the ground away from it, okay. So once you've done that – listen, once you've done that, once you've shut the doors, the windows, blocked all the gaps, get down on the floor, stay away from the door and the window, keep down low on the ground and cover your mouths and noses with material, yeah?

CALLER: Oh, listen, I can't do this anymore. Please, please –

OPERATOR: I know, I know it's hard. I know it's hard, listen to me –

CALLER: Please just send them up, send them up.

OPERATOR: -- listen to me. Listen, you've got your daughter in there with you haven't you, yeah, you need to be calm and keep her calm as well, yeah?

CALLER: I trying my hardest to be calm but right now I (several inaudible words) excuse me.

OPERATOR: I know, I know.

CALLER: Please can you just at least find out where they are?

OPERATOR: I'm going to pass the message onto them, okay, so they know exactly where you are, okay. So I need to finish talking to you so I can go and tell them that, yeah?

CALLER: Yeah, yeah.

OPERATOR: Okay, so all the doors and windows shut, keep away from them to keep the smoke out, cover your mouths and noses with some – with material and keep down low on the ground, okay. If anything gets worse, if the fire starts coming in even more into that room call us back, okay. I'm going to tell them where you are now, yeah?

CALLER: I don't know where the fire is right now. I'm in the bedroom (inaudible).

OPERATOR: Okay, okay, that's fine. Stay where you are and keep yourself safe there for now, okay?

CALLER: All right, yeah.

OPERATOR: Okay. If anything changes call back, So I'm going to go and tell the crews where you are now.

CALLER: Please, it's outside my window. Please (overspeaking) –

OPERATOR: I'm going to go and tell them now, okay, I'm going to do it right now.

CALLER: Please, please, please can you send –

OPERATOR: I am, I promise you I am, okay?

CALLER: All right.

OPERATOR: All right. So call back if it gets worse, okay? Bye.

CALLER: Okay, I will do. Bye.