

Transcript created by DTI

Event: [PI D2 GTIRT17-00606 SECTION 3 999 T FSG 76164 021031](#) [REDACTED] 9R

Date:

Interviewer:

Interviewee:



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OPERATOR 1: Fire brigade.

CALLER: (Inaudible) yeah, hi.

OPERATOR 1: Hello, fire brigade?

CALLER: Yeah, there is fire (Several inaudible words).

OPERATOR 1: Hello?

CALLER: Yeah, there is fire in our kitchen.

OPERATOR 1: Okay. Where -- which -- where are you?

CALLER: (Several inaudible words) floor.

OPERATOR 1: Are you -- right. So, this is Grenfell Tower, yeah?

CALLER: Yes.

OPERATOR 1: Okay, and what flat number are you?

CALLER: (Inaudible) 192.

OPERATOR 1: Right, flat 192?

CALLER: Yeah.

OPERATOR 1: Okay, and what floor is this?

CALLER: 22nd floor. It used to be 19th floor, but now it's the 22nd floor.

OPERATOR 1: 22nd floor? So, what is in your kitchen? Is it smoke?

CALLER: No, no, fire.

OPERATOR 1: What's on fire?

CALLER: (Overspeaking) on the (Several inaudible words) --

OPERATOR 1: Sorry?

CALLER: -- the (Several inaudible words) the kitchen (Several inaudible words) fire.

OPERATOR 1: There's a fire in the kitchen?

CALLER: Yeah.

OPERATOR 1: Okay. So, this is flat 192, 22nd floor?

CALLER: Yeah.

OPERATOR 1: Right. So, can you --

CALLER: Yeah.

OPERATOR 1: -- close the kitchen door and get into another room?

CALLER: Okay (Several inaudible words) okay. Okay.

OPERATOR 1: Okay?

CALLER: (Overspeaking) (Several inaudible words)

OPERATOR 1: Right. So, when you say a fire, what, was it the cooker or something?

CALLER: (Several inaudible words) there is already fire (Several inaudible words) get down here (Several inaudible words) get down, get down, get down!

OPERATOR 1: All right. Listen to me.

CALLER: Yeah.

OPERATOR 1: Listen, we're dealing with a fire on the fourth floor, okay? Is it the smoke --

CALLER: (Overspeaking) there is fire on the 22nd floor.

OPERATOR 1: On the 22nd floor, in your --

CALLER: (Overspeaking)

OPERATOR 1: -- kitchen, yeah?

CALLER: Yes. Yeah.

OPERATOR 1: Okay. All right, just ... The 22nd floor, yeah?

CALLER: Yeah.

OPERATOR 1: Flat 192; so, there's a fire in the kitchen.

CALLER: (Several inaudible words)

OPERATOR 1: Okay. All right, then. So, who's in the flat with you?

CALLER: (Several inaudible words)

OPERATOR 1: Okay. All right. So, you've got the kitchen door shut, have you, right?

CALLER: Yeah.

OPERATOR 1: Okay. All right. Have you got anything there you can put around the door to stop the smoke coming through?

CALLER: Yeah.

OPERATOR 1: Okay. Cushions, blankets or anything like that -- just put them round the door --

CALLER: Okay.

OPERATOR 1: -- and get yourself as far away from it as possible.

CALLER: Okay.

OPERATOR 1: All right, then. Okay. Right. Just bear with me. I'm just gonna speak to the crews on the scene. Just bear with me. Stay there.

CALLER: Okay.

(23 seconds of silence)

OPERATOR 1: Yeah. Right. So, listen. So, tell me what's happening there.

CALLER: (No reply)

OPERATOR 1: Hello? Hello?

CALLER: (No reply)

OPERATOR 1: Hello? Can you tell me what's happening? Can you hear me?

CALLER: (No reply)

OPERATOR 1: Hello?

CALLER: (No reply)

OPERATOR 1: Hello?

CALLER: (Several inaudible words)

OPERATOR 1: Hello?

CALLER: (No reply)

OPERATOR 1: Hello?

CALLER: Hello.

OPERATOR 1: Hello. Hello. Yeah. What's going on there?

CALLER: (Inaudible) the fire is coming from the kitchen side.

OPERATOR 1: Okay, what, the -- through the door?

CALLER: No, not from the -- through the door, it's just in -- the fire is inside the kitchen (Overspeaking)

OPERATOR 1: Oh, right. So -- look -- so, the fire's in the kitchen?

CALLER: Yeah.

OPERATOR 1: Okay. All right. And at the moment what, is it smoke coming through the door?

CALLER: Yes, the smoke (Several inaudible words) everybody's coughing now.

OPERATOR 1: Everyone's coughing, are they?

CALLER: Yeah.

OPERATOR 2: Is it a fire (Overspeaking)

OPERATOR 1: Is it a fire, yeah; in the house, yeah. So, the fire's come into the kitchen? All right.

CALLER: Yeah.

OPERATOR 1: So -- okay. Well, listen --

CALLER: Yeah.

OPERATOR 1: -- are you able to stop the smoke coming in at all, or is it too much?

CALLER: (Overspeaking) the smoke is (Several inaudible words) --

OPERATOR 1: You've put everything down, have you?

CALLER: Yeah. Yeah --

OPERATOR 1: Okay.

CALLER: -- we've put the mattress on the floor.

OPERATOR 1: All right. Well, listen, I mean, at the moment we're advising people to stay in their flats, but if you've got a fire in your flat, it's your decision; you may have to try and get out, okay? How near are you to the stairwell?

CALLER: (No reply)

OPERATOR 1: How near are you to the stairs?

CALLER: (No reply)

OPERATOR 1: Hello?

CALLER: Yes.

OPERATOR 1: How near are you to the stairs?

CALLER: (Several inaudible words)

OPERATOR 1: Two adults, five children?

CALLER: Yeah, we are trapped (Overspeaking)

OPERATOR 1: Is that right, you've got five children there, have you?

CALLER: (Several inaudible words)

OPERATOR 1: Hello?

CALLER: (Overspeaking)

OPERATOR 1: How young's your children?

CALLER: (No reply)

OPERATOR 1: Hello? Can you hear me?

CALLER: (No reply)

OPERATOR 1: Hello?

CALLER: (No reply)

OPERATOR 1: Hello?

OPERATOR 3: Hello. Dundee. Can I help?

OPERATOR 1: Have they gone, have they? All right. Thank you.

OPERATOR 3: Yeah, they've gone.

OPERATOR 1: Thank you (Inaudible).