

# Transcript created by DTI

Event: PI\_D2\_GTIRT17-01611\_SECTION\_3\_999\_T\_OTH\_024545\_SURREY

DURATION: 00:01:28

Date:

Interviewer:

Interviewee:

Also present:

OPERATOR: Fire and Rescue.

CALLER: (inaudible) mobile 075 [REDACTED] 97.

OPERATOR: Thank you. Fire and Rescue, how can I help you?

CALLER: Hello, what it is, erm, my father-in-law is stuck in a fire. He's on the 22<sup>nd</sup> floor.  
It's in London in Grenfell Towers.

OPERATOR: Right, you've come, you've come through to Surrey again.

CALLER: I've come, I've come through to Surrey? I need to - he's panicking. This fire's  
been going on now for an hour and 45 minutes.

OPERATOR: Yeah, I, I know and you're confirming it's Grenfell Towers?

CALLER: Grenfell Towers, yes.

OPERATOR: Okay. Has your father-in-law got a mobile phone?

CALLER: Yeah, yeah, he's got a mobile phone.

OPERATOR: Right, can I just take that number from you?

CALLER: What..., what's, what's your dad's number Alf? Cos they're gonna - hold on.  
He's panicking, he's 70 years old, he's up there on his own on the 22<sup>nd</sup> Floor.

OPERATOR: Yeah, I know. I understand. Obviously London are dealing with it.

CALLER: 077 -

OPERATOR: Yeah.

CALLER: 077 Alf, yeah. [REDACTED]

OPERATOR: Yeah.

CALLER: Yeah. [REDACTED]

OPERATOR: Okay, so it's 077 [REDACTED] 033?

CALLER: 077 [REDACTED] 033.

OPERATOR: Yeah, okay. No problem, we will pass that through to London and see if  
someone's able to give him a call from there, okay? To reassure him, all  
right?

CALLER: Okay, okay then, all right, all right, thank you.

OPERATOR: Okay, thank you, bye.

CALLER: Thank you, bye, bye-bye.

