

Transcript created by DTI

Event: PI_D2_GTIRT17-01738_SECTION_3_999_T_FSG_143553_022538_9R

DURATION: 00:04:54

Date:

Interviewer:

Interviewee:

Also present:

OPERATOR: Fire Brigade.

CALLER 1: Phone line connecting mobile 079 [REDACTED] 42, er, there's a female on the line she says she's in flat 205, er, 23rd floor of the building, er, they can't get out and they're running out of oxygen.

OPERATOR: Okay, okay, have they left the - have they, are they still there then?

CALLER 1: The lines(?) are still there.

OPERATOR: Okay luvvie thank you. Hello?

CALLER 2: Yeah, are you, you got my number, hi, you got my number wrong as well, please hurry.

OPERATOR: All right, flat, flat 205?

CALLER 2: Yes.

OPERATOR: Okay, what floor are you on?

CALLER 2: 23, we're all cornered by the kitchen, we're running out of air, the whole flat is black.

OPERATOR: Okay, so it's, it's full of smoke is it?

CALLER 2: Yes.

OPERATOR: And the smoke is outside the window you can't open the window?

CALLER 2: We've opened one but we're all stuck onto one window.

OPERATOR: Okay, all right, how many of you there?

CALLER 2: Seven.

OPERATOR: Oh, seven, okay, how many adults? What is that, two adults, five children?

CALLER 2: Yes, there's no children, no children, we're all adults.

OPERATOR: All adults.

CALLER 2: But my mother she's diabetic, got asthma,

OPERATOR: Okay, all right, listen, I'm just gonna speak to the crews.

CALLER 2: Could you get a chopper or something, could you get a helicopter or something to get us out?

OPERATOR: There is, there is one there, okay, all right, the fire brigade are on their way now, they're making their way.

CALLER 2: Please get us out. My mum's gonna pass out, my mum's gonna pass out. I can feel the flames, we can see flames.

OPERATOR: You can see flames, where are the flames, are they outside?

CALLER 2: They're by the window, they're outside.

OPERATOR: They're outside the building, all right, but they're outside your window?

CALLER 2: No, they're, it's, it's going, it's going over, like, we can see it flying out.

OPERATOR: Okay, all right, we just got to check(?) to see where the crews are.

CALLER 2: Flames, please hurry.

OPERATOR: Yeah, okay.

CALLER 2: Can you take my number down again please, it's 079 [REDACTED]

OPERATOR: No, no, no, okay, listen I'm just trying to find out what the situation is, all right? The crew, we are, we are trying to get to you as soon as we can, okay?

CALLER 2: There's fire in the house, there's fire, there's fire in the flat.

OPERATOR: Is everyone, has the fire come into the flat has it?

CALLER 2: Yes, yeah, it's fire.

OPERATOR: What room is the fire in?

CALLER 2: In the, in the bedroom.

OPERATOR: In the bedroom, right, shut the bedroom door.

CALLER 2: We have, we have, we've done all of that, guys be careful, the flames, the flame's coming round, be careful.

OPERATOR: Okay, all right, so where are you now, what room are you in?

CALLER 2: We're in the living room, in the kitchen (Inaudible)

OPERATOR: Listen, if the fire is in the flat.

CALLER 2: Yeah, but it's gonna burn though, it's gonna break through the glass.

OPERATOR: Just, listen, you need to stay there as long as you can, but if you need to leave, all right?

CALLER 2: We can't, we've tried, we've tried so many times.

OPERATOR: What, have you opened the front door have you?

CALLER 2: Yeah, it was totally black, please I can see flames.

OPERATOR: Listen, there's a fire in, there, there is no fire outside but obviously there is smoke but I mean -

CALLER 2: There is fire, I can see fire, I can see the flames, oh my God (Inaudible)

OPERATOR: Okay, listen, is it, what is it, so the, right so the fire is in the?

CALLER 2: It's, it's in the, there's fire in the houses opposite the children's school. We're facing that way.

OPERATOR: Sorry, say that again.

CALLER 2: We're facing the school, the academy, that's where the fire is.

OPERATOR: Right, so the fire is in your, so the fire is in your flat, is that what you're saying?.

CALLER 2: The fire, we can see the fire from the living room where we're standing.

OPERATOR: All right, okay, well if the fire's in the living room you need to get out of there.

CALLER 2: How are we gonna get out? We can't (Inaudible) up in flames, guys there's (Inaudible) flames we need to go.

OPERATOR: Okay.

CALLER 2: It's black(?)

OPERATOR: Listen, it's your decision, if you need to leave, you need to leave.

CALLER 2: But the problem is it's black, we can't breathe.

OPERATOR: You, you need to get some towels.

CALLER 2: We have, we have, we've got all of that, we've got all of that.

OPERATOR: Put them around your mouth,

CALLER 2: Yeah, we've got that.

OPERATOR: Yeah.

CALLER 2: But my eyes, I can't see, it burns.

OPERATOR: Okay, listen, are you telling me that you have to leave the flat, is that what
you're saying?

CALLER 2: Yes, because the flame's out(?) it's gonna come in.

OPERATOR: Yeah, okay, listen, you need to get out then.

CALLER 2: But it's black, we're gonna pass out, we've tried.

OPERATOR: Okay, listen try to get some clothes or blankets or towels and put them round your mouth.

CALLER 2: That's what we're doing.

OPERATOR: Okay, and if the fire is in the flat, okay, if you can't stay in the flat because the fire's there.

CALLER 2: Oh my God (Inaudible) okay, I need to go, I need to go.

OPERATOR: You need to go, all right?

CALLER 2: Yeah.

OPERATOR: Okay, and when you get out try to make your - I know it's gonna be difficult. They've gone.

CALLER: How can I help you?

OPERATOR: Thank you.

