

Transcript created by DTI

Event: PI_D2_GTIRT17-
01620_SECTION_3_999_T_FSG_1281_032251_KENT

Date:

Interviewer:

Interviewee:

OPERATOR: Kent Fire and Rescue, where do you need us?

CALLER: It's Dundee connecting mobile 075 [REDACTED] 56, the caller says they need the Fire Service in London.

OPERATOR: Okay, you're through the Fire Service.

CALLER: Yeah, good evening. Listening. I'm in Kent, love, I'm on holiday. That block of flats that's on fire, my husband's trapped in there on the 22nd floor, he's just rung me. No one ain't going, no ain't going to get him out.

OPERATOR: Okay, you need to listen to me. So he's in the 22nd floor, what flat number?

CALLER: He's in 249.

OPERATOR: So flat 249.

CALLER: 249. First of all the fire brigade kept saying to him, "Stay put, stay put" now no one ain't going to him. He's been in trapped in there for over an hour.

OPERATOR: Okay. Have you still got him on the phone?

CALLER: No, but I'll give you his mobile phone.

OPERATOR: Yeah if you can give me – yeah, give me his mobile number.

CALLER: Please don't let him die in there.

OPERATOR: Okay, we're gonna give him the best advice that we can that we've been given from London Fire, okay, so I'll give him a call. So what was his number?

CALLER: Right, one second, one second, I've got to – mum it's under 'T' Tony. Because I don't know it off by heart, one second, my mum's bringing it up.

OPERATOR: Okay, no worries that's fine.

CALLER: Read the number. 077 [REDACTED] 033.

OPERATOR: Okay, what, I'll –

CALLER: He's just phoned me.

OPERATOR: He's just phoned you now has he?

CALLER: Yeah, he said he can't breathe, he said, like, the smoke – the fire's got to his front door and I told him to wet all the towels and to put them under the door.

OPERATOR: Yeah, and did he do that?

CALLER: He has done it and he's got one round his head he said
because he can't breathe.

OPERATOR: Okay. I'll give him a call back, okay, and once I've spoken to
him I'll give you a call back.

CALLER: Thank you.

OPERATOR: What was your name?

CALLER: I'm Cordelia.

OPERATOR: And what's his name?

CALLER: Tony, Tony Disson(?).

OPERATOR: Tony. Okay, I'll give him a call now, okay.

CALLER: Thank you, thank you.

OPERATOR: Thank you. Okay, bye.

CALLER: Bye.