

Transcript created by DTI

Event: PI_D2_GTIRT17-01622_SECTION_3_999_T_FSG_1283_034642_KENT

DURATION: 00:01:18

Date:

Interviewer:

Interviewee:

Also present:

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

CALLER: Hello, erm, I was talking to one of your colleagues because I'm in Kent on holiday and it's - my husband's, my husband's trapped in that block of flats in Latimer Road.

OPERATOR: Yeah, you were, you were speaking to me. Tony was his name, wasn't it?

CALLER: Okay, well I've not heard - that's it, yeah. Have you heard anything? Cos I've not heard nothing.

OPERATOR: No, we're still trying to get hold of him. The line cleared and we're still trying to get hold of his number but it just keeps ringing.

CALLER: He, he had his phone with him.

OPERATOR: Yeah, when I spoke to him last, he tried to exit the flat.

CALLER: Yes.

OPERATOR: Erm, and I tried to call him back but there has been no answer.

CALLER: He hasn't got out then, has he? Cos he'd answer his, he'd answer his phone.

OPERATOR: Well we don't - yeah, but we don't know that, he may have just dropped his phone and obviously he can't go back for it so we don't know that at the moment.

CALLER: All right, all right then, so what do I do? Do I -

OPERATOR: What I do - what I would suggest, if you keep looking at the Metropolitan Police website?

CALLER: Mmm.

OPERATOR: They're gonna be putting out a number very soon. I've just spoken to them and they're setting up, erm, a casualty bureau.

CALLER: Yeah.

OPERATOR: Once that number is live, you can contact them and they will help you with information, okay?

CALLER? And it's called the Metropolitan web... - the Metropolitan?

OPERATOR: Yeah, the M..., Metropolitan Police website. They will be putting the number out there soon, okay?

CALLER: All right. All right, I'll do it, all right then, thank you, I'll do it next, thank you, bye.

OPERATOR: Okay then, thank you, bye.

