

Transcript created by DTI

Event: PI_D2_GTIRT17-
00567_SECTION_3_999_T_FSG_76639_013623_NWFC

Call Duration: 00:30:20
Date: 14 June 2017

Interviewer:

Interviewee:

Also present:

OPERATOR: Fire and rescue.

CALLER 1: Hi, (Inaudible) this is, er, Glasgow, I'm taking a call but he's calling for an incident in London.

OPERATOR: Yeah.

CALLER: But they're having to leave(?) it cos it's seven minutes.

OPERATOR: Yeah.

CALLER: The caller's number is 078 [REDACTED] 263, we've been advised that London Fire Brigade are aware of the incident, it's in the course of (Inaudible) street(?) it's somewhere called Greenfeld or Grenfeld tower, I think the postcode she gave me was W11 1 Tango Golf.

OPERATOR: Yeah.

CALLER: I think, I think the lady's in flat 9, the reason I was concerned for her welfare because she said, she said she could smell smoke, feel heat, she's in a wheelchair and has three children in the property as I say, my manager's advising that London Fire Brigade are aware, are, are you know attending or on their way to attend the scene.

OPERATOR: Yeah.

CALLER: But because my caller was getting very, very distressed, she said that she could feel heat and see smoke so ...

OPERATOR: Okay, no problem, so it's Greenfield tower and it's one of the flats, it's flat 9 did you say it was?

CALLER: I think, I think she said flat 9, I think, I think it's W11 1TG.

OPERATOR: No problem, all right, leave that with us, if they are aware of it, erm, we'll try and get through ourselves.

CALLER: Okay. Smashing, okay, thank you, the line is still open but I'm not sure the caller's still there, the line is showing it's still open.

OPERATOR: Is it, I'll try and speak to them. Hello, it's the fire service, can I help you? Hello?

CALLER: Hello.

OPERATOR: Hi, it's the fire service, can I help you?

CALLER: Yes, my name is Mariko Koisuma-Lewis(?) I live in flat(?) (Inaudible) at Grenfell tower.

OPERATOR: Hiya, are you at Greenfield, is it Greenfield tower, flat 9?

CALLER: Yeah, I can feel the heat in my room and the fire, smoke coming inside my room.

OPERATOR: Right, there's smoke coming into your room. Are you able to put anything up against the doorways like towels or cushions or anything like that?

CALLER: Okay, wait (Inaudible) I will cover over now. Please understand I have a (Inaudible) young(?) lady wheelchair user.

OPERATOR: Right, okay, you've got a wheelchair user.

CALLER: I shall keep(?) I can't go down stair.

OPERATOR: Right, no problem, right the fire service are aware of it and they are en route, right, is your postcode W1 1TG?

CALLER: I don't know, yes, yes, yes, now.

OPERATOR: Right, okay, what I need you to do, are you all in the same room?

CALLER: Sorry?

OPERATOR: Are you all in the same room?

CALLER: yes, same floor.

OPERATOR: Right, if you can put, erm, sort of towels or cushions up against the door and stay as far away from the door as you can, as I said the fire service are aware.

CALLER: But I'm not (Inaudible). Yeah, I don't open the door.

OPERATOR: No, don't open the door if there's smoke in the flat. The fire service are aware.

CALLER: Yeah, and I can hear explosion twice now.

OPERATOR: Right, there's been an explosion actually in the building that you're in?

CALLER: (Inaudible) And I (Inaudible) and the fire go to the tree and the tree fire now for outside my (Inaudible).

OPERATOR: Right, okay, do you know where the fire, do you know where the fire is in the building?

CALLER: Fire, fire is the building's Grenfell tower.

OPERATOR: The fire, so it's at Greenfield tower, you're in flat 9?

CALLER: Yeah.

OPERATOR: Right, so there's a definite fire in the building.

CALLER: Yeah.

OPERATOR: Right, the fire service are aware, can you hear sirens at all?

CALLER: No, I can't hear anything.

OPERATOR: You can't hear anything, you will do, you will do, what street are you on?

CALLER: I'm Grenfeld Road.

OPERATOR: Greenfield Road, and that's Green, so you're Greenfield tower, Greenfield Road and that's in London.

CALLER: Yes.

OPERATOR: What part of London are you please?

CALLER: Sorry?

OPERATOR: What part of London is it, is it Holborn or are you Clerkenwell?
Don't worry, don't worry, the fire service are aware that you're there.

CALLER: What, what should I do? Better to go outside?

OPERATOR: Right, is the fire in your flat?

CALLER: No, not my house.

OPERATOR: There's no, no fire in your flat at all, but there is smoke?

CALLER: But I can see the smoke come into my room.

OPERATOR: You can see there's smoke coming into your room.

CALLER: Yeah, yeah.

OPERATOR: Right, what I need you to do is to block the door up, as I say with, like, towels or cushions or any clothing or anything that's about.

CALLER: Erm, yes, okay, let me go (Inaudible) if we have to go get into, into the (Inaudible) we have to go.

OPERATOR: Right, if you can get as far away from the door as you can, possibly towards the window.

CALLER: Yeah, there's so many fire, you know?

OPERATOR: Okay, I can understand it is quite frightening.

CALLER: (Inaudible) and on the floor is more fire, tree fire, front of KKH, K-A-H, you know primary(?) and the junior school there.

OPERATOR: Right, how many people are in your flat?

CALLER: And, I have two adults, three children.

OPERATOR: Two adults and three children, you're all in the same room.

CALLER: Yeah.

OPERATOR: Right, so you're in one room, and what part, are you at the back of the flat or?

CALLER: And this is, yeah, corner of the house flat and, er, (Inaudible).

OPERATOR: Right, so you're in one of the corners of the flat?

CALLER: Flat, my son is really not feeling well, he has (Inaudible) like that, you know?

OPERATOR: Right, okay, you say your son's, did you say your son's not feeling well?

CALLER: Yeah, he had an ear infection but I have accompanied(?) today but I am disability, I have daily wheelchair user.

OPERATOR: Right, okay, so you've got a wheelchair user in the flat as well.

CALLER: A young lady, I don't think I can go down stair on my own.

OPERATOR: Okay.

CALLER: Or I will send the three children and take, walk down stair.

OPERATOR: Right, okay.

CALLER: A lot of the (Inaudible) and I can see and (Inaudible) the line(?) now.

OPERATOR: Okay, what, what we're doing, okay, what we're doing is we're updating the fire crews that where you are, and that there's five of you in the flat and you've got a young male that's not well.

CALLER: (Inaudible)

OPERATOR: Right, what I need you to do, can you just listen to me for a minute?

CALLER: There's been an explosion right now, an explosion.

OPERATOR: Right, okay, just listen to me for a minute, get as far away from the door as you can.

CALLER: All like that one, one side of my house I see all the fire starting to (Inaudible).

OPERATOR: Right, get as far away from the door towards the window.

CALLER: So, let me go, we have to go back, back to the, we have to go, I can't (Inaudible).

OPERATOR: I don't, I don't want you to put yourself at any risk by leaving the flat if it's dangerous.

CALLER: Yeah, yeah, I will, I gonna(?) stay but I, I had, you know, fire before, you know, front of my (Inaudible) when I was teenager just (Inaudible) in front of me now.

OPERATOR: Will you, all right, okay, okay, I can understand that you are frightened but if it is dangerous I don't want you to leave that flat.

CALLER: Sorry, yeah, sorry, I can't carry my children either, I can't, you know, I'm quite useless you know, I need a wheelchair to go (Inaudible).

OPERATOR: Right, so you, you need, you, is it you yourself that needs the wheelchair?

CALLER: (Inaudible).

OPERATOR: Right, can you just listen to me, listen to me for a second. Just listen to me, right, are you listening, are you listening to me?

CALLER: (Inaudible).

OPERATOR: Hello?

CALLER: This way.

OPERATOR: Hello?

CALLER: (Inaudible) And the fire upstairs, the fire upstairs about
(Inaudible).

OPERATOR: Right, so the, the fire is upstairs?

CALLER: We can't go, we have a wall(?) the (Inaudible) neighbours were
(Inaudible).

OPERATOR: Okay, listen to me, just listen to me for a second, if it is safe for
you to leave that you can leave, you need to get out, if it is not
safe, if there is any fire you need to stay where you are.

CALLER: But people can go, but we can't go, we're stuck(?)

OPERATOR: If you can get out of the flat safely please do so, flat 9.

CALLER: Yeah, flat 9.

OPERATOR: We're, we're talking to the crews now, they know you're there.

CALLER: Please, we have three young children.

OPERATOR: They know it's a fire.

CALLER: We have three young children, could you please?

OPERATOR: Right, you, can you safely leave the flat?

CALLER: Yeah, I just need(?) the fire officer talk to me on the megaphone.

OPERATOR: What floor are you on?

CALLER: This is not (Inaudible) I have to get out.

OPERATOR: Right, no listen to me, listen to me, I need you to listen, what floor are you on?

CALLER: Yeah, fire officer told(?) me to get out.

OPERATOR: Right, no, no, no, listen to me, listen to me, what floor are you on?

CALLER: (Inaudible)

OPERATOR: Hiya, can you listen to me? I need to know what floor you're on.

CALLER: Please, please help me.

OPERATOR: Well, what floor are you on?

CALLER: I am third floor, flat 9, could you please help me?

OPERATOR: Er, we are, we're trying to help you now, we've got crews in attendance but we need to know what floor you're on.

CALLER: Please, hello, hello?

OPERATOR: Right, we know you're in flat 9, what floor is it?

CALLER: Hello.

OPERATOR: Hi, I'm, I'm listening to you now, but where, which floor are you on?

CALLER: I'm flat 9.

OPERATOR: You're flat 9, what floor is that, what floor is it?

CALLER: (Inaudible).

OPERATOR: Hiya, can you, will you, will you speak to me please?

CALLER: This is very important (Inaudible) you have to follow my
(Inaudible).

OPERATOR: Hiya, can you, can you listen to me please, I need to know what
floor you're on.

CALLER: I'm third floor.

OPERATOR: You're on the third floor?

CALLER: Yes.

OPERATOR: Right, you're on the third floor.

CALLER: Don't open the window, smoke come inside, don't open the
window. (Inaudible).

OPERATOR: Hi, are you listening? Are you, are you still inside the flat?

CALLER: Yes, flat 9, Grenfell tower.

OPERATOR: Are you, are you still inside the flat?

CALLER: Yes, I am.

OPERATOR: You're still inside the flat? Right, there's, there's about 20 fire
engines outside your, your building.

CALLER: Yes.

OPERATOR: They know that you're in flat 9.

CALLER: Thank you.

OPERATOR: Third floor, so they know, they, they know how many people are there and they know that there's, there's, that you're there, you need them, okay?

CALLER: Yes, thank you.

OPERATOR: Are you, are you in, still in the flat itself?

CALLER: Sorry?

OPERATOR: Are you, are you still inside the flat, or have you finished, have you left?

CALLER: Yes I am, we (Inaudible).

OPERATOR: Hello? Hello?

CALLER: Thank you so much for supporting me, thank you.

OPERATOR: Right, are you, are you outside the flat or are you still inside?

CALLER: Still inside but (Inaudible).

OPERATOR: You're still inside the flat, cos what I need to do is to get firefighters to you to get you out. Are you still there?

CALLER: Yes, I am.

OPERATOR: Yeah, I'll stay on the phone as long as you need me to.

CALLER: All right.

OPERATOR: Where, where is everybody now, are you still all in the same room?

CALLER: What, I cannot, I cannot see the, okay, and the children are in the living room, they sit down in the, there.

OPERATOR: Right, is there still smoke coming into your flat?

CALLER: Yeah, I can smell it, I can smell it in the, white steam coming, you know, but I tried to block the way to the, went to (Inaudible) it with the towel, and the just in case we, I'm now in the toilet and (Inaudible) the duvet cover put my face(?) in the (Inaudible).

OPERATOR: So, yeah, have you blocked the door up to, to stop the smoke getting in?

CALLER: (Inaudible).

OPERATOR: What part of London are you in?

CALLER: Sorry?

OPERATOR: What part of London are you in?

CALLER: Sorry?

OPERATOR: What part of London are you in?

CALLER: I'm in north London.

OPERATOR: You're in north London.

CALLER: (Inaudible) station.

OPERATOR: Yeah, I know where you are, I know where you are, is everybody still all right?

CALLER: Yes, okay, fine, fine, I, I am (Inaudible) my company because my son was not feeling well, but, er, you know, my company, you know.

OPERATOR: Right, okay, no problem.

CALLER 1: (Inaudible) The fire officer say you should go, you should go but
(Inaudible) difficult to go downstairs, that's why I'm (Inaudible)
cos I will stay here, everyone go, follow the neighbour, okay, go
out outside.

OPERATOR: Right, so you, you still in the flat, yeah?

CALLER: Yes, I am.

OPERATOR: Okay, and, er, is there smoke still coming in?

CALLER: I think we block it right now.

OPERATOR: Say that again.

CALLER: Sorry, I am put on, sorry, I, I am block, block the and the smoke
now.

OPERATOR: Right, okay, but the, the crews know that you're there, the fire
fighters do know that you're in the building.

CALLER: Yeah.

OPERATOR: They know that, they know that you're in flat 9 on the third floor
and they've got a wheelchair occupier.

CALLER: Thank you, thank you so much.

OPERATOR: Right, what I need you to do though is to try and stay in the same room to make it easier for the crews to get you out.

CALLER: Yes.

OPERATOR: Can you do that for me?

CALLER: Yes, but we (Inaudible) the fire to the entrance, just at the entrance to the door is unlocked?

OPERATOR: It's okay, the, the door's locked is it?

CALLER: The door is locked.

OPERATOR: The door's locked, it's fine, they can force their way in, it's fine. I just need you to all stay in the same room.

CALLER: I have broke away my mobility scooter and the electronic scooter broke in front of the house as well.

OPERATOR: Right, okay, so is that outside the flat?

CALLER: Yeah, outside, just inside the door.

OPERATOR: Oh, it's okay, don't worry, don't worry, er, if you could just, if, can you all stay in the same room for me?

CALLER: Yes, I, I will, thank you for your support.

OPERATOR: It's okay, I can stay on the phone as long as you need me to.

CALLER: Thank you.

OPERATOR: Okay.

CALLER: So, she gonna stay with us (Inaudible) on the (Inaudible) we have got(?) something.

OPERATOR: Right, are you able, can, can you hear the sirens?

CALLER: Yes, hello?

OPERATOR: Hello, can you hear the sirens?

CALLER: Sirens, I can't hear any siren.

OPERATOR: You can't hear any sirens, there are over 20 fire engines.

CALLER: Maybe already alive(?) how many people crowded for the outside of the building, so many people.

OPERATOR: There's a lot of people outside.

CALLER: So many people outside, I think they maybe(?) escape.

OPERATOR: Are there lights, can you see the flashing lights?

CALLER: I can't hear.

OPERATOR: There should be a lot of flashing blue lights outside your building now cos they do, they do know you're there.

CALLER: I look outside and, er, I can see the piece of thing falling down, falling down so many piece of the and the ash.

OPERATOR: Oh, you're right, the ash, is, is the fire upstairs is it?

CALLER: Er, yeah, I think so.

OPERATOR: Right, okay, is it, what's the part of the flat like now, is it, is it still hot or is it okay?

CALLER: I think my, no, above, and a little bit next to flat 5.

OPERATOR: Right, okay, so it's a few floors above you is it?

CALLER: I heard six times big explosion, six times and big, er, you know, (Inaudible).

OPERATOR: It might just be to do with, like, gas pipes or anything like that, don't worry.

CALLER: Could you, is everyone okay, fire office coming in the door.

OPERATOR: Right, are you all, are you all in the same room?

CALLER: Yes, I, I am.

OPERATOR: You're, you're all in the same room. Okay, what's the smoke like in the property now? Is it, is it okay, have you blocked it out?

CALLER: Oh, but it's starting for, like, smoke inside the room.

OPERATOR: Are you able, have you, have you blocked up the doorway with, er?

CALLER: No, I, I will check the down floors(?) the living door, door, and maybe. Yes, yeah, that's it, why don't you (Inaudible) honey, don't worry about it. It's fine baby(?) (Inaudible).

OPERATOR: Do you know about flat 9, got persons inside flat 9.

CALLER: How many fire (Inaudible) and the people die.

OPERATOR: I've got, I've got five in flat 9, wheelchair user. Right, we're just updating the fire crews now.

CALLER: Thank you so much.

OPERATOR: It's okay, are you all all right?

CALLER: Yes, yes, all okay.

OPERATOR: You're all okay. Oh, they already know, all right, we've just been told there's 25 fire engines at your building.

CALLER: Oh, thank you so much.

OPERATOR: So, there'll be, there'll be some fire fighters coming to get you, they do know you're there I promise you.

CALLER: (Inaudible).

OPERATOR: Are you okay?

CALLER: Yes, yes, sorry, my children are (Inaudible) with a health condition as well, and the middle one, and that's why a bit (Inaudible) for them (Inaudible).

OPERATOR: Yeah, I'm sure it's quite frightening for them as well.

CALLER: (Inaudible) and the inhaler kind of thing (Inaudible) now. I think, my best(?) to do is to - oh, it's all orange colour now.

OPERATOR: You think there's a fire in your bedroom?

CALLER: No, no, no, outside very bad, all the colours shaded for room(?) all orange colour. I'm gonna shut the door now so best(?) to do.

OPERATOR: Yeah, shut the door.

CALLER: I'm going(?) to shut that door.

OPERATOR: There's definitely no fire in your bedroom?

CALLER: No, no, no, all orange colour for the room(?) Yeah, in the orange and outside I can't see anything, all smoke and I can't see this house(?) anything.

OPERATOR: You - the, the crews are there, I do, I promise you there are fire fighters there.

CALLER: (Inaudible) she find (Inaudible) I can go out. (Inaudible).

OPERATOR: Hello?

CALLER: Hello?

OPERATOR: Hi, are you all right? Are you still there?

CALLER: Yes, oh my God *(Inaudible)*.

OPERATOR: Hello?

CALLER: Hi, sorry about this, accidentally touched it, sorry.

OPERATOR: it's okay, do you need me to go or do you want me to stay?

CALLER: I hope someone come to rescue us.

OPERATOR: They do know you're there, I promise you they do know.

CALLER: *(Inaudible)* parts(?) falling down, big, big fire start to fall.

OPERATOR: So, you're in, you're in flat 9.

CALLER: Flat 9.

OPERATOR: And, you're on the third floor.

CALLER: Yeah, I can see -

OPERATOR: They do know you're there, I promise

CALLER: Oh, okay, I don't have confidence now, I can't go down stairs, it coming, I'm sad, I can't walk well, I can't.

OPERATOR: Okay, okay, don't worry, the crew, I promise you the crews do know you're there.

CALLER: I can't, I can't go down the stair.

OPERATOR: You can't get down the stairs? Don't worry, don't worry.

CALLER: I can't, I can't, my children can't, you know, children (Inaudible).

OPERATOR: Is there any, is there any smoke coming into your flat?

CALLER: Children, me and the children have to (Inaudible) either my children stay with me or they can walk, run away but me, I can't.

OPERATOR: No, if it's not safe, I don't want you to leave the flat.

CALLER: I can't walk at all. I can see so many big piece falling down.

OPERATOR: I need you to stay calm for me, can you, can you do that?

CALLER: Yes, yes, thank you.

OPERATOR: Who's, who's the other adult in the, in the property?

CALLER: (Inaudible)

OPERATOR: I just need you to stay calm for me.

CALLER: I sorry (crying)

OPERATOR: There are 25 fire engines outside your building, I promise you they know you're there.

CALLER: Oh, yeah, yeah, oh, I can see through the (Inaudible) out of the window.

OPERATOR: What is it, what is it you can see?

CALLER: I can see much distance all the smoke and the broke away from the outside.

OPERATOR: So you can, is it like sort of ash, ash and stuff you can see coming out of the windows?

CALLER: Yeah, I can see that, you know, fire things, you know, fly(?) over(?) basically I can see all the smoke and the orange colour.

OPERATOR: It will, is there any smoke inside your flat?

CALLER: Yeah, I have smoke.

OPERATOR: You've got some smoke in the flat.

CALLER: And the smoke, yeah, and now(?) I have one side of the window I try to open and get the fresh air now, otherwise I can feel it inside, the smell quite bad it come through the entrance.

OPERATOR: It will smell quite bad. Are you able, have you blocked up the doorways, the gaps under the bottom of the door?

CALLER: Yeah, yes, we.

OPERATOR: Have you blocked them up with some bedding or?

CALLER: Yeah, yes I did, I did.

OPERATOR: Yeah, are you, can you get as far away from the door as you can into another room?

CALLER: I have no, I have one living room only and the (Inaudible) I can see. I can see the smoke and the -

OPERATOR: I know.

CALLER: - and the fire falling on the (Inaudible).

OPERATOR: I just need you to stay calm for me, you're doing really well.

CALLER: (Inaudible) to cry.

OPERATOR: It's okay, that's fine. The crews do know you're there I promise.

CALLER: Could you please (Inaudible). You have to go (Inaudible) okay?
Hi.

OPERATOR: Are you okay?

CALLER: Yeah (Inaudible) otherwise no one recognise.

OPERATOR: They do know you're there, I promise they do know. Tell him
the fire engine is coming, there's 25 fire engines outside. Can
you see the fire engines now? All right, can you speak to me
then?

CALLER: I'm here, sorry, yes, sorry, I'm here.

OPERATOR: It's okay, can you see the fire engines now?

CALLER: I can see fireman and, er, and, er, also above there's some
helicopters there.

OPERATOR: Right, so you can see the fire crews?

CALLER: You're burning(?)

OPERATOR: But you can, you can see them, yeah?

CALLER: (Inaudible).

OPERATOR: It's okay, you're doing really well.

CALLER: Oh, thank you, thank you, thank you.

OPERATOR: Are you okay?

CALLER: Yes, sorry, I (Inaudible) children (Inaudible).

OPERATOR: Oh, right, okay, can you hear anybody outside the flat, any crews, any firefighters?

CALLER: Sorry?

OPERATOR: Can you hear any of the firefighters outside?

CALLER: Yeah, I can see, I can see firefighter outside.

OPERATOR: Right, they do know you're there, I promise they do.

CALLER: Thank you so much.

OPERATOR: They know that there's five, there's five of you in flat 9 and you're on the third floor.

CALLER: Yes, I am.

OPERATOR: Is that right?

CALLER: Yes, ma'am, thank you so much for the support.

OPERATOR: They know, they know that you need a wheelchair as well.

CALLER: (Inaudible) you know, children and (Inaudible).

OPERATOR: Are they okay, are the children okay?

CALLER: Yes, children are fine but you know they know I can't go downstairs.

OPERATOR: It's okay, the crews, the crews know that you, you need some help getting down the stairs.

CALLER: It's just the, just the children are basically worrying, they notice I can't go down stairs.

OPERATOR: Okay, tell 'em not to worry, that the fire crews will get you out, don't worry.

CALLER: Oh, thank you, thank you so much for your help.

OPERATOR: It's okay, it's okay, cos what they've got to do is they've got to check the flats on each floor, so they will get to you.

CALLER: I am okay, I am okay, in the door.

OPERATOR: Are they knocking?

CALLER: Hold on, hold on, someone knocking, someone knocking.

OPERATOR: Someone knocking, right, okay, that'll be the fire crews.

CALLER: Mummy going, mummy going, hold on. Fireman came, sorry.

OPERATOR: Okay, all right, go on. I'm glad you're safe, bye bye.

