

Transcript created by DTI

Event: PI_D2_GTIRT17-01735_SECTION_3_999_T_FSG_143550_013210_9R

DURATION: 00:04:01

Date:

Interviewer:

Interviewee:

Also present:

OPERATOR: Fire Brigade.

CALLER: Erm, hello? Erm, there's a big fire at Grenfell Tower.

OPERATOR: Yeah, we, we are on the scene. Are you, are you actually in the building?

CALLER: Yeah, the whole -

OPERATOR: Are you in the building?

CALLER: Yeah, we're in the building, we can't come out.

OPERATOR: What fl..., what flat are you in?

CALLER: We're, we're at the top floor.

OPERATOR: Top, right. What number? What is your door number?

CALLER: My, my actual door number's 155 but I'm at someone else's house.

OPERATOR: Okay, so - right, okay so are you in Grenfell Tower, are you? You're in a different flat?

CALLER: Yeah, yeah.

OPERATOR: Okay. Which flat are you in?

CALLER: I'm right at the top. Do you know what flat this is? What flat are we in?

OPERATOR: You're on the top floor, yeah?

CALLER: Yeah, we're on the top floor.

OPERATOR: Okay, who's there? Who's with you?

CALLER: Can you come as soon as you can please?

OPERATOR: Listen, listen to me, we've got lots of fire engines there.

CALLER: Yes, I'm, I'm hearing them.

OPERATOR: They are, they are dealing with - yeah, listen, they are dealing with the fire, all right?

CALLER: Yeah.

OPERATOR: How many floors are there? What is it, 20-odd floors, is there?

CALLER: There's so many, so many - there's eight kids and there's a lot of adults.

OPERATOR: Okay, all right, so you're all together, are you? Erm, have you got any smoke and that in your flat?

CALLER: Yeah, there's a lot of smoke in the flat and in the building and -

OPERATOR: Okay and the sm..., the smoke is actually coming into your flat, is it?

CALLER: Yeah.

OPERATOR: Okay, well what I want you to do, right? The fire's not in your flat, is it?

CALLER: Er, no but I can see it and the window's already burning up.

OPERATOR: Okay, all right. Listen, I want you to try and stop that smoke coming into the flat for me.

CALLER: Right.

OPERATOR: Okay? So if you can get some sort of, erm, pillows and cushions and things like that and put em round the door so that the smoke doesn't come in, all right? Can you do that, is that all right? Is there, erm, is there an adult there I can talk to or are you happy to talk to me?

CALLER: Erm -

OPERATOR: You all right, yeah? You seem to be doing okay, yeah? I know it's scary, isn't it, all right? So what we need to do, we just need to keep all of the - stop the smoke coming in, all right? We don't want you breathing the smoke in, erm, give me the flat n..., give me the flat number there and I'll make sure that they come and see you once they've put the fire out, yeah?

CALLER: At the top floor (*inaudible*).

OPERATOR: Okay. Just ask, just ask one of the adults there what fl..., er, flat number it is.

CALLER: Excuse me, excuse me, excuse me, excuse me? The fire brigade would like to speak to an adult. The fire brigade would like to speak to an adult.

CALLER: Hello?

OPERATOR: Hello there, hi, I've just been speaking to, erm, I don't know if that's, er, one of your children.

CALLER: Oh my God, the fire is coming through.

OPERATOR: I know. Listen, erm, I'm just trying to explain to em, you're on the top floor are you?

CALLER: No, hang on, hang on, hang on (*inaudible*) the smoke's coming through the window.

OPERATOR: The smoke's coming through the window?

CALLER: Yeah, yeah.

OPERATOR: Don't let the smoke in, so shut the windows, all right? The, erm, the fire's below you, I take it, is it? Yeah, if you can tell me what flat you're in, erm, I'll get the fire brigade to come along and check that everything's okay once they've put the fire out. Can you do that, can you give me the flat - hello, are you still there? Hello, are you still there? Hello?

