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Event: [PI D2 GTIRT17-00598 SECTION 3 999 T FSG 76638 021300 ESSEX](#)

Date:

Interviewer:

Interviewee:

OPERATOR 1: Glasgow connected because of the delays from London fire, it's mobile 079 [REDACTED] 53, caller's online now.

OPERATOR 2: Thank you. Hello, caller, can I help you?

CALLER: Yeah, we've got a fire in the block. They are aware but I just need to know that someone's coming up to get us out.

OPERATOR 2: What flat number are you in?

CALLER: 82.

OPERATOR 2: 82. And what floor are you on?

CALLER: I'm on the 11th.

OPERATOR 2: On the 11th floor. Right, we understand that there is a stay put policy until you hear otherwise.

CALLER: Yeah, yeah, there is.

OPERATOR 2: The fire brigade are in attendance there –

CALLER: They are, yeah, I can see that.

OPERATOR 2: -- and I will pass your details. What's your name please?

CALLER: My name's Natasha.

OPERATOR 2: Natasha. Have you got a second name?

CALLER: Elcock, E-L-C-O-C-K.

OPERATOR 2: Okay, Natasha.

CALLER: It looks like it's spreading quite rapidly, that's why I'm just getting a bit concerned now.

OPERATOR 2: Is the fire below you?

CALLER: It was, yeah. Something just banged.

OPERATOR 2: It's a floor lower to you is it?

CALLER: Yeah, yeah, yeah.

OPERATOR 2: It's just that because London Fire Brigade are so busy we're taking their calls and I just want to ascertain a bit of information from you.
Okay then, I will pass all your details onto London Fire Brigade.

CALLER: Please, can you just tell them to please – to hurry up.

OPERATOR 2: Yeah, will do.

CALLER: Okay, thank you.

OPERATOR 2: Thank you, bye-bye.

CALLER: Bye-bye.