

Transcript created by DTI

Event: [PI D2 GTIRT17-00569 SECTION 3 999 T FSG 76135 015414](#) [REDACTED] OP

Date:

Interviewer:

Interviewee:

OPERATOR 1: Fire Brigade.

CALLER: Sir, please help us. It's getting worse. We're in the 95s, people are (inaudible) on the landings, I don't know what to do, I've got two young children in here.

OPERATOR 1: Right. You're on the 12th floor?

CALLER: Yes. Please send (overspeaking) --

OPERATOR 1: Yeah. I was speaking (overspeaking), I've already let the crews know exactly where you are. Okay. We're getting to you as quick as we can. Are you still inside your flat?

CALLER: Yeah. Can you tell them to come for me now? Because everyone is leaving, it's getting -- it's banging and everything, it's com... -- I can hear it on my wall next door, please. I can hear the fire on the wall next door from the kitchen.

OPERATOR 1: Right. See in the corridor, is there smoke in your main corridor, is it bad?

CALLER: Yeah, the whole flat, the whole flat, it's black --

OPERATOR 1: Okay. But outside your flat, is there heavy smoke there? Would you be able to get to another flat, is there anybody --

CALLER: No, no. It's black out there. I've heard people on the (inaudible) outside on the landing, screaming now. They must have come out and then realised and gone back -- oh, Jesus, please, Sir.

OPERATOR 1: What's gone on? What was the banging?

CALLER: It's coming in the window now, it's burning our windows. It's like an explosion or something. Just get us out of here, please.

OPERATOR 1: Yeah, we're going to get to you as soon as we can.

CALLER: Can't you send them now?

OPERATOR 1: Yeah. (inaudible) 4?

CALLER: No, we're in 12th, please, number 12th floor.

OPERATOR 1: Yeah, I know where you are. You're on the 12th floor.

CALLER: Yeah, but there's a fire next door on the 12th floor, we're gonna be burnt.

OPERATOR 1: Yeah. I know there's a fire in flat 96, and you're in flat number 95. Okay. We're coming to you as soon as we can.

CALLER: Yeah, but they're not putting it out. They're putting out the one downstairs.

OPERATOR 1: Okay. But we've made them aware that there's a fire on the 12th floor as well. Okay. So, they're coming to you now as quick as they can.

CALLER: Please, tell them to come to me, Sir. I just want to get out, my kids, please.

OPERATOR 1: Okay. Are you staying down low, below the smoke?

CALLER: I can hear it on my walls, burning.

OPERATOR 1: Yeah, are you staying low below the smoke?

CALLER: Yeah, I'm low, but I've got to keep checking the room -- the fire's not in the flat. Oh, the wall's are boiling hot, please, Sir. There's two --

OPERATOR 1: Yeah, okay. Right. Are you in the room furthest away?

CALLER: Yeah. But I've got to keep checking the room near the front door, because I don't want to be trapped, it's too high to get out.

OPERATOR 1: Okay. Right. Well, we've got firefighters --

CALLER: (overspeaking) it's on the landing.

OPERATOR 1: What's on the landing?

CALLER: It's outside. Please, please, it's outside my door. Please.

OPERATOR 1: Right. The fire is outside your door now?

CALLER: Yes, yes, please.

OPERATOR 1: Okay. Right. We're coming to you as soon as we can. Okay. We've got fire fighters coming up to you?

CALLER: Oh, please, send them now.

OPERATOR 1: Yeah.

CALLER: I'm begging you.

OPERATOR 1: Yeah. So, we've got a lot, a lot of fire fighters there and they're coming to you. Right. How many children have you got in there with you?

CALLER: Two.

OPERATOR 1: Two, what age are they?

CALLER: 8 and 12.

OPERATOR 1: Right. How are they?

CALLER: Not good.

OPERATOR 1: Right. Are they below the smoke as well, are they staying down low?

CALLER: Yeah, it's bad. We need to get out. Should I leave? Will I go down the stairs? What do I do? I can't stay here, it's getting worse.

OPERATOR 1: Okay. The fire in your flat, is it --

CALLER: Yeah (overspeaking) --

OPERATOR 1: -- (overspeaking) the window?

CALLER: Yeah. I've got to get out. It's outside in the landing, I've got to get out.

OPERATOR 1: Right. Where are you gonna go?

CALLER: Into the stairs. Are they -- no, I can't, there's a fire out there. Please, please, Sir, I'm begging you to send someone to me now, just to get me, me and my daughters, to get us to that staircase.

OPERATOR 1: Yeah, okay. We're coming to you as quick as we can. Okay.

CALLER: Oh man. No, I can't, I can't stay in here, Sir. Please send them. Can't you send them now for me?

OPERATOR 1: Yeah. Well, I already have, I already have. They're coming to you as quick as they can.

CALLER: Can you not try again? Just one more time?

OPERATOR 1: Yeah, I'm talking to the people on the radio, they're talking to them.
Okay. We're getting to you as quick as we can.

CALLER: Right. You told me if it gets worse to call back, and I am.

OPERATOR 1: Sorry?

CALLER: You told me if it gets worse to call back, and I am. I need to get out.

OPERATOR 1: Yeah, I know.

CALLER: I can't ...

OPERATOR 1: Right. So, you just need to try and keep calm, okay. We're going to
get to you as quick as we can now.

CALLER: Okay. (overspeaking) --

OPERATOR 1: Can you put any -- can you get a wet cloth and keep it over your
mouth? Try and keep the smoke out, out of you as much as possible
and do the same with your kids.

CALLER: Girls, put some wet flannels over your mouth.

OPERATOR 1: Get a (inaudible) towel or something.

CALLER: Put wet towels over your mouth. Right. What's all this banging? I want to get out. Help. If the police are down there, can you send the police up for us?

OPERATOR 1: Yeah, the police are there as well. And they've got loads of ambulances, everybody's there and we're gonna get to you as soon as we can. Okay?

CALLER: Okay.

OPERATOR 1: I know this is stressful for you --

CALLER: Oh, please, get them here. I don't know what to do. I don't want to put the phone down, because I think I've lost the connection then.

OPERATOR 1: No, don't put the phone down, just stay on the line with me. Okay?

CALLER: Yeah. Oh man. This is -- okay, girls, get down low. I keep checking that front door.

OPERATOR 1: You need to keep them calm as possible, okay?

CALLER: Yeah, but it's getting worse. I can't breathe. Oh man. It's ... I can't. We have to get out.

OPERATOR 1: Right. Have you any other way out?

CALLER: No, no. We just have to get to that staircase, I need oxygen masks.
(inaudible) to put this fire out and we'll get down the stairs. Because
it's meant to be facing the staircase they say.

OPERATOR 1: Okay. But if there's smoke in the staircase as well, you're not going
to be able to see what you're going ...

CALLER: No. Well, can they put the fire out in 96 then, because it's, it's really
bad. It's --

OPERATOR 1: Yeah. We're going to do that, okay. They know where the fire is,
they know there's a fire there and we're going to get them up to you.
Okay.

CALLER: Did you tell them it's on the 12th floor.

OPERATOR 1: Yeah, you're flat 95 on the 12th floor and the fire's in flat 96 as well.
We've told them. Okay?

CALLER: Okay. Can I stay on the line still though?

OPERATOR 1: Yeah, yeah. Stay on the line with me.

CALLER: Okay.

OPERATOR 1: Okay. What's the smoke like now? Is it staying the same, is it getting
better, is it getting worse?

CALLER: No, it's not getting better. I saw water coming out on the 4th floor.

OPERATOR 1: But is there anything else you can use to cover up your doors, to stop any more smoke coming in?

CALLER: I've used loads of towels, water and everything, but it's coming through windows, I've got air vents. That's how all the fires are starting, they're coming through, bits of ember.

OPERATOR 1: There's bits of ember coming through the air vents?

CALLER: Yeah. Someone's just shouted out the whole left side is on fire of the building.

OPERATOR 1: Okay. Well, we are dealing with as best -- as quick as we can. Okay. And we're got a whole lot more fire engines on the way to you as well, you've got half of London Fire Brigade coming to you at the minute.

CALLER: Are we safe in here though?

OPERATOR 1: Look, as safe as you can be, yes. We're going to get to you as soon as we can?

CALLER: Please, I've got to stay on the phone, because I can hear the fire next door near the front door. And if that happens, then we're trapped because we're on the 12th floor.

OPERATOR 1: Well, you're doing well, you're staying calm which is good, that's what you need to do, control your breathing just as well. Okay.

CALLER: Yeah. I really need to get out. I'll look out the front door through the spyhole. Oh, you can't even see nothing. Oh, there's explosions now.

OPERATOR 1: What's exploding?

CALLER: It's in the kitchen next door. I don't know, maybe the gas. I've got to get out, please, now. Did you hear that bang?

OPERATOR 1: Yeah.

CALLER: Yeah. I think -- what's (inaudible) banged, I think it's in the kitchen. I need to get out with my children. (inaudible) my children.

OPERATOR 1: Right. We need to keep them calm anyway. Okay. Are they staying down low, yeah?

CALLER: Oh, it's underneath us now. It's on the -- it's downstairs again now, right underneath us on the 11th floor.

OPERATOR 1: What's downstairs?

CALLER: Another fire on the 11th floor, it's rising. They've blocked off the A40 as well, because there's so much things going over to the motorway,

on the A... -- oh, it's underneath us now. Please have an update, what's happening? Please? (inaudible) air breathe --

OPERATOR 1: Try and stay as calm as you can. Okay. We're gonna get you --

CALLER: Yeah, but it's been 20 minutes, Sir.

OPERATOR 1: I know but you're on the -- because you're so high up, but we are coming to you.

CALLER: Yeah. But can you just get one -- huh? They're trapped downstairs now. Oh no. Oh, this is bad. This is bad. This is bad. Please don't -
- send someone, please. There's innocent going to get burnt here. Please. Look, look, there's a fireman there, downstairs. I'm not opening the window because of the embers. Look, there's two firemen standing down there, can't you talk to them two?

OPERATOR 1: Where's two firemen?

CALLER: One in the white -- they're in the white hat downstairs.

OPERATOR 1: Oh yeah, on the ground floor?

CALLER: On the street.

OPERATOR 1: Yeah. Okay. See, the boys in the white, they're in charge, they're the ones that are making all the decisions.

CALLER: Help.

OPERATOR 1: They're telling everybody where you are. They're actually the ones we're talking to.

CALLER: But it's too late.

OPERATOR 1: What's too late?

CALLER: It's coming -- it's underneath now. Oh, we're gonna be --

OPERATOR 1: Okay. You just speak -- try and stay as calm -- we know where you are. I know we keep --

CALLER: Stay, stay down, girls.

OPERATOR 1: -- telling you the same thing, but that's what we need you to do. Okay.

CALLER: I know but -- (inaudible) don't go out, don't open that door. Where are you?

OPERATOR 1: Keep them away from the door.

CALLER: Sorry. No, we're just checking. Erm, so, I've --

OPERATOR 1: Right. What's the smoke like now? Is it still the same?

CALLER: It's worse, it's worse. You've got to send them now.

OPERATOR 1: It's getting worse, is it?

CALLER: Yeah, please. It's next door now, yeah, like I said it's -- it's gone to -- I think it's gone to the bedroom. There's things falling down and everything. The cladding(?) has fallen off, please, I just want to get (inaudible). That's bad out there, please. Are they here? I can hear it.

OPERATOR 1: Right. What's the sound -- what are you hearing?

CALLER: Like, in the walls, it's burning, I can hear it.

OPERATOR 1: You can hear the burning in the flat next door?

CALLER: Yeah. I've got to get out. You've got to stay away from that window in case it goes. Oh look, we've got -- please just send them.
(inaudible) We're gonna have to get out.

I know, I know, but we've got -- the firemen aren't coming, love, I'm not gonna die.

Please, please.

OPERATOR 1: Right. We're gonna be with you soon, okay. We're making our way as soon as we can.

CALLER: Yeah. But if there's a fire on this floor, shouldn't they be here now?
On this -- because it's getting out of control.

OPERATOR 1: Yeah. We're making our way there as we speak, they're making their
way there. Okay. We've got 40 fire engines with you.

CALLER: I know, but they're not helping us, Sir.

OPERATOR 1: Yeah. That's what they're trying to do, they're coming to you.

CALLER: It started on the 4th, it's gone to the 16th, it's gone ...

OPERATOR 1: We've got, we've got quite a few people in the same situation, we're
working to get them all okay. We're getting the -- we're going to get
you.

CALLER: Mmm? Yeah. But --

OPERATOR 1: What's it like in there now?

CALLER: It's, it's bad. It's bad.

OPERATOR 1: Right. Is there any area of your flat that's better than others? You
need to go there.

CALLER: No. I just -- the sitting room, I don't want to leave my girls there,
because if this room sets on fire near the front door, we're gonna

have to run. Look, you can hear it falling down. Can you hear that, Sir?

OPERATOR 1: What is it?

CALLER: Oh, it's stuff falling out of the window. Please get us out. Please, I don't want to die like this. Please.

OPERATOR 1: Now, look, we're gonna get to you, okay. It's gonna be all right.

CALLER: Please, Sir, I'm begging you.

OPERATOR 1: We're gonna get to you, we'll get your two girls out --

CALLER: Help me, (overspeaking) --

OPERATOR 1: -- (overspeaking) kids out.

CALLER: I can hear it. Can you not check where they are?

OPERATOR 1: Yeah, they're making their way to you, they're coming up the building.

CALLER: Can you not find out exactly where?

OPERATOR 1: I can't speak to them, because I'm speaking to you. I want to try and keep you on the phone.

CALLER: I don't know what to do.

OPERATOR 1: Are you okay?

CALLER: Stay down, yeah. I love you, girls. Okay. We'll be all right, we'll be all right. We'll be all right. There's fire starting everywhere, it's down -- we're trapped, next door, and below us, we're trapped. Oh no. Oh, please. Please, God.

OPERATOR 1: Yeah, we're coming to you. Okay.

CALLER: Yeah, but, Sir, it's on -- it's both sides -- it's one side of us and underneath us, we're trapped.

OPERATOR 1: I know. Right. Is there any other way, can you see out in the corridor?

CALLER: It's on fire.

OPERATOR 1: The corridor itself is on fire or is it smoke?

CALLER: Yeah -- no, it's on fire. No, I've got to go now.

OPERATOR 1: The corridor is on fire --

CALLER: (overspeaking) Yes, yes, yes. Please.

OPERATOR 1: Right. Where --

CALLER: Oh God.

OPERATOR 1: Is there anywhere else you can go?

CALLER: (inaudible) my flat now.

OPERATOR 1: Sorry?

CALLER: Hold on, oh my flat. Please, Sir, please. My wall, please, Sir.

OPERATOR 1: Right. Is there anywhere else that you can go?

CALLER: No, we're trapped. I'm begging you.

OPERATOR 1: Right. Can you make your way to the stairwell and go up higher?

CALLER: There's fire, there's fire outside. Please. Oh Jesus, please. You can hear it.

OPERATOR 1: Is the fire coming into your flat, did you say? Is it coming through the wall? Or is it still inside, in the next door flat?

CALLER: Yeah, it's on the landing. It's ... Oh, our windows, our windows are on fire now. Please, the officers must be able to see this from outside, I'm begging you, Sir. It's -- there's no way out.

OPERATOR 1: Right. Just stay as calm as you can. Okay?

CALLER: I can't, I can't. My children are here.

OPERATOR 1: Okay. You need to try and keep them calm too. We're coming to you as quick as we can. We've got a whole lot more coming as well.

CALLER: I know. But just get us out, then we'll be okay. Just --

OPERATOR 1: Yeah. That's what we're gonna do. Okay?

CALLER: Our, our neighbour's on fire and the landing. How -- and underneath, we're trapped. We're trapped.

OPERATOR 1: Okay. We will be there, okay. We will get to you.

CALLER: Sir, I've just (inaudible) 30 minutes.

OPERATOR 1: I know.

CALLER: I don't know how much longer we can go.

OPERATOR 1: All right. Have you put the wet cloth over your face?

CALLER: Yeah.

OPERATOR 1: And over your kids' face?

CALLER: Oh, listen, Sir, please, get us out of here. Don't cry, girls, don't cry. They're coming -- don't panic. Oh, Sir, this is bad.

OPERATOR 1: I know it's bad.

CALLER: Just, please, please. Just get --

OPERATOR 1: I know.

CALLER: Just help to get out. Look, the wind's blowing it. No, no, no. Don't --

OPERATOR 1: What's going on there?

CALLER: Oh, it's on our windows, in our flat.

OPERATOR 1: The fire is in your window. Can you move away from the window?

CALLER: Yeah, "Michelle, (inaudible), no, stay down there. Don't -- send the firemen up (inaudible)."

OPERATOR 1: Yeah, flat 95. There's fire coming in the windows, (inaudible) a couple of times.

CALLER: Tell him to come up to save us, please.

OPERATOR 1: (overspeaking) there's a fire in flat 96.

CALLER: "Please, Michelle, all right, Michelle. All right. Just get them, Michelle, because the fire's up on the landing as well, and underneath us, and next door."

OPERATOR 1: On the corridor too, so, he's ...

CALLER: Oh please, Sir.

OPERATOR 1: Right. We're talking with the people at the scene, okay. And they know where you are.

CALLER: Yeah. Are they coming?

OPERATOR 1: They are coming, yeah.

CALLER: Hello. Hello, can you hear me, Sir.

OPERATOR 1: Yeah, I can hear you.

CALLER: Are they coming now?

OPERATOR 1: Yeah, they're coming to you. They're making their way to you.

CALLER: I'll stay on the phone, shall I?

OPERATOR 1: Yeah, stay on the phone with me. Okay.

CALLER: It's so hot in here, I'm sweating. It's so hot.

OPERATOR 1: Right. Are you lying on the floor?

CALLER: No, I'm checking the front door, because if it comes through, I'm gonna have to grab my children and run. I don't want to be trapped, we're on the 12th floor, there's no way out.

OPERATOR 1: Wait, have you got your front door opened?

CALLER: No, there's a fire out there.

OPERATOR 1: Yeah, that's good. I'm just making sure you didn't open it.

CALLER: No, but you can hear it burning something out there.

OPERATOR 1: You can hear it burning outside?

CALLER: Yeah, Sir. Yeah. Oh please, God, get me out. They must be here by now.

OPERATOR 1: They're gonna be there. Okay?

CALLER: Okay. But I need to get out now. Please, Sir, this is a terrible experience. I can't breathe. It's bad. It's full of smoke and my flat -- don't -- just keep wetting them towels, girls.

OPERATOR 1: Yeah. Keep the towels wet, and keep it over their face, it will help them breathe. Make sure they're on the floor. Okay. They'll be better, better there on the floor.

CALLER: Okay.

OPERATOR 1: What was -- what's the fire like at your window?

CALLER: It's bad. You can't see out there, there's things dropping down and everything.

OPERATOR 1: Right. And still heavy smoke coming in?

CALLER: Yeah, yeah. It's outside, next door and underneath, it's all coming in here.

OPERATOR 1: Right.

CALLER: Please. They must be here by now. (inaudible) still? I've got to stay by the front door to check my girls are safe. I can't breathe, Sir, it's really bad.

OPERATOR 1: Yeah, I understand it's bad. Okay. But we're gonna get to you as soon as we can.

CALLER: Because it says on the -- when -- it said before it I remain in the flat, it's self-contained, but this is a bad one. It's not just one fire.

OPERATOR 1: Yeah, I know it's a bad one. There's a lot of --

CALLER: How many flats are on fire altogether, do you know?

OPERATOR 1: We don't know. We just know it's quite an extensive fire, but we're dealing with it. We've got half of London Fire Brigade down there, dealing with it nearly.

CALLER: Yeah.

OPERATOR 1: Can we've got a lot more on the way.

CALLER: Yeah, I know. But I just want to get out. I'm sweating. I thought this fire vent's meant to blow the air out, isn't it?

OPERATOR 1: What's it doing?

CALLER: The air ducts, aren't they meant to blow smoke out. Or is it (inaudible)? We're got the fire extractors out on the landing, but it's not taking it.

OPERATOR 1: How's your kids doing?

CALLER: My kids are in the sitting room.

OPERATOR 1: What are they? A girl, a boy, or both, or ...?

CALLER: Two girls.

OPERATOR 1: Two girls, 8 and 12.

CALLER: Do we put a fire blanket if anything comes in?

OPERATOR 1: Sorry?

CALLER: I've got a fire blanket from the kitchen, do I need to put that on anything if the fire comes in?

OPERATOR 1: Right. Well, if you can put it over around the door, just to try and reinforce it, just to, hopefully, try and stop a bit more smoke coming in.

CALLER: There's too much, there's loads in here. They've got -- they must be here by now. Look (inaudible), they must be here by now, Sir. Oh, look out there, oh no. No, I don't want my daughters to die.

OPERATOR 1: What's that?

CALLER: I don't want my children to die, Sir.

OPERATOR 1: No, I don't want them to either. Okay. It's gonna be all right, we're gonna get to you.

CALLER: It's on my front door there, please, Sir. It's out -- it's there. I'm begging you, Sir, please.

OPERATOR 1: Right. We're coming to you as quick as we can. Okay?

CALLER: Oh no. I don't know what to do. You -- will you stay still with me, Sir? Look, you can hear that, it's outside.

OPERATOR 1: What, what's happening there?

CALLER: The fire's been spreading on the landing. Oh, the door --

OPERATOR 1: (overspeaking)

CALLER: I need to get out, I need to get out. Sorry, Sir. "Hello, Michelle, are they coming up for me?"

OPERATOR 1: Yeah. We're coming to you, as quick as we can.

CALLER: Yeah.

OPERATOR 1: Okay. What's it like there? Is there still heavy smoke? Is it getting any better or any worse? What's happening?

CALLER: It's worse.

OPERATOR 1: It's getting worse.

CALLER: "Michelle, send them up to the 12th for me, Michelle."

OPERATOR 1: Right. How's your kids doing? Are they calm? Are they okay?

CALLER: No.

OPERATOR 1: No?

CALLER: "Please, Michelle. How bad is it from outside?"

OPERATOR 1: Okay. I'm not sure, because I'm not there.

CALLER: It's the neighbours(?).

OPERATOR 1: Okay. But we're gonna get to you as soon as we can. All right?

CALLER: Yeah, okay. Oh, we can't open the front door, yeah.

OPERATOR 1: Right. Don't open the front door, because that's gonna hold back a bit of smoke. You need to keep that front door closed, all right?

CALLER: Yeah, right. "He said not to open the front door because it will, er -- oh, you can hear this. You can't open the front door, because it will spread." Is that right? Hello?

OPERATOR 1: Hello, yeah.

CALLER: Hello.

OPERATOR 1: Yeah, I'm still here.

CALLER: They said not to open the front door, because the gust of wind will make it worse, is that right?

OPERATOR 1: Yeah, don't open the front door, because the door is holding back -- most of the smoke, okay, and the door's able to hold back a fire as well.

CALLER: Oh, you can hear things exploding. I need to get -- please.

OPERATOR 1: Right. You just need to stay calm, try and keep your two kids calm as well.

CALLER: I'm trying but it's very difficult. They're scared. Look, there's a fireman just down there. Why are they not coming up for us? They're just talking?

OPERATOR 1: (inaudible) closed, there's smoke coming in and everything, so, he's got everything closed, down low, wet cloths, all that there. He's on the 12th floor, but he the embers caught fire to the flat next door, to flat 96. Yeah, but he's in flat 95, fire flat 96. Okay. Hello, we're just (inaudible) everybody know, we've got everybody working to get to you. Okay.

CALLER: Yeah, but can't they start to put the fire out in 96, because that -- I think that's the worse fire now, the other one downstairs looked like it's out.

OPERATOR 1: Yeah, they know (inaudible) fire there as well. Okay. So, they're coming up to deal with that too. They're just making their way to you.

CALLER: Now?

OPERATOR 1: Yeah, they're making their way to you now.

CALLER: Okay. I want to stay here till I'm saved if that's all right, Sir.

OPERATOR 1: Yeah.

CALLER: Okay, darling. We'll be okay.

OPERATOR 1: Are the kids doing okay?

CALLER: No, they can't breathe, my middle one. Drink some water, drink some water, [REDACTED] Drink a little bit. Are you okay?

OPERATOR 1: Yeah, keep wetting the cloth, okay, and keep it over their mouth, it will help them breathe. Okay. Keep them down on the ground, as low as possible.

CALLER: Okay. Are you okay, love? Yes? Where are you, darling? They should be here now. I've closed all the doors, it's not helping. If the one on the landing -- otherwise, I'd run to the stairs. No, I can't get through that. What would be burning on the landing? Oh, all the bloody -

OPERATOR 1: Okay. What is it you can see out there? Can you see anything at all?

CALLER: Just dark and yellow.

OPERATOR 1: You can see the flames?

CALLER: Yeah, but there's -- they've put -- can you hear it? They've put, they've put gas pipes -- what? Okay. Don't panic. They need to get to 96 to put this out. Oh, there's another one on the -- is the one on the 16th still on?

OPERATOR 1: What's that?

CALLER: The, the one on the 16th floor is still on as well.

OPERATOR 1: You can see -- can you see the 16th floor?

CALLER: From here, when you look up, you can see the smoke coming out, yeah.

OPERATOR 1: Okay. What are you looking out of? Are you looking out the window?

CALLER: I'm looking out the window, yeah, the kitchen window. Because apparently they're putting hose -- the ladders up but I don't think it will reach this high, will it?

OPERATOR 1: Right. Have you got -- you've the window still closed, have you?

CALLER: Yeah, yeah, I'm opening nothing.

OPERATOR 1: Right. Is there still smoke coming past your windows?

CALLER: Yeah, they're putting, they're putting ladders up. That can't reach here.

OPERATOR 1: Right. Is there still smoke coming past your window?

CALLER: Yeah, and flames.

OPERATOR 1: And flames as well?

CALLER: Yeah, things are dropping, dropping down, you know, like, bits of wood and things.

Okay, girls, we'll be -- don't cry. I know, darling, I know. I know.

Oh, the whole lots on fire. Oh God.

OPERATOR 1: And what is it you can see now?

CALLER: Oh, we've just got a picture off the news, the whole left side's on fire, Sir.

OPERATOR 1: Right. Well, we've got them coming to you as quick as we can, all right?

CALLER: This is terrible, the whole lot's spread like that. It's meant to be safe in here. Please get us out, please get us out, please.

OPERATOR 1: Yeah, we're gonna get to you as soon as we can, okay. They know where you are and they're coming to you, they're making their way to you now.

CALLER: When? It's spreading, Sir.

OPERATOR 1: As soon as they can. Two girls. Right. How bad's the smoke now?

CALLER: It's bad, believe me. Terrible.

OPERATOR 1: Right. Have you -- there's still smoke coming in.

CALLER: It's gonna come in here, it's gonna come in my door.

OPERATOR 1: Is it coming from under the door?

CALLER: Yeah, and I've got towels --

OPERATOR 1: Right. But you've got (overspeaking)

CALLER: I've got loads of towels there. Yeah, but it's coming through the top and the sides.

OPERATOR 1: Okay. Try and put as much around it as you can. If you can put anything more, try and stop as much you can.

CALLER: I have. But there's nothing to hold it on, on the door, it's (inaudible) around the sides. There's, like, six, seven towels here. I can't get out because of the landing, I need someone to (inaudible). Please.

OPERATOR 1: Right. See, with all the smoke outside, is there any other possible way that you can get out, can you think of any possible way?

CALLER: No, there's only one way in, and one way out. And that's through the front door. And there's a fire out there.

OPERATOR 1: Right. The fire's in the hallway?

CALLER: Yeah.

OPERATOR 1: Right. Is it outside your door or where is it exactly?

CALLER: It's on the -- it's (inaudible), near the lift.

OPERATOR 1: Fire in the corridor, by a lift.

CALLER: Listen, Listen, Sir. Can you hear all that noise?

OPERATOR 1: 12th.

CALLER: Oh, please, please, please God.

OPERATOR 1: Right. Make sure you keep the wet cloth over you, okay. Over your face and your two children's face as well.

CALLER: I am but I just want to get out. I'm not worried about myself, I want my children out.

OPERATOR 1: Right. See, where are you in the flat?

CALLER: I'm in -- nearby the front door to make sure it doesn't come in.

OPERATOR 1: Right. See whenever -- see from your front door, how would the fire fighters get to you?

CALLER: They'll have to put that fire out quickly.

OPERATOR 1: Right. But where would they go in your flat? What room are you in? Is it the first door on the right? Is it the first on the left?

CALLER: On the left, on the left.

OPERATOR 1: Right. It's the first door on the left?

CALLER: No, the very -- the furthest door on the left, but I've -- I'm gonna wait in the hallway.

OPERATOR 1: The furthest door on the left?

CALLER: The furthest, yeah. Right to the end of the corridor.

OPERATOR 1: At the end of the corridor. And that door's closed, is it, yeah?

CALLER: Yeah. Please, get us out.

OPERATOR 1: So, how many doors are before that door?

CALLER: Three.

OPERATOR 1: There's three before it?

CALLER: Yeah.

OPERATOR 1: Right. So, this is the fourth door then, yeah?

CALLER: Yeah, Sir.

OPERATOR 1: And the three of yous are in that room?

CALLER: There's four of us here, my wife and my children.

OPERATOR 1: Your wife is there as well?

CALLER: Yeah.

OPERATOR 1: Right. We know where you are then. Okay?

CALLER: Yeah.

OPERATOR 1: Okay. I'm gonna let them know exactly how to get to you?

CALLER: Please, I'm waiting in the hallway, I'll open the door for them, I'll let them in. Just get me out.

OPERATOR 1: No, you don't need to be, you don't need to be in the hallway.

CALLER: What will they do? Will they ring the bell?

OPERATOR 1: No, they won't ring the bell, they'll just put it through.

CALLER: Well, that's what I mean, I'll open it. Because all my stuff will get burnt then, won't it?

OPERATOR 1: No. Look, you need to get in that room yourself, okay, and stay there.

CALLER: But it's hard, Sir. Because I need to see if it comes in, I've got to get my daughters out. I fail them, if I don't.

OPERATOR 1: Right. But we know where, we know where we are. Okay. We're gonna get to you as soon as we can. Okay. I'll stay on the phone, is that okay?

CALLER: Yeah. I've got to find out if my sister's down, because my sister's ... (inaudible) as well.

OPERATOR 1: Right. Are you in that room now, as well?

CALLER: No, this is fine.

"Michelle, help me, please. There's a fire on the landing."

OPERATOR 1: Okay. We know, and we're coming to you as quick as we can. But we need you to be in that room too.

CALLER: "How far are they? How far are they, Michelle?"

OPERATOR 1: They're making their way up, we're talking with them directly now. They know exactly where you are.

CALLER: Okay. "On the crane? So, we've to get on a crane? Can -- there's ... Are they?"

OPERATOR 1: Hello, yeah?

CALLER: "(overspeaking) get out the window. No, that -- no, no, my window's on the other side, Michelle. The fire's next door."

OPERATOR 1: Yeah, we know the fire's next door and we're gonna deal with it.

CALLER: "Oh, no, no. Huh? Michelle, that's my -- next to my bedroom, next to the girl's bedroom. It's the kitchen in 96. Please get me help, Michelle. Now, I don't want to die. I am -- the kids are --"

OPERATOR 1: Right. You just need to stay in that room, okay?

CALLER: Okay. "I'm staying low, but if it comes in the hallway, we're finished, Michelle. All right." They're putting up cranes apparently.

OPERATOR 1: What are they doing?

CALLER: Putting up cherry, cherry pickers.

OPERATOR 1: Yeah. They're going to deal with the fire, okay. And they're coming to you as well, we've got people doing both.

CALLER: I know. But I just want to get out. I don't (inaudible). Are you okay, love? Yeah, is it okay? Don't panic, we'll be fine. Where are they now?

OPERATOR 1: Right. How is the two children doing?

CALLER: Not good. This won't -- the building won't collapse, will it?

OPERATOR 1: No, no. We're, we're gonna get to you anyway. Okay. As I say, we've got half of London Fire Brigade down there. What's that knocking noise?

CALLER: Me.

OPERATOR 1: What are you knocking at?

CALLER: The window, to get their attention.

OPERATOR 1: Right. They know exactly where you are. Right. Is the fire still coming by the window?

CALLER: Yeah, badly. Look, if it comes in the air vent, we're in trouble. Oh man, look it's getting worse. They're still even putting it out next door, really. Look at this, Sir. Please, Sir. I don't want to panic my children, tell them to get me out, it's really bad here.

OPERATOR 1: Yeah, we're gonna get you out. Okay. We're gonna get to you.

CALLER: Yeah, but it's outside my front door, we're trapped.

OPERATOR 1: Yeah, look, we understand that but --

CALLER: Oh, listen, there's explosions.

OPERATOR 1: Yeah. What? You can hear explosions?

CALLER: Yes, yes, Sir. Can't your hear them?

OPERATOR 1: Okay.

CALLER: Oh man.

OPERATOR 1: Right. Well, we are coming to you as quick as we can. There's a lot coming towards you now, okay, they know exactly where you are.

CALLER: Please. Okay.

OPERATOR 1: Right. Are you still staying down low, yeah?

CALLER: Nowhere, love. Huh? Sorry? Listen -- stay, stay calm. You need to get us out, Sir.

OPERATOR 1: Yeah, I understand that. I know. We're coming to you. Okay.

CALLER: Love, get in the sitting room and keep down, I'll watch here. It's next door, don't open that -- it's warm, it is hot, yeah. Just lay down on the floor. They'll be here soon.

OPERATOR 1: All right. Are they all still in that room, yeah? Everybody still in that room?

CALLER: Yeah. Oh dear. I need to get out.

OPERATOR 1: Yeah, we know. We're gonna get you out. Okay. Right.

CALLER: Oh, it's getting worse out here.

OPERATOR 1: Right.

CALLER: It's getting worse now. I can't breathe now.

OPERATOR 1: Yeah, stay as, stay as low as you can. Keep the wet cloth over your face, keep that there. Okay. That's gonna help you breathe.

CALLER: Yeah. Here, put this wet cloth over your face. You can see the smoke down -- now she's -- my daughter's low, the smoke's low as well.

OPERATOR 1: What's going on now?

CALLER: There's smoke low in the kitchen. Close the window. Oh, there's smoke --

OPERATOR 1: Yeah, keep all the windows -- don't open the windows.

CALLER: No, no, it's the smoke in the flat.

OPERATOR 1: Yeah, I know there's smoke in the flat, don't open the windows, okay. If there's smoke coming through the window, you need to keep that closed.

CALLER: It's closed but it's in the flat, we can't breathe. They're, they're low but it's still, it's still coming in.

OPERATOR 1: Yeah, I understand that. Look, I know it's a scary thing but we're coming to you as quick as we can.

CALLER: Look, the fireman's looking up.

OPERATOR 1: What's that now?

CALLER: Help. Hmm? Please, get us out.

OPERATOR 1: Yeah, we're gonna get you out okay.

CALLER: Yeah, but we've been on the phone 45 minutes, I'm -- please.

OPERATOR 1: Look, I know. But we're coming to you, okay. It's just -- we will get there. Okay. You just need to keep yourself low, keep doing what I tell you to do. Keep yourself low and keep your mouth covered with a wet cloth.

CALLER: Oh no, no, no.

OPERATOR 1: What are you saying, "No?" What's happening?

CALLER: It's coming in -- that's got to be my flat now.

OPERATOR 1: What's coming in?

CALLER: Hold on. Oh no, my -- it's on fire outside, on my window. We've got to get out of here. Now, we've got to get out. Please. [REDACTED] (inaudible), tell them to come -- we've got to make a move. I've got to get out. Oh please, God. Listen, Sir, can you hear this?

OPERATOR 1: Yeah, yeah. Is everybody still in that room there?

CALLER: Yeah. But we need to get out, please. All they've got to do is just get us to the staircase, on oxygen.

OPERATOR 1: Sorry?

CALLER: (inaudible) I just need to get to the staircase. No one here.

OPERATOR 1: Right. What's happening at your door?

CALLER: Nothing. There's fire. It's -- you can hear it.

OPERATOR 1: Right. Can you see the flames at your door?

CALLER: Yeah. Not at the door, on, on the -- it's like a, it's like a little bit, maybe it's debris, it's just -- but it's high. It's high. Oh (inaudible), my chest is hurting again. There's smoke all over this place. Wet the towels, girls. How far as they?

OPERATOR 1: Right. Just stay, stay with me. Okay? I'm just talking with people.

CALLER: "Get us out of here, Michelle. Are they coming? How -- I know, but we need to get out, we're trapped. Below, and beside us, it's on the landing."

OPERATOR 1: Right. We're gonna tell you to leave, okay. But you need to --

CALLER: Huh?

OPERATOR 1: You're gonna have to leave the flat, okay. But you have to stay on the phone with me. Before you go, find all the towels that --

CALLER: Oh, we've got to leave the flat?

OPERATOR 1: Yeah. Get all the towels you can, okay --

CALLER: Yeah, but they said -- the man on the phone is telling -- erm, do we leave, really?

OPERATOR 1: Yeah. Okay.

CALLER: Are you sure, sir?

OPERATOR 1: Get all the towels you can, cover them in water. Right?

CALLER: Oh no. Yeah.

OPERATOR 1: Okay. You need to wrap them around you. Okay. Get your wife and your children, everybody holding hands and make your way to the stairwell and make your way downstairs. Okay?

CALLER: Oh no, no. The man's told us to leave. The man's told us to leave. The fireman, love, on the phone. She doesn't want to leave on the phone.

OPERATOR 1: Sorry?

CALLER: Oh, here they are, here they are. Right. Save us, please. Girls, girls.

OPERATOR 1: Is that the firemen there? Is that the fire fighters for you? Hello?
Hello?

OPERATOR 2: (inaudible) Can I help you?

OPERATOR 1: Oh, he's cleared the line. Thank you.

OPERATOR 2: Yeah, thank you. Goodbye.