

Transcript created by Epiq

File ref:	LAS CAD 247
Date:	14 June 2017
Time of call:	01:29:06
Duration:	05:44

OPERATOR: Emergency, ambulance.

CALLER: Hello, it's the Brigade here. Can we have your attendance, please?

OPERATOR: You can indeed. Where do you need us, lovey?

CALLER: It's, er, Grenfell Tower --

OPERATOR: Yeah.

CALLER: Um, and that's West 11, 1 Tango Golf.

OPERATOR: Bear with me while I find that. That brings up the parade of St John's Hill. Do we know what road - is that a block of flats in there?

CALLER: It's, er, Lancaster West Estate. And I'm on (inaudible)

OPERATOR: Ah, I can't think. No. Oh. This a new-build?

CALLER: Er, no, no.

OPERATOR: Okay. Right. Let me just, cos it -- for some reason it doesn't wanna bring that all up, so just confirm that full address for me?

CALLER: Er, I've got Grenfell Tower --

OPERATOR: Yeah.

CALLER: Lancaster West Estate.

OPERATOR: Yeah.

CALLER: West 11 --

OPERATOR: Yeah.

CALLER: One Tango Golf.

OPERATOR: And just confirm how they're spelling Grenfell for me.

CALLER: It's, er, Golf, Romeo, Echo --

OPERATOR: Yeah.

CALLER: November, Foxtrot, Echo --

OPERATOR: Yeah.

CALLER: Lima, Lima.

OPERATOR: Lima, Lima. Right. Okay. Right, what's happened here then, lovey?

CALLER: Er, we've got a 20-pump fire --

OPERATOR: Oh, yeah.

CALLER: Persons reported.

OPERATOR: Do you know how many persons at all, or just --?

CALLER: No, just taking lots of calls from people stuck in flats.

OPERATOR: Oh, so we've got a lot... we've got a lot of people stuck in flats, yeah?

CALLER: Yeah, yeah.

OPERATOR: Okay, bear with me. Probably gonna need more. Have to send a few resources and that. Um --- Ah, Right. That's fine. Okay.

CALLER: Have you got that, sorry, cos we're going crazy here.

OPERATOR: Yeah. Bear with me, mate, so you've got a 20-pump fire, persons supporting --

CALLER: He said 25-pump fire now.

OPERATOR: 25-pump fire.

CALLER: Yeah.

OPERATOR: Right. Okay. And they're all -- are they all on the scene or are those five en-route?

CALLER: Right, er, no, well we've got some on scene, but --

OPERATOR: Okay. Right. Reference for you is gonna be 247.

CALLER: 247?

OPERATOR: Yeah. What's your reference?

CALLER: Okay. 76029.

OPERATOR: 76029. Love, that's all been processed for you.

CALLER: All right then, thank you.

OPERATOR: Thanks. Bye.

CALL TWO

OPERATOR 2: -- Seven.

CALLER: Hello.

OPERATOR 2: Could you look at 247 for me, cos the LFB with yet another address that doesn't match, so I've put in what the postcode's bought up in the location, um, but I've actually put in the comments what she gave it to me as. Is there any way we can do a search to see if we can get a better hit on it? I'm just worried that it's not gonna be mapped right.

CALLER: Yeah. So you want me to do a search on Grenfell Tower?

OPERATOR 2: Yeah.

CALLER: (inaudible) Grenfell Tower.

OPERATOR 2: I did ask if it was a new-build, she says not, but I've had troubles with like LFB locations before and they confirm it, but it's not where it actually is.

CALLER: Grenfell Tower SW11. Er, that's coming up as W11 isn't it? You might have to ring 'em back.

OPERATOR 2: I've just had a call (inaudible) there's one in West 11.

CALLER: Yeah, we've just found one on West 11 as well.

OPERATOR 2: Right. Shall I give, shall I give the LFB a ring back and get 'em to confirm it?

CALLER: I would give 'em a call back, yeah, see one's West London and one's South West London.

OPERATOR: Right, yeah, no I will do, definitely. I'll give 'em a ring back now.
Thanks Debbie.

CALLER: Bye.

OPERATOR: Bye.

CALL THREE

OPERATOR 3: -- Fire Brigade.

CALLER: Hello, Fire Brigade. It's the London Ambulance Service here.

OPERATOR 3: Hello.

CALLER: We just wanted to confirm. We know, we know you've got a big, er, fire going on, on 76029 your ref.

OPERATOR 3: Yeah,

CALLER: Yeah.

OPERATOR 3: Grenfell Tower, is it?

CALLER: Yeah, yeah. Can you just confirm that postcode for me?

OPERATOR 3: Um, W11 --

CALLER: Yeah.

OPERATOR 3: One Tango Golf.

CALLER: Perfect, yeah. We just wasn't getting a hit on it, um, but we've managed to, but we just wanted to double-confirm.

OPERATOR 3: We have multiple people caught in the flats there.

CALLER: Yeah. We have, just so that you know, about 10, 11 resources on routes yeah now, all right.

OPERATOR 3: Yeah.

CALLER: All right, love.

OPERATOR 3: What's your reference on that, please?

CALLER: Er, our reference is 247.

OPERATOR 3: Lovely. Okay. Thanks then.

CALLER: You take care, thanks.

OPERATOR 3: Thank you. Bye.

CALLER: Bye.