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Time of call: 02:39:09
Duration: 03:13

OPERATOR: Ambulance. Is the patient --

CALLER: Fire! (Overspeaking) my house is on fire! (Overspeaking)

OPERATOR 2: Multiple requests for ambulance and fire.

OPERATOR: Okay. Hello.

CALLER: I'm stuck in my house, there's a fire.

OPERATOR: All right, my love. What's the address? All right. What's the address, my love?

CALLER: I'm stuck in my house and there's a fire.

OPERATOR: All right, all right. What's the address?

CALLER: 182 Grenfell Tower. I was just speaking to someone.

OPERATOR: Right. Okay. We're aware of this. We have got help on the way. What's the address?

CALLER: 182 Grenfell Tower. I've already spoken to someone.

OPERATOR: 182?

CALLER: Yeah.

OPERATOR: All right, listen. We've got, we've got many, many resources there trying to help you, okay.

CALLER: Yeah, but I'm stuck in my fucking house. (Screaming in background)

OPERATOR: Right, okay, but listen. We are coming to help. The Fire Brigade are there and everything, okay. Just try and stay calm for me. Are you -- number 182 are you?

CALLER 2: Yeah. We told you. We told you.

OPERATOR: All right. Listen, listen to me. We've got many, many --

CALLER 2: We told you, we told you.

OPERATOR: All right, listen, sir. We've got many resources on the way, okay.

CALLER: We already spoke to someone. The flames are coming through (inaudible)

OPERATOR: All right. Listen, listen, listen. Calm down. We're already on the way and we're helping you. We've got many Fire Brigade there helping you, okay.

CALLER: Get yourself to the landing.

OPERATOR: Right. How many people are there that are stuck?

CALLER: Five of us. I've already spoken to someone. There's five of us.

OPERATOR: All right, okay. Stay with me a minute. All right, just bear with me a minute. Hold the line for me. Just be reassured we've got help coming, all right.

CALLER: But, but I've already spoken to someone.

OPERATOR: I know, I know, I know. Listen we are coming. Help is coming, all right. We've got lots of Fire Brigade there, lots of ambulance.

CALLER: Tell the Fire Brigade to come up quick. I can't --

OPERATOR: All right. Okay. Just bear with me a minute. Hold the line for me, all right.

CALL TWO

OPERATOR 1: ... screaming, saying (Overspeaking)

OPERATOR 2: Hello.

OPERATOR 1: All right, mate. Um, 392, do I give instructions? I mean they're obviously already on the way, they say they're stuck in the Tower.

OPERATOR 2: How many, have you got how many are in there?

OPERATOR 1: Five.

OPERATOR 2: Five?

OPERATOR 1: All screaming, and everything.

OPERATOR 2: Um, I don't know whether we should stay on the phone to them or not.

OPERATOR 1: I know, that's what I mean. I mean they're all screaming, you know. Do I -- you know, do I say -- I mean they're all panicking and screaming. I don't know what to do.

OPERATOR 2: Just stay on the phone a minute cos we wanna find out -- I'm sure there's some sort of like what we tell people to do in a fire or something.

OPERATOR 1: Well yeah, I mean I'll go through the questions. Um --

OPERATOR 2: I don't even know if it's --

OPERATOR 1: It's horrible.

OPERATOR 2: Panic 'em even more, um --

OPERATOR 1: Well I know, it's what I mean. I mean he's saying, he's coming on, he's screaming in the background, she's like, "I can't breathe, we're dying."

OPERATOR 2: Just tell them all, like -- oh, I don't know what to do --

OPERATOR 1: It's all right. I've, I've told them (Overspeaking) she goes, "Tell 'em to come quick, we're here" but I mean, you know, what, what else can we tell 'em? They are there and they're getting to 'em as quick as they can.

OPERATOR 2: I know, but I don't know if there's advice like telling 'em to get in, er, one room and stuff like that.

OPERATOR 1: Um, all right. I'll just do that.

OPERATOR 2: Do you know what I mean?

OPERATOR 1: Um --

OPERATOR 2: (Overspeaking) over.

OPERATOR 1: Yeah, all right.

(End of call)