

Transcript created by Epiq

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Time of Call: 02:52:40
Duration: 16:10

OPERATOR: That was quick. Ambulance service. What's the address and emergency?

CALLER: Yeah, hello it's the Met Police for an update regarding the fire in Grenfell Tower.

OPERATOR: Okay have you got a CAD number at all or ...?

CALLER: We're working from CAD482.

OPERATOR: Is that our one, is it, or yours?

CALLER: Oh that's, that's ours. I'll tell you I couldn't even find you. There's so much written on here.

OPERATOR: (Overspeaking)

CALLER: It's the, er, big -- obviously the big fire over in West London.

OPERATOR: Oh what's the -- what was the name of the road it was on again?

CALLER: Lancaster West Estate, West 11.

OPERATOR: Lancaster West Estate, West 11. I'm not getting that coming up for some reason (Overspeaking)

CALLER: Try, Try Grenfell Tower, G-R-E --

OPERATOR: Grenfell?

CALLER: Grenfell. Yeah, G-R-E-N-E -- G-R-E-N-F-E-L-L, Grenfell.

OPERATOR: That's all right.

CALLER: I'm trying to find you a reference number there but there's literally, there's about (Overspeaking)

OPERATOR: Okay (Overspeaking) for a moment. One moment. Just trying to find one that relates to it, just one moment.

CALLER: Yeah, trying to go through find a reference. There's so many, er, working CADs on this I'm not sure which one's even got your number on. Oh gosh.

OPERATOR: That's all right. I'm just trying to find one that's got any update on it (inaudible) I think I've found one that's got -- what, what sort of information you want? Just the allocations to it and stuff like that or ...?

CALLER: Well, no, no it's just that we've got people who can't get through to the -- to your RVP, erm, for treatment and we've got a four-year-old child with smoke inhalation, erm, at a separate location.

OPERATOR: Right, actually, well, do you want me to set a new call on that and make a new call on it, yeah?

CALLER: Er, whichever way is going to be easiest for you (Overspeaking)

OPERATOR: All right, okay I think it'll be easier if I -- okay, what's the location of this child?

CALLER: They're at Latimer Road Tube Station.

OPERATOR: Latimer? Is that L-A-T --

CALLER: I-M-E-R.

OPERATOR: Latimer Road --

CALLER: Yeah.

OPERATOR: -- Underground Station, yeah?

CALLER: Yeah.

OPERATOR: Underground Station. I'll just -- I think it'll be easier if I just take it and just -- is that Bramley Road West 10 yeah?

CALLER: Er, yeah, looks like it yeah.

OPERATOR: Outside is it, yeah?

CALLER: Er, yeah.

OPERATOR: Outside. So, you've got a four-year-old child with, er, smoke inhalation, yeah?

CALLER: That's right.

OPERATOR: Just a moment. Male or female?

CALLER: Er, good question. I have very little information.

OPERATOR: That's all right. I'll just put four-year-old child.

CALLER: Yeah.

OPERATOR: Er, with smoke inhalation. So it's four years, we don't know if it's male or female. Erm, conscious and breathing at all?

CALLER: We believe so. Er, again it - I have very little information.

OPERATOR: I'll just put unknown then, I'll just put unknown for the time being. They can't get through to the RVP apparently, they've got another casualty at this, erm, location now.

BACKGROUND: Right, okay. Do -- can they confirm if this is related to the fire?

OPERATOR: This is related to the fire, isn't it?

CALLER: Yeah, it is.

OPERATOR: I presume he's, I presume he's safe and out of danger though, yeah, where he is now?

CALLER: Yeah, from, from the -- I'm guessing so, yeah.

OPERATOR: No smoke or fumes, yeah? Okay. Erm ...

CALLER: We're just getting so, so many problems in with, with people coming out in different places can't get through because of where the fire is because I've, I've actually got another update regarding another, another location, so ... (overspeaking)

OPERATOR: All right. I'll make it, I'll make it a high priority.

CALLER: Yeah.

OPERATOR: Obviously you've got the child (Inaudible) okay, that's ... What's your CAD number?

CALLER: Er, 482 is the main working CAD.

OPERATOR: 482, yeah? All right. So I made it, erm, outside Latimer Road Station, Bramley Road, a four-year-old with smoke inhalation. I've -- I know you haven't given me much details but I've given it high priority anyway bearing in mind it's a four-year-old child anyway. Okay? Erm, and that's on our reference number of, erm, 433.

CALLER: 433? Right.

OPERATOR: All right? Okay?

CALLER: Okay. Erm, am I able to keep you on the line regarding further information with the incident or is ...?

OPERATOR: Erm, you can but --

CALLER: I don't know (Overspeaking) so you can pass on to your incident commander who can get resources to another place?

OPERATOR: What, is it another, another -- you want us to go somewhere else then do you or ...?

CALLER: (Overspeaking) Well, yeah I mean obviously because there are hundreds and hundreds of people living in these flats. They're all coming out seeking medical help and --

OPERATOR: Right, okay.

CALLER: -- there's, there's --

OPERATOR: I just -- I wonder if they've opened up a -- have they opened up an incident room on this? Yeah, I might have to put you through to someone else because I think they've opened up an incident room. Just hold on one moment.

CALLER: Right, okay.

OPERATOR: I won't be a moment.

OPERATOR 2: Morning.

OPERATOR: Is that Martin?

OPERATOR 2: It's not, mate.

OPERATOR: Oh.

OPERATOR 2: It's Jack. But, erm, is this -- (overspeaking)

OPERATOR: (overspeaking) Yeah, it's the police just wanted -- I mean they want to keep me on the line to get updates on this, erm, fire but there -- is the incident room not open or ...?

OPERATOR 2: Yeah, yeah, yeah.

OPERATOR: What, what -- can I transfer him somewhere or ...?

OPERATOR 2: Well, no, I mean they can -- that's ...

OPERATOR: How does he get through to where, where the incident room is? Is it, er --

OPERATOR 2: Yeah I'll find out mate. Standby.

OPERATOR: All right. Okay, cheers, thanks. Just trying to find out where I'll put you through to, okay? Because I'm not the best person to give you the details, okay?

CALLER: Yeah, yeah, no problem mate, no problem.

OPERATOR: Can I put him through to anywhere or ...? Yeah.

SUPERVISOR: Right, so I've just spoken to (Overspeaking)

OPERATOR: Yeah.

SUPERVISOR: Can we try and find out if they haven't got the information (Overspeaking) how this patient has got from where the fire is to the Underground Station?

OPERATOR: All right. Do we know how this child's got from the fire -- the scene of the fire to where the Underground Station is at all or ...?

CALLER: Er, no. I, I think it's pretty much just chaos down there. People were running away and officers coming across people who are injured.

OPERATOR: Is there police on -- with the patient at all is there, or ...?

CALLER: Yes, yeah there is -- I'll have to go through it. As we're speaking, about another 30 lines have gone on (Several inaudible words)

OPERATOR: All right, okay just hold on a moment. He wants, he wants updates on this -- can I not put him through to the incident room or is there not a contact number he can ring straight to the incident room or -- because I'm not the best person to --

SUPERVISOR: (Several inaudible words)

OPERATOR: All right, yeah, okay.

SUPERVISOR: So, in regards to (Several inaudible words) the CAD number is?

CALLER: (Several inaudible words)

OPERATOR: -- 247 yeah?

CALLER: And we're located at Station Walk.

OPERATOR: Can I just give him that CAD number?

SUPERVISOR: Yeah, so explain that this is our working CAD for the, for the fire.

OPERATOR: If I give you our working CAD number --

CALLER: Yeah.

OPERATOR: -- can you access it via the CAD link? Via your CAD link?

CALLER: Erm, yeah. No, the problem is we can't read and update, all we can do is send through updates. Erm, but I don't know how much you're getting because the location's changing for --

OPERATOR: Our, our -- the one -- the actual working CAD is actually 247 at our end.

CALLER: Your reference is 247 for (Overspeaking)

OPERATOR: And that, that's where all the updates are. I mean if you can access that CAD you'll get all the updates you want there anyway.

CALLER: Oh, no, no, it's, it's, it's not us wanting information. It's me trying to pass information to you because obviously our, our, our working CAD is 482, which is the one I'm guessing you're working from.

OPERATOR: Right.

CALLER: So the --

OPERATOR: He's passing information to us about all these extra casualties, I can't do that, can I? No, no, can he not get through to the incident room or something or ...?

SUPERVISOR: Don't get (Several inaudible words) how it -- well, correct me if I'm wrong, we can't --

OPERATOR: Just bear with me a moment.

CALLER: Yeah, yeah, sure. No problem mate.

SUPERVISOR: He wants (Several inaudible words) information about other casualties. We don't, we don't do that.

OPERATOR: Is it just other casualties or is it just sort of general information that you want to pass over?

CALLER: Yeah, it's the different location for other casualties just because some people are having problems because of the situation getting through to the RVP, members of the public.

OPERATOR: Right, they can't get through to the RVP apparently. I don't know this -- I'm not sure, I don't know what it's -- but is it not -- have they not got access to our incident room or are they ...?

SUPERVISOR: So, it's Met calling saying they can't get through to the RVP (Several inaudible words)

OPERATOR: Apparently so, yeah. Just bear with me I'm just trying to --

CALLER: Yeah.

OPERATOR: -- see if we can --

CALLER: Not a problem. I mean the best thing is ask your supervisor what's the best way for us to just giving you constant updates? I mean I know you have the working radio panel (Overspeaking)

OPERATOR: All right, I'll just put you on hold, all right?

CALLER: Yeah.

OPERATOR: Well I've been told it's through the link on to our CAD 247. That is the actual working CAD.

CALLER: Right. Okay, it's -- I'll let our colleagues know that every update has to go through onto that one. It's --

OPERATOR: It's apparently it's 247, 247, is that -- that's the one that's being updated all the time and if you've got any further information they can just put it on that, yeah? You can just put it on there.

CALLER: Right. But we, we don't have access to your link. We have to work from our CAD.

OPERATOR: You don't have access to our link?

CALLER: No, no, what happens I mean when, when we send you something it generates your reference number --

OPERATOR: Yeah.

CALLER: -- from our CAD. We can't access - all we're doing is update the working CAD. So we can't look at yours. I don't know you -- like I say when you can't look at our entire link, you just look at what we send you. I mean I'm looking at about a 70-page incident at the moment, erm, so if you know which CAD number your reference --

OPERATOR: Is he expecting to speak to him is he? All right. I'm going to put you through to our Watch Manager because it all sounds a bit confusing to me all this. Is that okay? Just bear with me a moment.

CALLER: Yeah, no problem.

OPERATOR: Hold on. No, I can hear him talking on the radio in the background. It came through on the, on the, on the 999 line anyway on the police line. Yeah. Just -- I'm going to transfer you, okay?

CALLER: Okay, mate. Thanks.

WATCH MANAGER: Hiya.

OPERATOR: Hi, it's Paul here. Can I put the police through to you?

WATCH MANAGER: Yeah, go for it.

OPERATOR: All right, thanks, cheers.

WATCH MANAGER: Hello, police, it's the Ambulance Service. You're talking to the Watch Manager.

CALLER: Oh yes, hello there. Erm, yeah, all, all I was trying to clarify with your, your operator there is when -- we're DI10, we're the ones who liaise with yourselves regarding straight phone calls.

WATCH MANAGER: Okay.

CALLER: We're getting constant updates on our main working CAD.

WATCH MANAGER: Good.

CALLER: Erm, and the problem is when I call you guys the locations change because some people cannot get through to where the main RVP is because of where the incident is. And how do we update you regards to where we need a unit to go to but with -- in regards to the same incident? How would you like it done? Because obviously we can't view your reference numbers, same as you can't -- and you are working CAD we can pass backwards and forwards.

WATCH MANAGER: Erm, right.

CALLER: I just want to know how you want to be updated really and how we tell you where we -- you're required.

WATCH MANAGER: Okay, so you can send it down the CAD link still.

CALLER: Oh, yeah that's not a problem but I know your, your reference is 247.

WATCH MANAGER: Correct, yeah.

CALLER: But which one of our CADs does it relate to? Because I have got dozens upon dozens upon dozens of CADs.

WATCH MANAGER: Right, relating to it?

CALLER: Yeah, relating to it and obviously there's, there's been requests gone in from all over the place and we've been making phone calls from CADs that don't necessarily have yourself linked into it. We've literally been, like, help we need for this four-year-old that I just gave your colleague there. So, I'm just wondering if you know what your link is to us, the CAD number we're working from, to work with you, we can send stuff backwards and forwards but the location will be constantly changing. I just don't want to get any confusion. Do you see where I'm coming from?

WATCH MANAGER: Yeah, okay. So just looking at our working CAD of 247 we haven't sent any messages directly to the police (Inaudible) looking at to be fair because I think obviously you guys have been dealing with your part but we've not -- yeah we've not had any communication with the police.

CALLER: So no one's monitoring the, the radio?

WATCH MANAGER: Yeah, well, I was going to say on the radio they are obviously EF5 and EF3 are being monitored, erm, but obviously 3, 3 will be the more relevant one in this, this scenario rather than 5.

CALLER: Right, okay. Yeah, so that's fine, so what I can tell you is the guys who are working EF3, if they need to tell you where the unit's required who are not at the RVP are you happy to go by the EF3 rather than constant phone calls?

WATCH MANAGER: Yeah absolutely because the, the incident managing room are actually dealing -- we'll be monitoring that radio channel directly in there so you'll go straight through to the right people.

CALLER: Right.

WATCH MANAGER: All right. So my only question left at the moment is I believe the person -- you've got a crew, erm, on the ground with a lady and a, and a little four-year-old, is that right?

CALLER: Yeah, got a four-year-old with smoke inhalation.

WATCH MANAGER: Smoke inhalation? So how did they end up at the Underground Station?

CALLER: We don't know. As you can imagine it's pretty chaotic down there. I just got an officer called up to my colleagues who are running the incident and they pass it through to us to make the phone call to you.

WATCH MANAGER: Right, okay, so you've got two options here. Either the crew can just take this person straight to a hospital, either Chelsea or Westminster
(Overspeaking)

CALLER: Yeah, but they, they can't leave. They're, they're blocking roads.
They're stopping people doing stupid things.

WATCH MANAGER: What, the police are?

CALLER: Yeah.

WATCH MANAGER: Right, okay so one of the issues you've got is you're on scene, you're at this place with, er, a mum and a little four-year-old but you've got your guys can't leave that location because you're -- they're obviously doing traffic control basically?

CALLER: Yeah (Overspeaking)

WATCH MANAGER: Is that essentially it?

CALLER: Yeah, I don't know if they're doing traffic control. I don't know what they're doing. As I say I'm removed from the incident other than just making phone calls.

WATCH MANAGER: Right, okay. Erm, okay, I'll tell you what we're going to do then, so first of all they're still outside the Underground Station yeah?

CALLER: That's right.

WATCH MANAGER: With the little four-year-old?

CALLER: Uh-huh.

WATCH MANAGER: Okay we're going to deploy a vehicle to that scene, okay? And we'll, we'll pick up the kid from there and we'll take him in. In the meantime, if you guys communicate on EF3 and you'll go directly through to the incident room. Okay?

CALLER: Right, that's cracking stuff.

WATCH MANAGER: Is that all right?

CALLER: Yeah, can I just give you just one thing just to pass to your colleague there?

WATCH MANAGER: Yeah.

CALLER: Don't tell anyone to go through Cornwall Crescent now. Don't -- no more of your units to go through Cornwall Crescent.

WATCH MANAGER: Okay, is that, is that just now completely blocked is it?

CALLER: That's from the sergeant on the ground. Yeah, it's not suitable for anyone else to go down there. And I'll try -- well, in the meantime I'll go out and tell everyone to do all the communication on the channel because I'm not getting enough information to pass you accurate information.

WATCH MANAGER: No. Understood, okay. Right I'll deal with that for you, mate. In the meantime, if you tell your guys at the Underground we'll send someone round to pick up the kid, the four-year-old and the mum, okay?

CALLER: Lovely.

WATCH MANAGER: All right, chap, what's your initials, sorry?

CALLER: Er, my shoulder number's 368CC. That's an easy one.

WATCH MANAGER: 368 Tango Charlie?

CALLER: Sorry?

WATCH MANAGER: 368 Tango Charlie?

CALLER: No, Charlie Charlie.

OPERATOR: Charlie, Charlie? Lovely. All right mate, I'm the Watch Manager here. It's Graham and I'll get that passed on for you. Okay?

CALLER: Lovely, thank you so much.

OPERATOR: Cheers, bye now.

CALLER: Right, cheers. Right, bye.