

Transcript created by DTI

Event: PI_D2_GTIRT17-01774_SECTION_3_999_T_OTH_NWFC
Call Duration: 00:00:50

Date:

Interviewer:

Interviewee:

Also present: **DELETE THIS LINE IF NOT APPLICABLE**

OPERATOR: Fire Brigade.

CALLER: Hiya London.

OPERATOR: Hi.

CALLER: Right, it's North West Fire Control again.

OPERATOR: Hi.

CALLER: Er, we give you flat nine before with three children and two adults,
that's on the third floor.

OPERATOR: Yeah.

CALLER: And we've got flat - flat 161 -

OPERATOR: 161, yeah.

CALLER: - on the 23rd floor.

OPERATOR: Yeah.

CALLER: With ten people trapped.

OPERATOR: Ten people in the one flat?

CALLER: Ten people in the one flat. They're all in one bedroom.

OPERATOR: Oh okay. Have you got someone on the phone to them at the moment?

CALLER: Yes, we have given them advice. We've got about four of our operators now giving advice, survival advice.

OPERATOR: Right.

CALLER: But we (overspeaking)

OPERATOR: Okay.

CALLER: Well, I don't know where they'll divert to after us cos we've only got seven on, so.

OPERATOR: Right, yeah, crikey. Okay ...

CALLER: If we get any more definitive flat numbers and people we'll come back to you.

OPERATOR: Okay, all right thanks very much for that.

CALLER: Okay, bye-bye.

OPERATOR: Okay, cheers, bye.