

<p>1 Friday, 23 November 2018</p> <p>2 (10.00 am)</p> <p>3 SIR MARTIN MOORE-BICK: Good morning, everyone. Welcome to</p> <p>4 today's hearing.</p> <p>5 Now, by way of a change, today we are going to hear</p> <p>6 from three of the control room officers, whose names we</p> <p>7 have seen used quite a lot in the documents but from</p> <p>8 whom we haven't yet heard.</p> <p>9 Is that right, Mr Millett?</p> <p>10 MR MILLETT: Mr Chairman, it is. Good morning.</p> <p>11 I'm going to start by calling Control Room Officer</p> <p>12 Yvonne Adams, please.</p> <p>13 YVONNE ADAMS (affirmed)</p> <p>14 Questions by COUNSEL TO THE INQUIRY</p> <p>15 SIR MARTIN MOORE-BICK: Very good. Thank you very much. Do</p> <p>16 sit down and make yourself comfortable.</p> <p>17 THE WITNESS: Thank you.</p> <p>18 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>19 MR MILLETT: Good morning, Ms Adams.</p> <p>20 A. Good morning.</p> <p>21 Q. Can I ask you, please, to give the chairman your full</p> <p>22 name.</p> <p>23 A. Yvonne Patricia Adams.</p> <p>24 Q. I'm going to start by thanking you very much for coming</p> <p>25 today and assisting the inquiry with its investigations.</p> <p>Page 1</p>	<p>1 Q. Have you had an opportunity to read it recently?</p> <p>2 A. Yes.</p> <p>3 Q. Can you confirm that its contents are true?</p> <p>4 A. Yes.</p> <p>5 Q. Thank you.</p> <p>6 I'm going to begin my questions by asking you</p> <p>7 something about your role and experience in the LFB.</p> <p>8 You are currently a control room officer --</p> <p>9 A. Yes.</p> <p>10 Q. -- employed by the LFB?</p> <p>11 A. Yes.</p> <p>12 Q. I think it's right that you've been in that position for</p> <p>13 over 45 years.</p> <p>14 A. Yes.</p> <p>15 Q. So you started in 1972?</p> <p>16 A. That's it, yes.</p> <p>17 Q. Following your initial employment in 1972, Ms Adams, and</p> <p>18 over that 45-year period, did you receive regular</p> <p>19 training on call management?</p> <p>20 A. Not regular, but I've received training, yes.</p> <p>21 Q. When was the last training that you received prior to</p> <p>22 the night of the fire in June 2017?</p> <p>23 A. Do you mean on just general call management or FSG?</p> <p>24 Q. Let's start with general call management.</p> <p>25 A. I can't remember.</p> <p>Page 3</p>
<p>1 We're extremely grateful to you for coming.</p> <p>2 My questions are intended to be short and simple,</p> <p>3 but if they don't work out that way, please tell me and</p> <p>4 I will ask the question either again or put it in</p> <p>5 a different way.</p> <p>6 A. Okay.</p> <p>7 Q. We're going to be covering the events of the night in</p> <p>8 some detail this morning. If at any time you need</p> <p>9 a break, then we can take a break. All you have to do</p> <p>10 is just indicate and we can stop.</p> <p>11 The aim is to sit and take evidence for no more than</p> <p>12 an hour, but if that's too long, again, tell me and we</p> <p>13 can take it in shorter pieces.</p> <p>14 A. Okay, thank you.</p> <p>15 Q. Can I start by asking you, please, to look at your</p> <p>16 witness statement that you gave to the Metropolitan</p> <p>17 Police last year.</p> <p>18 What I'm going to show you will appear on the screen</p> <p>19 on the desk in front of you, or if you want to use the</p> <p>20 screen at the back of the room, you can do that as well.</p> <p>21 Can the witness first be shown MET00007762.</p> <p>22 That is a witness statement with your name on it,</p> <p>23 dated 11 October 2017, given to the Metropolitan Police.</p> <p>24 Is that your statement?</p> <p>25 A. Yes.</p> <p>Page 2</p>	<p>1 Q. What about FSG?</p> <p>2 A. My training was 2016, and there was two sessions in</p> <p>3 2012. And I did some workshops with the command unit.</p> <p>4 But that was for their training, not us.</p> <p>5 Q. That was for their training?</p> <p>6 A. We participated, yes.</p> <p>7 Q. Focusing on the 2016 training, can you just tell us what</p> <p>8 that involved, please?</p> <p>9 A. To be honest, I can't really remember. I think it was</p> <p>10 just generally going over the FSG guidance and just our</p> <p>11 general procedures on it.</p> <p>12 Q. Were you shown and given help understanding policy 539,</p> <p>13 emergency call management?</p> <p>14 A. Yes, we would've just gone over general FSG guidance.</p> <p>15 I can't remember it specifically.</p> <p>16 Q. Was it based on documents or was there any role play</p> <p>17 involved?</p> <p>18 A. I know we did do role play, but I can't remember which</p> <p>19 one that was. It might have been in the 2012, but</p> <p>20 I honestly can't remember.</p> <p>21 Q. Did you get training on policy 790? Do you know</p> <p>22 something called policy 790?</p> <p>23 A. Yes.</p> <p>24 Q. FSG, fire survival guidance.</p> <p>25 A. Yes.</p> <p>Page 4</p>

<p>1 Q. We'll come to look at that policy shortly.</p> <p>2 A. Okay.</p> <p>3 Q. Before the Grenfell Tower fire, did you get any training</p> <p>4 or other kind of education on matters arising or lessons</p> <p>5 learnt from the Lakanal House fire which happened in</p> <p>6 2009?</p> <p>7 A. We changed our procedure slightly in the questions we</p> <p>8 asked. So I remember that FSG guidance lesson. And we</p> <p>9 changed our attendance to FSG calls.</p> <p>10 Q. You changed your attendance to FSG calls? Can you just</p> <p>11 explain what you mean?</p> <p>12 A. Yes. Well, prior to that, we didn't send specific</p> <p>13 appliances to deal with FSG calls, and now we do.</p> <p>14 Q. Oh, I see.</p> <p>15 A. So we send a command unit, station manager and pumping</p> <p>16 appliance for support --</p> <p>17 Q. Right, this is about resourcing?</p> <p>18 A. Yes, it's about resourcing and who we're going to</p> <p>19 contact on arrival, when they get there, passing the</p> <p>20 calls to.</p> <p>21 Q. Did you get training in 2016 or in 2012 on how to handle</p> <p>22 multiple FSG calls; in other words, what happens when</p> <p>23 the control room starts to receive more than one?</p> <p>24 A. Not in our training that I remember, just when I did the</p> <p>25 workshops with the command unit.</p> <p style="text-align: center;">Page 5</p>	<p>1 an actor or somebody like that -- of a fire survival</p> <p>2 guidance caller?</p> <p>3 A. I was doing the radio. I don't think anyone was --</p> <p>4 I think we was just passing the calls in, writing it</p> <p>5 down and then passing it to the command unit.</p> <p>6 Q. Just to focus a bit more, was this training on</p> <p>7 communications between the control room and the command</p> <p>8 unit rather than handling the call coming from the</p> <p>9 caller?</p> <p>10 A. It was specifically for the command unit's benefit, and</p> <p>11 we was just participating in the workshop. So for them</p> <p>12 to learn what to do at their end more than us.</p> <p>13 Q. Do you remember -- and maybe, because it wasn't directed</p> <p>14 at you, you can't, but see if you can help me -- what</p> <p>15 the lesson that the command unit was supposed to learn</p> <p>16 from that training was?</p> <p>17 A. You'd have to ask them.</p> <p>18 Q. Okay. I think I have. All right.</p> <p>19 Have you ever had any specific training on fires in</p> <p>20 high-rise residential buildings?</p> <p>21 A. I don't think specific, no.</p> <p>22 Q. Would it follow that you've also not had training in how</p> <p>23 to go about advising lots of callers to evacuate</p> <p>24 a high-rise residential building?</p> <p>25 A. No.</p> <p style="text-align: center;">Page 7</p>
<p>1 Q. When did you do the workshops with the command unit?</p> <p>2 A. Sorry, I can't remember those dates, sorry. I've done</p> <p>3 two of them, but I can't remember the dates, sorry.</p> <p>4 Q. Was it long before the Grenfell Tower fire, do you</p> <p>5 think?</p> <p>6 A. Not that long, I don't think, maybe a year or so before.</p> <p>7 Q. The training you did with the command unit, did that</p> <p>8 involve multiple FSG calls?</p> <p>9 A. It did, yes.</p> <p>10 Q. How many, do you remember?</p> <p>11 A. Maybe six at the most. Maybe not that many.</p> <p>12 Q. Do you remember being trained on communications to and</p> <p>13 from the command unit in relation to those FSG calls?</p> <p>14 A. It was looking at various ways, because normally we'd</p> <p>15 pass FSG calls by the radio, but on this occasion we was</p> <p>16 phoning them. The person I was doing the training with,</p> <p>17 Peter May, he was passing the command unit the FSG calls</p> <p>18 by phone.</p> <p>19 Q. By phone, right.</p> <p>20 Was that an admin line or was that mobile?</p> <p>21 A. It was one of our admin lines.</p> <p>22 Q. Admin line?</p> <p>23 A. Yes. It was all done at the lock where we work at</p> <p>24 Merton.</p> <p>25 Q. During that training, did somebody play the role -- like</p> <p style="text-align: center;">Page 6</p>	<p>1 Q. No?</p> <p>2 A. No.</p> <p>3 Q. Not at all in 45 years?</p> <p>4 A. It never happened before. It was just unprecedented.</p> <p>5 Q. Are you trained on what to do where the caller tells you</p> <p>6 that the exit route is smoke-logged?</p> <p>7 A. Just how to keep people safe generally. I mean, if</p> <p>8 they're telling us the exit is smoke-logged, we try and</p> <p>9 keep them -- if they're in their flat, we'd say, "Stay</p> <p>10 where you are and we'll come to you, stop the smoke</p> <p>11 coming in."</p> <p>12 Q. Okay. We'll come back to that in a moment.</p> <p>13 A. Okay.</p> <p>14 Q. In your long experience as a control room officer, have</p> <p>15 you ever experienced a fire in a high-rise residential</p> <p>16 block involving multiple FSG calls?</p> <p>17 A. We've had fires in high-rises, and we've had several FSG</p> <p>18 calls going, but nothing on the scale of Grenfell.</p> <p>19 Q. Breaking that down a bit, then, in your experience,</p> <p>20 prior to the night of the Grenfell Tower fire, had you</p> <p>21 given FSG advice to a caller?</p> <p>22 A. In a high-rise or just generally?</p> <p>23 Q. Well, let's start with any caller.</p> <p>24 A. Yes. Over the years, there has been occasions, yes.</p> <p>25 Q. Right. Now --</p> <p style="text-align: center;">Page 8</p>

<p>1 A. Not many, but there has been occasions.</p> <p>2 Q. Right. Not many. I mean, I know it's difficult --</p> <p>3 A. I know --</p> <p>4 Q. -- counting back over 45 years -- I'm sorry to keep</p> <p>5 saying 45 years, but it's an impressive period of time!</p> <p>6 Can you count the number of FSG calls from any</p> <p>7 building that you've had to handle?</p> <p>8 A. Maybe -- I don't know -- maybe up to 10, maybe.</p> <p>9 Q. Really? Mm.</p> <p>10 Have you ever experienced being in the control room</p> <p>11 where there were multiple FSG calls coming from a single</p> <p>12 incident?</p> <p>13 A. Yes, I do remember one occasion when we was taking</p> <p>14 multiple calls --</p> <p>15 Q. Which was that?</p> <p>16 A. -- in a high-rise. It was Fred Wigg Tower in Leyton.</p> <p>17 Q. Frederick?</p> <p>18 A. Fred Wigg Tower. I was radio operator at the time, but</p> <p>19 calls were going on around the room.</p> <p>20 Q. When was that?</p> <p>21 A. Oh, goodness, I can't remember. Sorry, I can't remember</p> <p>22 the date. It was -- oh, sorry, I don't know.</p> <p>23 Q. Let's try and get the decade.</p> <p>24 A. Mm ... Well, it was in the 20s, but I honestly can't</p> <p>25 remember. I would just be guessing. Maybe five or</p> <p style="text-align: center;">Page 9</p>	<p>1 statement. If you go there, you'll see on the screen</p> <p>2 the third paragraph, and you describe FSG at the start</p> <p>3 of that paragraph. We'll come up back to that.</p> <p>4 Halfway through the paragraph, or just a bit below</p> <p>5 it, you say:</p> <p>6 "National advice for FSG calls in high rise</p> <p>7 buildings is to 'stay put' and await rescue, blocking</p> <p>8 any smoke with towels, alongside reassurance. A CRO</p> <p>9 would usually stay on the phone to the caller until</p> <p>10 rescued."</p> <p>11 A. Yes.</p> <p>12 Q. You also say earlier in the paragraph -- I just want to</p> <p>13 show this to you:</p> <p>14 "A call becomes FSG when a caller is unable to get</p> <p>15 out of a building/house due to a fire or smoke."</p> <p>16 I just want to see if I can pin this down a bit</p> <p>17 more.</p> <p>18 Are you saying that you would give stay-put advice</p> <p>19 to someone who is trapped and wouldn't leave, or</p> <p>20 couldn't leave?</p> <p>21 A. Depends on the call. I mean, if they can't get out,</p> <p>22 then you'd do everything to try and make them safe.</p> <p>23 Yes, it would just depend on the call.</p> <p>24 Q. Let me ask the question this way: would there be any</p> <p>25 point in giving what you understand as stay-put advice</p> <p style="text-align: center;">Page 11</p>
<p>1 six years ago.</p> <p>2 Q. I'm just trying to work out, was it before or after --</p> <p>3 A. It was after Lakanal.</p> <p>4 Q. After Lakanal?</p> <p>5 A. Yeah, after Lakanal.</p> <p>6 Q. To the best of your recollection, did the lessons that</p> <p>7 you'd learnt from Lakanal help the control room handle</p> <p>8 the Fred Wigg Tower fire?</p> <p>9 A. I don't know. I wasn't on duty for Lakanal, so -- but</p> <p>10 I couldn't say.</p> <p>11 Q. I want to turn to explore briefly with you your</p> <p>12 understanding and application of what we've come to call</p> <p>13 the stay-put policy. I'm using that as a shorthand,</p> <p>14 perhaps for a number of different ideas.</p> <p>15 A. Yes.</p> <p>16 Q. First, can you just tell us what you understood as</p> <p>17 at June 2017 by the stay-put policy?</p> <p>18 A. Well, if they're not being affected by the fire, smoke</p> <p>19 or heat, that they would stay where they were and we</p> <p>20 would make a note of where they are calling from, flat</p> <p>21 number -- if we're talking about high-rise -- their</p> <p>22 floors, how many people, and we would relay that</p> <p>23 information to the fire ground, and the crew would go</p> <p>24 and get them or talk to them, if they're safe.</p> <p>25 Q. Can I ask you, then, to turn to page 2 of your witness</p> <p style="text-align: center;">Page 10</p>	<p>1 to somebody who is trapped and can't do anything other</p> <p>2 than stay put?</p> <p>3 A. Sorry, say that again, sorry?</p> <p>4 Q. Would you ever give stay-put advice, as you understand</p> <p>5 it, to someone who tells you that they're trapped?</p> <p>6 A. Well, they'd have to stay there, wouldn't they, if</p> <p>7 they're trapped?</p> <p>8 Q. Exactly.</p> <p>9 A. I mean, what else can they do? Then you just hope you</p> <p>10 can keep them safe.</p> <p>11 Q. Moving on, then, when you receive a call from somebody</p> <p>12 who says they're trapped or they can't leave, or they've</p> <p>13 tried to leave and they can't, in your experience, or</p> <p>14 your understanding of the policy, would you immediately</p> <p>15 proceed to give them FSG advice or would you first try</p> <p>16 to establish to your satisfaction whether there may be</p> <p>17 some way of leaving the building?</p> <p>18 A. I think you'd maybe go down that route generally, if it</p> <p>19 was a house fire, because there may be other</p> <p>20 alternatives or ways of getting out that they've not</p> <p>21 thought of, maybe through a window, you know, a flat</p> <p>22 roof, there could be some other way of escaping that</p> <p>23 they've not thought of. But in a high-rise building,</p> <p>24 they don't have many alternatives, do they?</p> <p>25 Q. So do I take it from that that when the caller says,</p> <p style="text-align: center;">Page 12</p>

<p>1 "I'm trapped" or, "I'm stuck, I can't leave", do you 2 take them at face value and proceed straight to FSG or 3 do you --</p> <p>4 A. You would ask them why they can't leave generally. That 5 would be the first question, normally. Yes.</p> <p>6 Q. How hard would you push them in giving you detailed 7 information about why they can't leave so as to be able 8 to continue to advise them?</p> <p>9 A. That would be so dependent on the caller, whether 10 they're listening to you, whether there's a language 11 problem, all sorts of things. It's not a black and 12 white -- it's a grey area. You just do your best to try 13 and make yourself clear.</p> <p>14 Q. When you're making an assessment of whether they can or 15 can't leave, do you rely only on the information that 16 the caller is giving you or might you also rely on 17 information that you were getting back from the fire 18 ground, if you had any?</p> <p>19 A. Probably mainly the caller. I mean, the only 20 information we get back from the fire ground normally is 21 informative messages. We don't specifically get many 22 messages back telling us what's happening at the 23 incident.</p> <p>24 Q. How helpful would informative messages be, in the case 25 of a high-rise fire, in assisting you in assessing</p> <p style="text-align: right;">Page 13</p>	<p>1 "Brigade Control advise callers to 'Get out and Stay 2 out', however if a call is received from a High rise 3 building where Fire, Heat and Smoke are not affecting 4 the caller, LFB would advise that:</p> <p>5 "You are usually safest to remain in your premises 6 unless affected by fire, heat or smoke. If the situation 7 changes, you should leave your premises and dial 999, if 8 you need further assistance."</p> <p>9 Just pausing there, does that sentence accord with 10 your understanding of the stay-put policy, as we've 11 called it?</p> <p>12 A. Yes.</p> <p>13 Q. So would it be right to say it's "stay put, unless"?</p> <p>14 A. Yes.</p> <p>15 Q. Just focusing on the word "affecting" in the first of 16 those paragraphs we looked at, and then "affected" in 17 the second, "affected by fire, heat or smoke", what 18 information would you, as a control room officer, use to 19 make your assessment as to whether premises are affected 20 by fire, heat or smoke?</p> <p>21 A. Just information from the caller, what they're telling 22 you.</p> <p>23 Q. What kind of information would that be?</p> <p>24 A. Where the smoke is, if it's coming from outside their 25 front door.</p> <p style="text-align: right;">Page 15</p>
<p>1 whether or not the caller can safely leave?</p> <p>2 A. It's so difficult to say. It probably would help. But, 3 I mean, you'd still be asking the same questions, 4 because until you get told otherwise, all you can do is 5 try and keep them safe. If the smoke's coming under 6 their front door, you know there's smoke on the other 7 side, or a fire, so you can't send people out into those 8 conditions.</p> <p>9 Q. Let's look at the policy. I'm going to start with 10 policy 539.</p> <p>11 A. Okay.</p> <p>12 Q. If we can please have that. That's tab 3 of our 13 policies bundle, and this is the policy called 14 "Emergency call management". It's there on the screen, 15 Ms Adams, for you, current as at March 2014 and issued 16 in November 2007 originally.</p> <p>17 Can I ask you, please, to go to appendix 3 on 18 page 16.</p> <p>19 I ought to start by asking you: are you familiar 20 with this policy generally?</p> <p>21 A. Yes.</p> <p>22 Q. Are you familiar in general terms with appendix 3, which 23 is entitled "Fire survival guidance"?</p> <p>24 A. Yes.</p> <p>25 Q. If you look at the third paragraph, it says:</p> <p style="text-align: right;">Page 14</p>	<p>1 Q. So is this affected inside the flat or more generally?</p> <p>2 A. All of it, really. I mean, it's just all dependent on 3 what they're telling you.</p> <p>4 Q. Would somebody be affected by fire, heat or smoke if 5 they could smell smoke but couldn't see it or weren't 6 coughing?</p> <p>7 A. Not necessarily, no, if you could just smell it. No, 8 not necessarily.</p> <p>9 Q. Would somebody be affected by fire, heat or smoke if 10 their flat wasn't on fire but they could see the fire 11 approaching?</p> <p>12 A. I suppose you could say they were being affected by it, 13 but where would the fire be coming? Through their 14 windows, do you mean, or just outside their window? 15 Just --</p> <p>16 Q. Either way.</p> <p>17 A. Yes, I mean, then they are being affected by the fire.</p> <p>18 Q. Again -- it's a question I asked before -- when you make 19 your assessment of whether a caller is affected by fire, 20 heat or smoke, would you rely solely on what the caller 21 was telling you or would you also look to rely on 22 information coming to you from the incident ground?</p> <p>23 A. Well, it would be both if you've got information coming 24 back.</p> <p>25 Q. I know you haven't over the years done that many FSG</p> <p style="text-align: right;">Page 16</p>

<p>1 calls, but in that experience that you can recall, would</p> <p>2 you find the information coming from informative</p> <p>3 messages useful?</p> <p>4 A. If it's just a normal FSG call, and someone's trapped in</p> <p>5 their house, you normally hear the firefighters anyway.</p> <p>6 You just hear them coming and then you hear them talking</p> <p>7 to the person, and then the person -- they just put the</p> <p>8 phone down, they don't even say goodbye to you normally</p> <p>9 because they've been rescued, so you know they're safe.</p> <p>10 Q. Coming back to a question we looked at earlier, which</p> <p>11 I don't think I completely covered with you, in your</p> <p>12 experience you've given us a rough number of the FSG</p> <p>13 calls you've covered during your experience.</p> <p>14 A. Yes.</p> <p>15 Q. How many of those were from residential high-rise</p> <p>16 blocks?</p> <p>17 A. I can't actually remember any being in high-rise.</p> <p>18 Q. Can I turn to your witness statement again. We'll come</p> <p>19 back to the policy shortly.</p> <p>20 If you go back to page 2 of your witness statement,</p> <p>21 Ms Adams, you say paragraph 3 on that page, which starts</p> <p>22 "A call may sometimes become" -- so it's the third</p> <p>23 paragraph down or the second substantive paragraph:</p> <p>24 "A call may sometimes become a 'Fire Survival</p> <p>25 Guidance' call or FSG in short. A call becomes FSG when</p> <p style="text-align: center;">Page 17</p>	<p>1 a difference between being unable and the caller</p> <p>2 believing that they're unable.</p> <p>3 The question is: on your understanding of when</p> <p>4 a call becomes an FSG call, is it when the caller</p> <p>5 believes that they're unable to leave, or is it when</p> <p>6 you've assessed they can't leave and in your judgement</p> <p>7 they can't leave?</p> <p>8 A. It would all be down to the caller. So if they believe</p> <p>9 they can't leave, then I have to believe them that they</p> <p>10 can't leave.</p> <p>11 Q. I follow. So does that mean that you take them at face</p> <p>12 value and you don't say to them, "Well, actually,</p> <p>13 although you say you can't leave, let's test that a bit.</p> <p>14 Have you looked outside your front door? Have you tried</p> <p>15 an open window?"</p> <p>16 A. Yes, you would do that.</p> <p>17 Q. You would do that?</p> <p>18 A. You would, as I say, on a normal -- not a high-rise</p> <p>19 call, you would pursue other avenues of why they can't</p> <p>20 leave.</p> <p>21 Q. But I think, because you'd never handled an FSG call</p> <p>22 from a high-rise, perhaps your experience doesn't help</p> <p>23 us.</p> <p>24 A. Yes, maybe.</p> <p>25 Q. While we're on the same page of the policy, page 2, can</p> <p style="text-align: center;">Page 19</p>
<p>1 a caller is unable to get out of a building/house due to</p> <p>2 a fire or smoke."</p> <p>3 We looked at that a minute ago.</p> <p>4 Can I just clarify something with you.</p> <p>5 Keep that on the screen -- it will be kept on the</p> <p>6 screen for you -- and I'm going to ask you now to look</p> <p>7 at policy 790. That's LFB00001257, which we have in our</p> <p>8 policies bundle at tab 5. That's the first page of it,</p> <p>9 issued as at February 2012 and reviewed as</p> <p>10 current April 2014.</p> <p>11 First, Ms Adams, are you familiar with this policy?</p> <p>12 A. Yes.</p> <p>13 Q. If we turn in that policy, first of all, to page 2 and</p> <p>14 look at paragraph 2.1, under the title "Fire survival</p> <p>15 guidance call definition", it says -- and we can expand</p> <p>16 that for you, there it is:</p> <p>17 "2.1. A FSG call is a call received into control</p> <p>18 where the caller believes that they are unable to leave</p> <p>19 their premises due to the effects of fire, and [in bold]</p> <p>20 where the control officer remains on the line providing</p> <p>21 appropriate advice."</p> <p>22 Just pausing there in that paragraph, and comparing</p> <p>23 that with what you say in your statement, which we can</p> <p>24 also highlight, a call becomes FSG when the caller is</p> <p>25 unable to get out, I'm interested in whether there is</p> <p style="text-align: center;">Page 18</p>	<p>1 I ask you, please, to look at paragraph 4, "Prioritising</p> <p>2 calls".</p> <p>3 Paragraph 4.1 -- if we can have that expanded,</p> <p>4 please, that would be helpful -- it says:</p> <p>5 "4.1. Occasionally control receives multiple FSGs</p> <p>6 at an incident. All FSGs received by control are</p> <p>7 treated with the same level of urgency, however, in</p> <p>8 certain circumstances, the officer in charge of control</p> <p>9 may direct call handlers to terminate a call to answer</p> <p>10 another."</p> <p>11 Before the night of Grenfell Tower, Ms Adams, is</p> <p>12 that something you'd ever experienced?</p> <p>13 A. Never. Never.</p> <p>14 Q. Have you ever in your career been directed to terminate</p> <p>15 an FSG call in order to answer another?</p> <p>16 A. No.</p> <p>17 Q. I think the next question I can predict the answer to,</p> <p>18 but do you know what the circumstances would be where</p> <p>19 the officer in charge may tell you to stop an FSG call</p> <p>20 to handle another?</p> <p>21 A. Just an overwhelming amount of calls coming into the</p> <p>22 control.</p> <p>23 Q. But you've never had the experience before Grenfell of</p> <p>24 that?</p> <p>25 A. Never, no.</p> <p style="text-align: center;">Page 20</p>

<p>1 Q. Can I ask you to turn the page, please, within the</p> <p>2 policy, to paragraph 5.5. If we can please have that</p> <p>3 highlighted, there.</p> <p>4 This says:</p> <p>5 "5.5. Control will attempt to gather all the</p> <p>6 information on the Control Information Form (see</p> <p>7 Appendix 2) and relay this information to the incident</p> <p>8 as and when it becomes available."</p> <p>9 Then, Ms Adams, we can see a long list of bullet</p> <p>10 points understand that which are details of information:</p> <p>11 number of flat/house, number of persons involved,</p> <p>12 et cetera.</p> <p>13 Appendix 2, just so you know what it is, if we could</p> <p>14 move on to that. I think it's page 8 of this exhibit.</p> <p>15 "Appendix 2 - Control information form."</p> <p>16 Is that form something you're familiar with?</p> <p>17 A. I think I've seen it, but we don't use it.</p> <p>18 Q. You don't use it?</p> <p>19 A. No.</p> <p>20 Q. Have you ever used this form in the control room in your</p> <p>21 experience?</p> <p>22 A. No, no.</p> <p>23 Q. Going back to the detailed information at paragraph 5.5</p> <p>24 we were just on, looking at that list of bullet point</p> <p>25 details, would you normally expect to gather this</p> <p style="text-align: right;">Page 21</p>	<p>1 transfer to the incident". You can see at the foot of</p> <p>2 that page of the policy, paragraph 5.1 says:</p> <p>3 "5.1. As soon as control has confirmed that a FSG</p> <p>4 call is in progress they will contact the incident</p> <p>5 ground and start to pass over the initial details. At</p> <p>6 this stage it is likely to be basic information relating</p> <p>7 to the number of persons involved and their location</p> <p>8 within the property."</p> <p>9 Looking at that, in your experience, what would the</p> <p>10 usual method of passing that information over to the</p> <p>11 incident ground be?</p> <p>12 A. It could be a service request, or you could -- because</p> <p>13 you normally have someone -- if you was taking the call,</p> <p>14 maybe your supervisor or a colleague will come and</p> <p>15 listen to the call with you. So if they was close to</p> <p>16 the radio operator, they could even just go over to the</p> <p>17 radio operator and say to them, "Tell them they're in</p> <p>18 the back room." They get it there as quick as possible,</p> <p>19 the information to the ground, and you would probably</p> <p>20 back it up with a service request.</p> <p>21 Q. So would that be you making the service request or you</p> <p>22 telling the radio operator?</p> <p>23 A. It could be me or it could be a colleague. It would all</p> <p>24 depend on your staffing levels and what the manning was</p> <p>25 at the time, how many people were free to assist you</p> <p style="text-align: right;">Page 23</p>
<p>1 information during an FSG call?</p> <p>2 A. Yes.</p> <p>3 Q. You would?</p> <p>4 A. Yes.</p> <p>5 Q. In your experience of FSG calls, is it normally possible</p> <p>6 to get all of this information from the caller?</p> <p>7 A. Again, it's all dependent on the caller. You just don't</p> <p>8 know until you're taking that call, even if they're</p> <p>9 listening to you, you know, if they're in a panic or</p> <p>10 they're talking to other people with them. So you would</p> <p>11 try your best to get that information.</p> <p>12 Q. Again, it's difficult, because I know your experience of</p> <p>13 these is limited, even though you've had 45 years of</p> <p>14 control room experience, but have you ever known a time</p> <p>15 where you took an FSG call in which you got all of this</p> <p>16 information?</p> <p>17 A. I can't remember. Hopefully I've got most of it, but</p> <p>18 I can't say I've got all of it.</p> <p>19 Q. Perhaps the clue is in the word "attempt" at the</p> <p>20 beginning. So you've attempted but never perhaps always</p> <p>21 succeeded; is that right?</p> <p>22 A. Yes, and what's relevant at the time. It's just -- yes,</p> <p>23 you would hopefully get all that.</p> <p>24 Q. Turning back in the policy, please, to the bottom of the</p> <p>25 previous page, page 2, paragraph 5, "Information</p> <p style="text-align: right;">Page 22</p>	<p>1 with that call.</p> <p>2 Q. So I think what you're telling us is that it would</p> <p>3 depend.</p> <p>4 A. It would very much depend on your staffing levels.</p> <p>5 Q. So would there be two methods of communicating that:</p> <p>6 first of all, the radio operator and, secondly, the</p> <p>7 service request?</p> <p>8 A. It could be, because to me it's always the quickest way</p> <p>9 to get the information to the ground. It may be if you</p> <p>10 could speak to the radio officer, just say, "Quickly</p> <p>11 tell them that they're in such and such a room", and</p> <p>12 then you could do the niceties of the log afterwards.</p> <p>13 Q. If you were to do a service request --</p> <p>14 A. Yes.</p> <p>15 Q. -- what would happen to it? It would come up on the</p> <p>16 screen in the control room.</p> <p>17 A. Yes.</p> <p>18 Q. Would it also come up on a screen somewhere on the</p> <p>19 incident ground?</p> <p>20 A. No, no, it just goes on our log in control.</p> <p>21 Q. It goes into your log?</p> <p>22 A. Yes.</p> <p>23 Q. So it would have to be actioned by somebody in the</p> <p>24 control room --</p> <p>25 A. Yes, it would have to go to the radio operator.</p> <p style="text-align: right;">Page 24</p>

<p>1 Q. So the method of communication under 5.1 is the radio 2 operator? 3 A. Yes, initially, yes. 4 Q. Yes, thank you. 5 I'm going to turn, Ms Adams, to the events of the 6 night of the fire itself, if I can. 7 A. Okay. 8 Q. If I can ask you to go to your witness statement and 9 look at page 3, second paragraph down from the top of 10 the page. 11 You say: 12 "I was assigned as the Pager Officer for the night, 13 working alongside the other Control Room Officers. I 14 started work at 8pm and it was all very normal for the 15 first few hours. Sharon DARBY and I had a rest period 16 at around midnight. The CRO staff rotate rest periods 17 throughout the shift." 18 Picking up a point about pager officer to start 19 with. 20 Does that mean that you -- at the start of the 21 shift, at least -- were responsible for ensuring that 22 there were enough correct senior officers present at the 23 incident? 24 A. Yes, that would be my job normally. 25 Q. I'd like to get an idea of where it was that you were</p> <p style="text-align: center;">Page 25</p>	<p>1 the screen, that's Christine Howson's chair, is it? 2 A. Yes, I think she was sitting either that chair or the 3 other chair, and then the supervisor's at the bank. And 4 I think Debbie Real was closest to me, I think. I can't 5 swear to that, but I think it was Debbie. 6 Q. So you were in very close proximity to Christine Howson 7 and Pam Jones? 8 A. Pam Jones I was very close to, yes, she was next to me. 9 Q. But Christine Howson looks like she was just opposite. 10 A. Yes, just opposite. Yes, that's it. 11 Q. It's quite difficult for us -- there's a reason for me 12 asking this which we'll come to later -- to get a clear 13 idea of the distance between Christine Howson's chair 14 and your chair. Comparing it with where you are sitting 15 and the chairman is sitting, are you further or nearer? 16 A. Probably to where the chairman is sitting, about there. 17 Q. About there, all right. 18 In his witness statement, Pete Duddy says that he 19 was working notifications, such as when incidents were 20 to go from a six to an eight-pump fire and notifying the 21 senior officers and the press officer. That's what he 22 says. 23 Do you remember him doing that role on the night 24 initially? 25 A. No, he was over in the corner, but ...</p> <p style="text-align: center;">Page 27</p>
<p>1 sitting in the control room on the night. 2 If I can ask you, please, to be shown the LFB 3 control room report, which is LFB00004790, and turn 4 please to page 175. 5 This is a photograph of the Stratford facility and 6 the layout. 7 Can you point out to us where you were sitting, 8 please? 9 A. So I'm to the right of the supervisor's desks, just in 10 that corner in the bank you can't see. So it's that one 11 on the right-hand corner, that little bank of -- 12 Q. Would it be possible for you to get up and -- 13 A. Yes, do you want me to point? 14 Q. I'm sorry, I think that would be helpful, to point it 15 out. 16 A. I'm here (Indicates). 17 Q. You're there? 18 A. Yes. 19 Q. Where the red dot is hovering? 20 A. Yes, that's it. 21 Q. Okay. Who was to your left and right? 22 A. To the right was Pam Jones. So it's a bank of two 23 positions, and Pam was next to me. In this bank there 24 was Christine, right at the front of the screen. 25 Q. So the chair we see there on the right at the bottom of</p> <p style="text-align: center;">Page 26</p>	<p>1 Q. How would your two roles work together? 2 A. My role is the operational officers that go onto the 3 incident. So when the incidents are upgraded with the 4 make-ups, they respond to the paging operator, and then 5 it would be my responsibility to book them onto that 6 incident, to book them status 2, going on. 7 Q. I see. 8 A. And give them information that they required. 9 Then we have a sheet that we work to to ensure that 10 you've got the right amount of officers. 11 Also, if they've not responded, you would be chasing 12 them up, paging them again or phoning them and saying, 13 "Have you got the order in?" So you'd just -- that's 14 for the attendance. 15 Then Peter's role is more the senior officers above 16 that, and notification on that level. 17 Q. I follow. 18 A. It's not what the paging operator does. 19 Q. Okay. So he was on the senior officers and you were on 20 the -- 21 A. Yeah, yeah, I was on the -- 22 Q. -- other resourcing? 23 A. That's it. 24 Q. I follow. 25 In the position you were operating on the night,</p> <p style="text-align: center;">Page 28</p>

<p>1 would you be able to or usually take 999 calls as well 2 as being the pager officer? 3 A. Yes. 4 Q. I think, as you say in your statement, you started to 5 take 999 calls from Grenfell and then moved away from 6 your role as pager officer. That's right? 7 A. Yes, yes. 8 Q. Is that just because of the volume that started to mount 9 up? 10 A. Absolutely. I think I spoke to a few officers when they 11 responded, but I didn't get to complete my sheet and 12 check that there was enough officers for the attendance 13 or anything, it just -- it just went mad. 14 Q. I think we might be able to put a time on that. 15 If I can take you back in the same document, which 16 is the control room report, to page 12, with a time mark 17 of 01.21.24. 18 We believe this is the first call you take, and it's 19 from a female caller reporting the smell of smoke from 20 inside Grenfell Tower. She states that she is from 21 flat 195 on the 22nd floor. 22 To the best of your recollection, was that the first 23 call you took from this incident? 24 A. Yes, I believe it was. 25 Q. We'll come back to that call later.</p> <p style="text-align: right;">Page 29</p>	<p>1 control room for handing information over to the 2 incident ground? 3 A. I think still at that time it would be service requests, 4 if you had any further information. 5 Q. So you would make a service -- 6 A. By radio -- yes, and it would go to the radio operator. 7 Q. I see. So you weren't -- is this right? -- using pieces 8 of paper at that stage? 9 A. Not at that point, no. 10 Q. We've got something called a short incident log which 11 you may be familiar with. 12 A. Yes. 13 Q. We'll come to look at it in due course. 14 A. Okay. 15 Q. But we don't actually see your initials on the short 16 incident log creating service requests to pass over FSG 17 messages. 18 A. No, I don't think I created any, actually. 19 Q. Right. You didn't? 20 A. I think that one was like just a duplicate call because 21 she was just saying there was smoke, could smell smoke, 22 and I think I told her that we had a fire on the 23 4th floor. And because she was ringing from the 24 22nd floor, I mean, I just couldn't comprehend that 25 that's where the fire was.</p> <p style="text-align: right;">Page 31</p>
<p>1 Did you stop your role as pager officer at that 2 point or before that? 3 A. I was probably still doing both at that point, because 4 I was still taking response from senior officers. But 5 I would just have been -- you know, depending on the 6 volume of calls, I would have prioritised the calls. 7 Q. We'll come to that prioritisation shortly, but did you 8 then stop your role as pager officer after this call? 9 A. It wasn't like stopping my role; it was more just 10 combining the two. 11 Q. Right. 12 A. If I was free to take an officer responding to paging, 13 I would, but if there was, you know, lots of calls 14 waiting to be answered, then I'd probably answer the 15 call. 16 Q. Did there come a point when you did stop acting as pager 17 officer? 18 A. Yes, I think there was. 19 Q. Did somebody take over? 20 A. They must have just -- whoever was in the room that was 21 free to pick the calls up. I mean, they were answered, 22 but it wasn't always by me. 23 Q. At the moment you start to take 999 calls -- we can pin 24 that down to 01.21.24 for you, Ms Adams -- do you 25 remember what system was generally in place in the</p> <p style="text-align: right;">Page 30</p>	<p>1 Q. No. We'll come back to look at that in due course, but 2 do you know whether you passed this information to the 3 incident ground? 4 A. No, I don't think I did, because to me that was just 5 a duplicate call for the incident. 6 Q. When you say duplicate call, what do you mean? 7 A. Just a further call to the call you're attending, and we 8 just duplicate it to the original call. 9 Q. How did you know it was a duplicate call? 10 A. Because of the address she gave me. 11 Q. Right. 12 A. Then you get offered a repeat call by the system. It 13 will say to you -- you get a blue flashing light and 14 then you click on that and it says, "Do you want to make 15 this a repeat call of the call that you're receiving?" 16 And then you just repeat it, say "Yes, I do", and then 17 that goes on the log. 18 Q. Were you aware prior to this call, which you called 19 a duplicate call, the information about flat 195 on the 20 22nd floor had already been passed to the incident 21 ground? 22 A. I don't know. I believe if that's the first call, then 23 no, it couldn't have been. 24 Q. Because if you didn't pass this message to the 25 incident --</p> <p style="text-align: right;">Page 32</p>

<p>1 A. No, I didn't.</p> <p>2 Q. -- is that because you thought it already had been</p> <p>3 passed to the incident ground?</p> <p>4 A. No, it's because I thought there was just another call</p> <p>5 to the incident, and it just didn't warrant further</p> <p>6 information being sent to the ground.</p> <p>7 Q. What was it about the call that you thought warranted</p> <p>8 not sending information to the incident ground, just</p> <p>9 looking at the summary?</p> <p>10 A. Just the fact that there was just a smell of smoke and</p> <p>11 that we were in attendance and we were dealing with the</p> <p>12 fire on the 4th floor.</p> <p>13 Q. Right. I see.</p> <p>14 A. I don't know whether the make-ups had started coming in</p> <p>15 by then, but I just believed that we were dealing with</p> <p>16 the fire and it was just the remnants of the smoke going</p> <p>17 up the building in some way.</p> <p>18 Because we've had calls to dust chutes in the past</p> <p>19 where it goes up on all floors and people are reporting</p> <p>20 all the smoke, but it's actually just the dust chute</p> <p>21 chamber that's on fire.</p> <p>22 Q. Do I take it from that that you didn't think it would be</p> <p>23 helpful for the incident ground to know --</p> <p>24 A. Yes.</p> <p>25 Q. -- about a report of the smell of smoke?</p> <p style="text-align: right;">Page 33</p>	<p>1 A. No.</p> <p>2 Q. The next thing we see in the report -- if we can please</p> <p>3 turn to page 22 -- is at 01.29.38, you take a call from</p> <p>4 a female requesting Fire Brigade attendance at Ladbroke</p> <p>5 Grove, Latimer Road.</p> <p>6 The summary goes on:</p> <p>7 "CRO Adams confirms that this is to Grenfell Tower</p> <p>8 and explains that the Brigade is already in attendance.</p> <p>9 The caller asks CRO Adams to send more fire engines and</p> <p>10 states that the whole of left side of building is on</p> <p>11 fire. The caller then corrects herself by stating that</p> <p>12 the whole of the right side is on fire. CRO Adams</p> <p>13 advises that 20 fire engines are coming and the fire</p> <p>14 service are already in attendance."</p> <p>15 At that point, it looks as if you were aware that</p> <p>16 the make-up had reached 20.</p> <p>17 A. Yes, it does, yes.</p> <p>18 Q. You also, I think as you told us before, were aware that</p> <p>19 the fire was on the 4th floor; yes?</p> <p>20 A. Yes.</p> <p>21 Q. To be clear, is that because you had an informative</p> <p>22 message earlier?</p> <p>23 A. Well, because the original call was on the 4th floor.</p> <p>24 Q. I see, okay.</p> <p>25 So you know that there had been a make-up to 20</p> <p style="text-align: right;">Page 35</p>
<p>1 A. Yes.</p> <p>2 Q. Even though it was right at the top of the building?</p> <p>3 A. Well, they was there. They could see what was</p> <p>4 happening. So providing they're in attendance -- maybe</p> <p>5 if they wasn't in attendance, then I might have</p> <p>6 considered sending them a message, you know, saying</p> <p>7 we've received a further call to a smell of smoke. But</p> <p>8 as they was there and dealing with the fire, it didn't</p> <p>9 seem relevant on that one.</p> <p>10 Q. So you thought this was just residual smoke from the</p> <p>11 fire on the 4th floor?</p> <p>12 A. Yes, yes. And I also say there, "Ring us back if things</p> <p>13 change."</p> <p>14 Q. At this point, 01.21, had you heard the make-ups of the</p> <p>15 pumps to that point?</p> <p>16 A. I can't remember. I remember some of them coming in,</p> <p>17 but I can't remember all the sequence or the times.</p> <p>18 Q. It's a matter of recollection and impression, I think.</p> <p>19 A. Yes.</p> <p>20 Q. But does that tell us that you don't remember having any</p> <p>21 particular impression about how the fire was already</p> <p>22 progressing at this point, 01.21?</p> <p>23 A. No, I can't recall. Not at that particular time.</p> <p>24 Q. So you don't remember that pumps had been made eight by</p> <p>25 that point?</p> <p style="text-align: right;">Page 34</p>	<p>1 pumps, and the message at 01.28 that you had also got of</p> <p>2 persons reported, you knew that as well, I think, did</p> <p>3 you?</p> <p>4 A. Probably, but I can't remember specifically.</p> <p>5 Q. Okay. Well, let's just see if I can prompt your memory.</p> <p>6 If you go, please, to the short incident log --</p> <p>7 we'll come back to this. Perhaps keep this on the</p> <p>8 screen and go, please, to the short incident log,</p> <p>9 MET00013830, and turn to page 18, at the very top of the</p> <p>10 page.</p> <p>11 Ms Adams, if I can just ask you to look at the very</p> <p>12 top of the page, you can see at 01.28.40, Sharon Darby</p> <p>13 has created a service request, "PERSONS REPORTED". And</p> <p>14 then at 01.28.47, there's a make-up, "PERSONS REPORTED".</p> <p>15 So you can see that. Then at 01.29.15 a service request</p> <p>16 updated, "PERSONS REPORTED".</p> <p>17 And so it goes on.</p> <p>18 By this time, you'd heard the makes-ups and you'd</p> <p>19 had a call from the public. Do you think you'd also</p> <p>20 seen that there was now an official persons reported</p> <p>21 message coming from the incident ground?</p> <p>22 A. I honestly can't remember.</p> <p>23 Q. Looking at all that information in the round, was it</p> <p>24 clear to you by this point, 01.29.38, when you got this</p> <p>25 call from the member of the public that the whole of the</p> <p style="text-align: right;">Page 36</p>

<p>1 right side of the building is on fire, that this was 2 a very seriously spreading fire, no longer confined to 3 the 4th floor? 4 A. It does seem that way, yes. Yes. 5 Q. You say it seems that way; do you recall it that way? 6 A. Well, yes, I mean -- and sometimes people exaggerate, 7 you know, when they give calls, so I still had nothing 8 confirmed, and you're still -- it's someone's vision of 9 a fire. 10 Q. Do you remember whether you communicated this 11 information that you got from this female caller about 12 the whole of the building being on fire to anybody in 13 the control room? 14 A. No, because I think there was a lot of calls coming in, 15 so I think everyone who was taking calls might have been 16 aware, but I don't specifically -- no, I didn't pass it 17 on to anyone in particular. 18 Q. Ms Adams, we have been going for 50 minutes. Are you 19 happy to continue for another 10 minutes or would you 20 like a break now? 21 A. No, 10 minutes is fine. 22 Q. Moving from that call we've just been looking at to 23 a call which you took where somebody was saying they 24 were actually trapped. 25 Can I ask you to look, please, at the Brigade</p> <p style="text-align: center;">Page 37</p>	<p>1 to pick up one or two very particular points from it, if 2 I can. Is that okay? 3 A. Yes. 4 Q. Are you all right with that? The transcript is 5 LFB00000321. 6 You can see that it starts at 01.38.18 by looking at 7 the second group of numbers in the blue line, second 8 from the right, "013818". That's where we get the time 9 from of 01.38.18, Ms Adams. 10 If we can go, please, in the call to page 2, first 11 of all. We can see there that the caller is in the 12 middle of the page saying: 13 "CALLER: 14, 14. How can I get out of here?" 14 And: 15 "CALLER: ... I'm on the 14th floor!" 16 "OPERATOR: Tell me what flat you are." 17 "CALLER: 14, 14, 14!" 18 "OPERATOR: Are you -- sorry, 14 or 13." 19 "CALLER: Yes, 14, 14." 20 It goes on like that. 21 Then at page 5 we can see that she tells you, just 22 below halfway down the page: 23 "CALLER: ... I have a child, I have a child, I 24 have a child! Help me!" 25 Do you see that?</p> <p style="text-align: center;">Page 39</p>
<p>1 control report, LFB00004790, that we've been looking at, 2 and turn, please, to page 37. 3 This is a call at 01.38.18, towards the bottom of 4 that page. We've expanded it there for you. I'll just 5 show you the summary: 6 "CRO Adams takes a call from a female who is 7 shouting loudly and repeatedly stating that she is on 8 the 14th floor in flat 115. She shouts that the fire is 9 coming into the building and asks how she can get 10 downstairs. CRO Adams confirms that the caller is in 11 Grenfell Tower and frequently asks what flat the caller 12 is in to which the caller responds 14. The caller 13 shouts that she is going to die and CRO Adams informs 14 her that she will get crews to her. CRO Adams then 15 manages to confirm that smoke is coming in under the 16 door and windows and advises the caller to block the 17 door and shut the windows. The caller is very 18 distressed and says there is fire coming through the 19 door and states that she feels like jumping. A smoke 20 alarm is audible in the background." 21 It's a 4-minute and 20-second call. 22 First, do you have an independent recollection of 23 this call? 24 A. I do remember it, yes. 25 Q. I'm going to show you the transcript of this call just</p> <p style="text-align: center;">Page 38</p>	<p>1 Then at pages 6 and 7, the bottom of page 6 she 2 tells you there's fire coming, and the top of page 7, if 3 you go to page 7, the caller says: 4 "CALLER: -- there is fire! There is fire coming 5 from the door (Inaudible) I feel like jumping. I feel 6 like jumping. Can anybody come?" 7 I've shown you a lot of that. 8 Do you remember taking down these details, or 9 recording them in some way, while you were hearing them 10 from the caller? 11 A. Only on the format that we have come up to record the 12 initial call on. Yes, just on there. I don't think 13 I recorded it anywhere else. 14 Q. Can you just explain for us what that format is that 15 comes up? 16 A. So when a call comes in, it automatically generates 17 a call collection form, and you type the address in and 18 the details of the call on there. So, yes, I would've 19 taken it on that form. 20 Q. So you type in details, would you? 21 A. Yes. Well, flat 14, Grenfell Tower. 22 Q. That's the flat number you understood, is it? 23 A. Yes, but I think I got that wrong. I think she was 24 saying something different at the beginning of the call. 25 But I remember she was really screaming. It was very</p> <p style="text-align: center;">Page 40</p>

10 (Pages 37 to 40)

<p>1 hard to understand what she was telling me.</p> <p>2 Q. Yes.</p> <p>3 A. And I think she misunderstood me when I'm asking her</p> <p>4 her flat number, because she's saying 14, but I think</p> <p>5 that was the floor she was on.</p> <p>6 Q. Yes. We can see you pressing for the detail.</p> <p>7 A. Yes.</p> <p>8 Q. In terms of recording the details she was giving you --</p> <p>9 so fire in the flat, or coming through the door, the</p> <p>10 fact that she had a child -- were those details details</p> <p>11 that you recorded?</p> <p>12 A. I don't remember, I don't know what I typed on the call,</p> <p>13 the original call.</p> <p>14 Q. If you did record them, how would you go about recording</p> <p>15 them?</p> <p>16 A. I would've done it on the original call, and maybe</p> <p>17 I've -- I can't remember what stage we were at, whether</p> <p>18 we was writing stuff down, because it was just going</p> <p>19 mental. So I can't honestly remember whether I wrote</p> <p>20 that one down or not.</p> <p>21 Q. If you typed it into your system on the call collection</p> <p>22 form, what would then happen to that information?</p> <p>23 A. It would just get logged on a duplicate call, like</p> <p>24 a repeat call, on the system.</p> <p>25 Q. Would the radio operator then see that?</p> <p style="text-align: right;">Page 41</p>	<p>1 Is there a reason why you didn't pass on the</p> <p>2 information that you were getting from this call, what</p> <p>3 you think was floor 14, or flat 14?</p> <p>4 A. I just got the impression that we had it already and it</p> <p>5 had already been passed, but I just -- I can't remember,</p> <p>6 specifically.</p> <p>7 Q. Right. Well, one more question before the break, if</p> <p>8 I can, to see if I can follow that up.</p> <p>9 Go back two pages in this same document to page 50.</p> <p>10 At 01.47.44, you can see that Alex Norman, OM Norman,</p> <p>11 rings command unit 8 and passes over a request for the</p> <p>12 flats below to be checked. We can see that in that box</p> <p>13 there that there is a third item down, floor number 14.</p> <p>14 A. Mm.</p> <p>15 Q. But no flat number, and the remarks:</p> <p>16 "In the call OM Norman says she doesn't know the</p> <p>17 flat number because the caller disappeared."</p> <p>18 Does that help with your recollection?</p> <p>19 A. I don't know if that's my call or not. I don't --</p> <p>20 Q. You don't know?</p> <p>21 A. I don't know.</p> <p>22 MR MILLETT: Okay.</p> <p>23 Right, Mr Chairman, that's a convenient moment in</p> <p>24 the questions for a break.</p> <p>25 SIR MARTIN MOORE-BICK: Yes.</p> <p style="text-align: right;">Page 43</p>
<p>1 A. No, they wouldn't see that. I'd have to do a service</p> <p>2 request, which I know I didn't do, because I don't think</p> <p>3 I did any. But I'm not sure -- I think I tried to</p> <p>4 establish somewhere if we had flat 14, because I got the</p> <p>5 impression she may have called already, for some reason,</p> <p>6 but I don't know why.</p> <p>7 Q. You say you didn't do a service request; do you know why</p> <p>8 you didn't do a service request?</p> <p>9 A. No, not at that point, I don't. I think I was just</p> <p>10 trying to establish what was going on in the room</p> <p>11 because it was just -- there was so much happening and</p> <p>12 it was just horrendous. So, no, I don't know.</p> <p>13 Q. Do you remember whether you passed these specific</p> <p>14 details about this caller to Alex Norman or somebody</p> <p>15 else in the control room?</p> <p>16 A. I can't remember. I think I might have said, "Have we</p> <p>17 got flat 14?" But I honestly can't remember.</p> <p>18 Q. If you look on in the control room report, to page 52 --</p> <p>19 that's LFB00004790, page 52 -- you can see that at</p> <p>20 01.50.49, you make a call on a landline to the mobile</p> <p>21 phone allocated to command unit 8 in order to pass on</p> <p>22 FSG calls.</p> <p>23 A. Yes.</p> <p>24 Q. I'll just show you the two you pass on: flat 133 and</p> <p>25 flat 182.</p> <p style="text-align: right;">Page 42</p>	<p>1 MR MILLETT: Is that convenient to you and to the witness?</p> <p>2 THE WITNESS: Yes, that's fine.</p> <p>3 MR MILLETT: It is.</p> <p>4 SIR MARTIN MOORE-BICK: We'll have a short break now,</p> <p>5 Ms Adams. Please don't talk to anyone about your</p> <p>6 evidence while you're out of the room, and we'll resume</p> <p>7 at 11.10.</p> <p>8 If you would like to go with the usher, she'll look</p> <p>9 after you.</p> <p>10 THE WITNESS: Thank you.</p> <p>11 SIR MARTIN MOORE-BICK: 11.10, please. Thank you.</p> <p>12 (11.00 am)</p> <p>13 (A short break)</p> <p>14 (11.10 am)</p> <p>15 SIR MARTIN MOORE-BICK: All right, ready to carry on?</p> <p>16 THE WITNESS: Yes, thank you.</p> <p>17 SIR MARTIN MOORE-BICK: Very good, thank you.</p> <p>18 Yes, Mr Millett.</p> <p>19 MR MILLETT: Ms Adams, thank you very much for coming back</p> <p>20 to us.</p> <p>21 Can I just go back to a call we looked at earlier</p> <p>22 this morning which you'd taken from a member of the</p> <p>23 public outside the building, who told you that the whole</p> <p>24 of the left side and then, in fact, the whole of the</p> <p>25 right side of the building was on fire.</p> <p style="text-align: right;">Page 44</p>

<p>1 Just to refocus the document, it's the control room</p> <p>2 report, LFB00004790, page 22. This is at 01.29.38.</p> <p>3 There it is on the screen, three entries up from the</p> <p>4 bottom.</p> <p>5 My question about that is: when the caller said to</p> <p>6 you that the whole of the left side and then the whole</p> <p>7 of the right side is on fire, did you actually think</p> <p>8 that she was exaggerating or did you think she was being</p> <p>9 serious?</p> <p>10 A. It's hard to say now what I thought at the time. And it</p> <p>11 could be -- I mean, we've had scaffolding up buildings</p> <p>12 before and it's going up the whole of the side of the</p> <p>13 building, so it could be all sorts of reasons.</p> <p>14 I didn't imagine that it really was the whole</p> <p>15 building that was alight, I think, at that time, but</p> <p>16 I can't say what I was thinking at that time.</p> <p>17 Q. I'm getting the impression from what you said that,</p> <p>18 actually, you treated what you were being told with</p> <p>19 a dose of scepticism; you didn't really believe what she</p> <p>20 was saying.</p> <p>21 A. Maybe. And also there were so many calls probably</p> <p>22 coming in, started coming in, and we're on the scene</p> <p>23 dealing with it, so, you know, there wasn't much I could</p> <p>24 do with that information that I thought would assist in</p> <p>25 any way, sort of telling them on the ground, because</p> <p style="text-align: right;">Page 45</p>	<p>1 and provides advice about blocking doors and closing</p> <p>2 windows. She asks what flat the caller is in and he</p> <p>3 replies that he is in flat 133. CRO Adams tells the</p> <p>4 caller to call back if it gets worse and the MPS take</p> <p>5 the call back, releasing CRO Adams from the call."</p> <p>6 2 minutes, 31 seconds.</p> <p>7 Just focusing on some points of detail there.</p> <p>8 You are asked in the call to set up a conference</p> <p>9 call. Is that something that you had done before?</p> <p>10 A. Never, no.</p> <p>11 Q. Did you know what they wanted you to do?</p> <p>12 A. Well, just presumably to talk to the caller. But, yeah,</p> <p>13 I was surprised.</p> <p>14 Q. Is that what you expected the police control room to do</p> <p>15 if they received a call from people trapped in the</p> <p>16 building?</p> <p>17 A. No, no, never seen it before or had dealings with that</p> <p>18 before.</p> <p>19 Q. Right.</p> <p>20 A. I didn't even know it was possible, so ...</p> <p>21 Q. But you did manage to speak to the caller?</p> <p>22 A. Yes, I did, yes.</p> <p>23 Q. I'm going to show you the transcript and ask you one or</p> <p>24 two questions about it which we don't get from this</p> <p>25 summary. LFB00000326.</p> <p style="text-align: right;">Page 47</p>
<p>1 they're there.</p> <p>2 Q. What I'm really trying to get at is when you get this</p> <p>3 call and are told the whole side of the building -- left</p> <p>4 or right, it doesn't matter -- is on fire, combined with</p> <p>5 the number of calls you've seen coming in, my question</p> <p>6 really is: why did you treat that with scepticism or</p> <p>7 some degree of scepticism? Why didn't you take it at</p> <p>8 face value?</p> <p>9 A. It's hard to say now but -- yes. By that time you're</p> <p>10 thinking: what the hell is going on there? You know, we</p> <p>11 were all sort of thinking: what's happening? You know,</p> <p>12 we're all sitting there bewildered at all these calls</p> <p>13 coming in.</p> <p>14 Q. Bewildered. Okay.</p> <p>15 Moving forward, then, in the timeline, can I ask you</p> <p>16 to move forward, also in this document, to page 48 to</p> <p>17 49, the bottom of 48, top of page 49.</p> <p>18 This is a call at 01.46.18 you take from the MPS</p> <p>19 control room about a caller in flat 133 on the</p> <p>20 16th floor. You can just see what is said there:</p> <p>21 "The MPS CRO asks if there is any advice they can</p> <p>22 give callers and explains that she has a caller that is</p> <p>23 stuck on the 16th floor who is very distressed. The MPS</p> <p>24 Operator asks if she can set up a conference call</p> <p>25 between the individual and CRO Adams. CRO Adams agrees</p> <p style="text-align: right;">Page 46</p>	<p>1 We can see the time of call, second group of numbers</p> <p>2 from the right in blue, "014618", 01.46.18. It starts</p> <p>3 on page 2:</p> <p>4 "OPERATOR: Hello, Fire Brigade.</p> <p>5 "CALLER 1: Hi, the Fire Brigade. It's the Met</p> <p>6 Police here, regarding your fire that you've got on the</p> <p>7 Grenfell Tower at the moment. I've got someone stuck on</p> <p>8 the kitchen floor, we've got nothing on your camp(?) as</p> <p>9 to what advice to give people. Is there anything that</p> <p>10 you're giving because (inaudible) stressing out like mad</p> <p>11 (inaudible)."</p> <p>12 Then you talk about being on the phone and mediating</p> <p>13 a conference call, and you say:</p> <p>14 "OPERATOR: Yeah, no problem."</p> <p>15 So clearly it wasn't a problem, even if you hadn't</p> <p>16 come across it before.</p> <p>17 I'm just interested in what's being said to you by</p> <p>18 the caller at the beginning of the call, the</p> <p>19 Metropolitan Police caller, in that part I just read</p> <p>20 out.</p> <p>21 When he or she said "we've got nothing on your camp</p> <p>22 as to what advice to give people", did you know what</p> <p>23 they meant?</p> <p>24 A. No, but I presume they don't have fire survival guidance</p> <p>25 information. I don't know what "camp" is.</p> <p style="text-align: right;">Page 48</p>

<p>1 Q. I didn't quite hear and I can't see on the transcript 2 what you just said. Could you repeat your answer, 3 please? 4 A. I don't know what "camp" means. I presume it's they've 5 got no guidance on FSG calls. Because -- 6 Q. Right. 7 Did you expect the Metropolitan Police to know what 8 to advise callers who say they're trapped? 9 A. No. 10 Q. Right. 11 A. Why would they? They're a different service. 12 Q. Did you tell any of your supervisors that you had taken 13 a call from the Metropolitan Police? 14 A. No. I think everyone was too busy to pass individual 15 call information. 16 Q. Did it occur to you as important at the time that the 17 Metropolitan Police were taking 999 calls from people 18 trapped in the building, but didn't know what advice to 19 give them? 20 A. No, not at the time, because I didn't know where our 21 calls were going to, so this may have been a one-off. 22 But I presume they was pinging everywhere because we 23 couldn't cope with them all. 24 Q. Did you have any thoughts about whether it would've 25 helped Alex Norman or Debbie Real to know that other</p> <p style="text-align: right;">Page 49</p>	<p>1 A. No, I think that was the lady that called. I think that 2 was the original call that I was referring to and 3 I obviously couldn't remember it correctly. 4 Q. Ah, you think that was the original call? 5 A. I think so. 6 Q. I see. Okay. Because I was going to ask you whether it 7 might be this call where you give him advice to try and 8 block up the smoke and stay where he is, and tell him 9 that you're dealing with a fire on the 4th floor. But 10 that's not this call, you don't think; is that right? 11 A. I really can't remember. It was so long ago I did the 12 statement, I can't remember what call I was referring 13 to. 14 Q. All right. 15 A. It may possibly have been that first call and I got the 16 sex wrong. 17 Q. Okay. Staying with this call -- and if we can go back 18 to the transcript, please, LFB00000326 -- at the bottom 19 of the second page, page 2, you are speaking to the 20 operator, and "Operator" is you, and "Caller 1" is the 21 Met control room. 22 Three-quarters of the way down the page, caller 1 -- 23 that's the Met control room -- says: 24 "CALLER 1: All right. Lovely, bear with me two 25 seconds. I'm just going to pop (inaudible) now. I know</p> <p style="text-align: right;">Page 51</p>
<p>1 emergency services were taking calls from people stuck 2 in the building and didn't have the right advice to hand 3 to give them or didn't know what advice to give them? 4 A. They may have already been aware of that. I mean, 5 I don't know. 6 Q. Just to close this off, this call, if you go to your 7 statement, you see at the top of page 4, if we can go to 8 that, you say: 9 "I remember taking a call from a man on the 20th 10 floor who was saying there was smoke coming into his 11 flat. This was shortly after the initial call and I 12 don't think it was a 'Fire Survival Guidance' call. I 13 told him that he would be ok because the fire was on the 14 4th floor at that point. I hadn't received any new 15 information or update so assumed that was still the case 16 and thought how he could be affected on the 20th floor. 17 I gave him advice to put towels under the doors and try 18 to get some fresh air to help prevent the smoke from 19 coming in before the call ended. The 'Fire Survival 20 Guidance' calls then began to come in, which all us CROs 21 were dealing with." 22 I want to see if we can pin down that call and link 23 the points of information. 24 I don't think you did actually take a call from 25 a man on the 20th floor at any point in the night.</p> <p style="text-align: right;">Page 50</p>	<p>1 your phone's probably crazy (inaudible). 2 "OPERATOR: Oh, it's manic. There's so many people 3 stuck in their flats." 4 Then you get put on to the caller at the top of 5 page 3 and you give advice. 6 Then at the top of page 4 -- if you can just be 7 shown to that, please -- you say: 8 "OPERATOR: Okay. If it gets worse, ring us back. 9 But just try and stop the smoke coming in and just stay 10 where you are for now, but we are dealing with a fire on 11 the 4th floor. 12 "CALLER 2 [the caller in the flat]: On the 4th 13 floor. Okay. 14 "OPERATOR: Yeah. On the 4th floor. So, just try 15 and keep your windows closed and put something against 16 the bottom of the door to stop the smoke coming in. And 17 then if it gets worse, dial 999 and ask for the Fire 18 Brigade." 19 I just want to ask you about why you were saying 20 that the fire is on the 4th floor. 21 At this stage, just summarising the information -- 22 when I say "at this stage", I mean at the time of this 23 call, which was at 01.46 -- you'd already been told the 24 building was on fire all the way up one side by a caller 25 outside, and you'd had the woman on the 14th floor at</p> <p style="text-align: right;">Page 52</p>

<p>1 01.38 saying that she had fire through her front door. 2 At this point, did you realise that the fire had 3 climbed above the 4th floor? 4 A. Well, by this point I think we knew it was not contained 5 on the 4th floor, so that's probably the wrong 6 information to give this caller, but I'm just probably 7 saying where the original fire started. But without 8 having any other information as to where the fire was, 9 other than what you've just said, it was just -- yeah. 10 And also, at that time, we still was anticipating 11 that the firefighters was going to get to them, you 12 know, we're just advising people to stay where they are 13 and we'll go to them. 14 Q. We can see what you say, that you're telling the caller 15 that the fire was on the 4th floor. 16 A. Mm-hm. 17 Q. My question really is: why were you giving the caller 18 that information when you had other information which 19 would suggest that the fire had spread significantly 20 above the 4th floor? 21 A. I can't say why I said that at the time. 22 Q. Right. 23 A. Just maybe that's what I definitely knew at that time. 24 Q. Right. 25 A. And we had no clarification at that point as to where</p> <p style="text-align: center;">Page 53</p>	<p>1 "CALLER 2: Under the door. The, the front door ..." 2 At that stage, to your way of thinking, was the 3 caller affected by smoke? 4 A. Only that it's coming under the door, so he wants to 5 protect himself from that smoke and try and stop it 6 coming in. So, yes. But without hearing all the call 7 and everything, it's hard to say from this transcript 8 what I was thinking. 9 Q. Is there a reason why, having been told that smoke was 10 coming into the flat under the front door, you didn't 11 then explore with him whether he could get out, which 12 was the next thing that happens? If you're affected by 13 fire or smoke, you -- 14 A. Maybe because he's in a high-rise, I'm thinking there's 15 only going to be one door. 16 Q. Is that an assumption that you made? 17 A. Probably, yes. 18 Q. So you didn't think there was a point in exploring the 19 exit route because it was a high-rise? 20 A. Maybe. I can't really say at this point, but that may 21 have been a reason. 22 Q. Well, I don't want to put ideas in your head or words in 23 your mouth, but I'm just trying to get a feel for why 24 you didn't explore with caller why there wasn't a safe 25 exit route.</p> <p style="text-align: center;">Page 55</p>
<p>1 the actual fire was spreading to, other than what was 2 coming in from the callers. But nothing specific from 3 the ground itself. 4 Q. We can see from this transcript that you didn't explore 5 with the caller whether the caller and his wife could 6 leave their flat and exit the building. 7 Do you think that's something that you could've 8 done? 9 A. It's difficult to say because you wouldn't want to 10 advise people, especially if there's smoke outside, to 11 go out into the smoke, and also we still didn't at that 12 point have information as to quite what was going on in 13 that building. And it's high-rise; you're usually safe 14 in your flat. But -- 15 Q. Can I -- I'm so sorry, I keep cutting across your 16 answer. 17 A. That's all right. 18 Q. Okay. Can I ask you to look at page 3 of this 19 transcript. 20 A. Okay. 21 Q. At the beginning of your conversation with the caller, 22 he tells you in the first third of the page -- you ask 23 him: 24 "OPERATOR: Okay then. Where's the smoke coming 25 from? Under the door, the front door?"</p> <p style="text-align: center;">Page 54</p>	<p>1 A. Yeah. Well, I can't imagine they'd have a back door on 2 the 13th floor. It would only be a front door that he 3 could gain access to. So, yes, I was probably thinking 4 along those lines. 5 Q. Did you think he was trapped at this stage? 6 A. Not necessarily. I think just the smoke was coming in 7 and he needed to protect himself from the smoke. 8 Q. If you didn't necessarily think he was trapped, then the 9 question again I have to ask is: if he wasn't 10 necessarily trapped, why didn't you explore with him 11 whether there was a safe exit route? 12 A. I don't know. 13 Q. We can I think move on from that transcript and go to 14 the control room report, page 52, and go, please, to 15 a call you made at 01.50.49, which we can see on that 16 page, which we looked at earlier on this morning, 17 Ms Adams. 18 A. Mm-hm. 19 Q. You make a call, it's said, on a landline to the mobile 20 phone allocated to command unit 8 in order to pass on 21 FSG calls. 22 Do you remember that landline call? 23 A. Yes, I do. 24 Q. Can you tell us why you decided to pass the information 25 on in this way; in other words on an admin line call?</p> <p style="text-align: center;">Page 56</p>

<p>1 A. I think I remember Alex being on the phone to them, and 2 I think she was passing fire survival guidance calls and 3 I called across and at that point she put the phone 4 down. I said to her, "Alex, I've got a couple more", 5 and she put the phone down and I said, "Oh, don't worry, 6 I'll ring them back", and so I phoned them. I think it 7 was Michael and Pam who was next to me, who I think was 8 on a really long call at that time, and I just spoke to 9 them.</p> <p>10 Q. Yes.</p> <p>11 A. It seemed the quickest way of getting information to the 12 fire ground because the radio was obviously really busy 13 and I believe we was passing FSG calls by landline by 14 that time.</p> <p>15 Q. Yes. So is the answer to my question that you 16 volunteered to do this because you knew --</p> <p>17 A. Yes, I just used my initiative, yes.</p> <p>18 Q. Okay.</p> <p>19 In your statement, if we can just look quickly at 20 that, back to page 4, you say, in the third paragraph, 21 three lines up from the bottom:</p> <p>22 "I did ring the Command Unit at the scene to pass on 23 details of the flats in trouble, based on the calls that 24 I had taken. Normally they are informed by message, but 25 a call was easier and quicker in these circumstances."</p> <p style="text-align: right;">Page 57</p>	<p>1 A. Mm.</p> <p>2 Q. "Cannot stop smoke coming through front door so have 3 gone into the living room."</p> <p>4 A. Mm.</p> <p>5 Q. If one can do this and look back at the report -- and we 6 don't necessarily need to -- that's at page 38, it's 7 a call Pam Jones starts at 01.38.38, and she's sitting 8 next to you.</p> <p>9 A. Yes.</p> <p>10 Q. Did she give you this information to pass over to CU8 11 about flat 182?</p> <p>12 A. I asked her when I phoned them. Because she was sitting 13 next to me, and I asked. I said, "Pam, what's your 14 details?" and she give me the information to pass. And 15 she was obviously on a long call. It was obviously 16 a difficult call, because she was on there so long, 17 so ...</p> <p>18 Q. Do you know whether Alex Norman, in making earlier admin 19 line calls to speak to the command unit, had asked 20 control room officers for details?</p> <p>21 A. Sorry, if she'd asked ...?</p> <p>22 Q. Control room officers for details.</p> <p>23 A. I don't remember.</p> <p>24 Q. Right.</p> <p>25 A. No.</p> <p style="text-align: right;">Page 59</p>
<p>1 At that stage, did you have any concern about radio 2 messages that Sharon Darby was sending not getting 3 through to the command unit?</p> <p>4 A. Not a concern, but I know in the past it's not always 5 easy to contact the fire ground and pass information to 6 them, and it's easier to do it via a phone conversation 7 than on the radio. And obviously Sharon was so busy. 8 And I just remember Alex was passing them anyway by 9 phone, so it just seemed a quicker way of doing it.</p> <p>10 Q. Was Alex using the admin landline?</p> <p>11 A. I believe so, yes. She was -- yes.</p> <p>12 Q. Going back, if we can, to the control report at that 13 page, we can see that you pass a message about floor 16, 14 flat 133, smoke coming in -- I'm so sorry, if we go back 15 to page 52, which I think we're still on, actually, but 16 if we could have the box underneath this text as well. 17 If you highlight the whole thing. Thank you.</p> <p>18 We can see that on this call you pass over to 19 command unit 8: flat 133, floor 16.</p> <p>20 Is that the call which we've just been looking at?</p> <p>21 A. I believe so, yes.</p> <p>22 Q. "Smoke coming in."</p> <p>23 A. Yes.</p> <p>24 Q. We can also see that you pass over a message about 25 flat 182 on the 21st floor.</p> <p style="text-align: right;">Page 58</p>	<p>1 Q. You don't know where she was getting details to pass to 2 the command unit from like you're doing here?</p> <p>3 A. She probably did, but I didn't hear her. I mean, she 4 probably did, got information.</p> <p>5 Q. At the moment when you passed this message about 6 flat 182 to CU8, do you remember whether Pam Jones was 7 still on the phone?</p> <p>8 A. Yes, she was.</p> <p>9 Q. She was.</p> <p>10 A. I think it was a long call, that one.</p> <p>11 Q. When you made this call, did you know -- perhaps you 12 don't -- that Alex Norman had also been on the phone to 13 CU8 a few minutes earlier, 01.47.44, to be precise?</p> <p>14 A. Well, I believe that was the call that she was -- when 15 she was talking to them, that I wanted to add my flat 16 numbers, and then, as I say, she had just put the phone 17 down, so that's when I decided to phone them. I said, 18 "Don't worry, I'll ring them."</p> <p>19 Q. I follow. Perhaps we can just identify that for the 20 sake of completeness.</p> <p>21 If you can be asked, please, to go back to page 50 22 of this same document and look at the call at 01.47.44 23 that Alex Norman makes to CU8. We looked at this 24 earlier this morning. We can see there the list of 25 flats.</p> <p style="text-align: right;">Page 60</p>

<p>1 Is that the call you're talking about?</p> <p>2 A. I think so.</p> <p>3 Q. Right.</p> <p>4 A. Yes, I think it was.</p> <p>5 Q. I see.</p> <p>6 I want to go back to the call that you do at</p> <p>7 01.50.49, so page 52 of this report, just to come back</p> <p>8 to it. I'd like to show you the transcript for that</p> <p>9 call as well, please. It's INQ00000203.</p> <p>10 You see on the first page of that that the time of</p> <p>11 this call is 01.50.49. We can get that from the second</p> <p>12 group of numbers from the left this time. We can see</p> <p>13 that there. So we've got a time mark for that of</p> <p>14 01.50.49.</p> <p>15 If you go to page 2, the first page of the actual</p> <p>16 script:</p> <p>17 "OPERATOR: I'm ringing the command unit. 182? Do</p> <p>18 you know what floor's that on?</p> <p>19 "CU8: Charlie Uniform 8?</p> <p>20 "OPERATOR: Hi. It's Control again."</p> <p>21 Just picking up that very first line in that</p> <p>22 transcript, you say:</p> <p>23 "OPERATOR: I'm ringing the command unit. 182? Do</p> <p>24 you know what floor's that on?"</p> <p>25 Who are you speaking to, do you think?</p> <p style="text-align: right;">Page 61</p>	<p>1 "CU8: Right, so is that your priority at the moment,</p> <p>2 21st?"</p> <p>3 I just want to ask you what you understood by that.</p> <p>4 What did you think CU8 meant by "is that your priority"?</p> <p>5 A. Presumably they're prioritising the calls on the ground.</p> <p>6 Q. You say "presumably"; did you think at the time that</p> <p>7 that is what they were doing on the ground?</p> <p>8 A. Maybe. I can't say what -- I remember, but from that</p> <p>9 there, it looks like they're asking to prioritise calls.</p> <p>10 Q. Did you take from that that CU8 was expecting the</p> <p>11 control room to prioritise incoming FSG calls and tell</p> <p>12 them what the priority was?</p> <p>13 A. No, I think it's probably their decision on the ground</p> <p>14 as to the information we pass them as to how they</p> <p>15 prioritise the calls.</p> <p>16 Q. Going on:</p> <p>17 "OPERATOR: To be honest, my caller wasn't too bad in</p> <p>18 133 but I think the one in 182 sounds a bit panicked.</p> <p>19 She's still on the phone to them."</p> <p>20 I think the "she" we've established is Pam Jones.</p> <p>21 A. Pam, yes.</p> <p>22 Q. "CU8: Right, but the smoke seems heaviest on Flat -- on</p> <p>23 Floor 21?</p> <p>24 "OPERATOR: That's the caller we've got at the</p> <p>25 moment."</p> <p style="text-align: right;">Page 63</p>
<p>1 A. Probably Pam.</p> <p>2 Q. Then Charlie Uniform 8 comes on:</p> <p>3 "OPERATOR: Hi. It's Control again.</p> <p>4 "CU8: Hello.</p> <p>5 "OPERATOR: Okay, we've got a couple more.</p> <p>6 "CU8: Go again.</p> <p>7 "OPERATOR: It's Flat 133.</p> <p>8 "CU8: Flat 133.</p> <p>9 "OPERATOR: On the 16th Floor.</p> <p>10 "CU8: On the 16th Floor?</p> <p>11 "OPERATOR: Yeah, and 182 on the 21st."</p> <p>12 So you cover that information there.</p> <p>13 A. Mm-hm.</p> <p>14 Q. Then if I can ask you to go to page 3 of the transcript,</p> <p>15 the next page, you say a third of the way down the page:</p> <p>16 "OPERATOR: Sorry, I'm just listening to my</p> <p>17 colleague. The one on the 21st Floor, they can't stop</p> <p>18 the smoke coming in the front door so they've gone into</p> <p>19 the living room now."</p> <p>20 Pausing there, is that also information coming from</p> <p>21 Pam Jones, who is sitting next to you?</p> <p>22 A. Yes.</p> <p>23 Q. Right. And then CU8 says:</p> <p>24 "CU8: Is that the 21st or 23rd?</p> <p>25 "OPERATOR: The 21st Floor.</p> <p style="text-align: right;">Page 62</p>	<p>1 Just a couple of points from that.</p> <p>2 You're giving him a comparison between flat 133 and</p> <p>3 flat 182. Was your understanding that CU8 wanted</p> <p>4 a prioritisation only as between those two flats or more</p> <p>5 generally?</p> <p>6 A. I think more generally, but I can't say --</p> <p>7 Q. Okay.</p> <p>8 A. -- exactly.</p> <p>9 Q. Continuing at the bottom of page 3, CU8 says:</p> <p>10 "CU8: Okay, all right, thank you very much."</p> <p>11 Then you say at the top of page 4:</p> <p>12 "OPERATOR: They're just coming on every floor, so</p> <p>13 what's she saying? What do you need us to do?"</p> <p>14 It looks like you're talking to two people in that</p> <p>15 sentence. "They're just coming on every floor" is</p> <p>16 intended for CU8, and "so what's she saying?", are you</p> <p>17 asking that question of Pam Jones?</p> <p>18 A. I can't remember.</p> <p>19 Q. Okay. And then CU8 says:</p> <p>20 "CU8: We need to know the area or priority so --</p> <p>21 because we've got so many, it'd be nice to have an idea</p> <p>22 of priority.</p> <p>23 "OPERATOR: Maybe prioritise it a little bit?</p> <p>24 "CU8: Yeah.</p> <p>25 "OPERATOR: Yeah.</p> <p style="text-align: right;">Page 64</p>

<p>1 "CU8: So ask them what smoke logging is like, how 2 heavy the smoke is." 3 Did you understand at that stage that you were being 4 asked to prioritise callers on the basis of smoke 5 density? 6 A. He asked me that question, but then I'm thinking that 7 they are all a priority. There's just so many coming in 8 and I thought: what do you do? How do you deal with all 9 of this? So ... And we were taking information. 10 I mean, the operators all had -- you know, if you looked 11 at our whiteboard, you can see we was taking in number 12 of people, disabled, children, so we were taking in 13 information anyway. So, yeah. And I can remember 14 thinking: oh my God, they're all a priority. There's 15 just so many of them. 16 Q. So -- 17 A. What do you do? 18 Q. Yes. I mean, just looking at this call, he in CU8 is 19 asking you to attempt some kind of prioritisation based 20 on smoke density. 21 A. Yes. 22 Q. Is that what you understood him to be asking you? 23 A. I did, yes, and I can remember looking around the room 24 and thinking I'll try and tell people, but it was 25 just -- to impart that information with all what was</p> <p style="text-align: right;">Page 65</p>	<p>1 Q. Moving ahead, the next call we see is from you at 2 02.00.34. 3 Can we move in the control room report, please, 4 Ralph, to page 61. 5 This is a quarter of the way down that page: 6 "02:00:34 CRO Adams phones Command Unit 8 on the 7 team leader mobile number to pass information about 8 calls that have been received which are summarised in 9 the table below. The Command Unit Operator summarises 10 by suggesting that floors 21 to 23 are the most affected 11 and CRO Adams agrees that they seem to be the most 12 worrying." 13 A. Mm. 14 Q. We'll look at the transcript in a moment. 15 A. Okay. 16 Q. Just to pick up the precise floor numbers that we can 17 see there. 18 A. Yes. 19 Q. 182, 201, 92, 165, and 194, and some details next to 20 those. 21 If I can ask you, please, to go to the transcript, 22 it's INQ00000195. 23 Again, just to pick up the time mark of it, page 1, 24 second group of numbers from the left you can see 25 "020034", so 34 seconds past the hour.</p> <p style="text-align: right;">Page 67</p>
<p>1 going on was so difficult. 2 Q. I see. 3 A. So I just got back to call-taking. 4 Q. Having been asked to prioritise on the basis of smoke 5 density, did you tell any of the supervising officers in 6 the control room that that is what CU8 had asked for? 7 A. I don't think so. I think they was all on the phone, 8 they was all doing stuff, it was just ... 9 Q. Did you think to tell CU8 that his request to prioritise 10 on the basis of smoke density was unrealistic in the 11 circumstances you were now facing? 12 A. No, I didn't. I just sort of said yes, I would, but 13 then it was so difficult. 14 Q. Was there a risk that CU8 had been left with the 15 impression that that was what you were going to do? 16 A. Hopefully not, but as I say, there was so many calls and 17 we was passing so many calls. They was dealing with 18 prioritisation at their own end in their own way. 19 Q. I think you told us earlier that you'd actually never 20 received any training in how to go about a control room 21 prioritisation; is that right? 22 A. Yes. I think it's more the ground that they'll 23 prioritise the calls on. We can only give them the 24 information. We don't know what's happening at their 25 end.</p> <p style="text-align: right;">Page 66</p>	<p>1 If you go, please, first, to page 2, you can see 2 that the conversation starts: 3 "CU8: Charlie Uniform 8. 4 "OPERATOR: Hi, it's Control again. 5 "CU8: Go ahead. 6 "OPERATOR: Yeah, the one we reported in Flat 182? 7 "CU8: Sorry, can you repeat that? 8 "OPERATOR: Yeah, Flat 182 on the 21st? 9 "CU8: On the 21st, Flat 182? 10 "OPERATOR: Yeah, they're saying that the fire's next 11 door to them and the smoke is just pouring in. We'll 12 just find out how many's in there. How many's there 13 Pam? Three children and two adults." 14 That's clearly Pam Jones. 15 A. It is, yes. 16 Q. She was still on this call -- 17 A. She was. 18 Q. -- she'd started, I think, at 01.38 -- 19 A. Yes. 20 Q. -- to flat 182. That's the first one you cover. 21 Then you go on to -- the top of page 3: 22 "CU8: Yeah, go on. 23 "OPERATOR: One in flat 201 on the 23rd Floor." 24 It continues down the page and there's some more 25 details about that. You can see who is in there, 11.</p> <p style="text-align: right;">Page 68</p>

<p>1 Then at the bottom of page 3, you say: 2 "OPERATOR: ... Flat 92 on the 12th floor." 3 Then it continues onto the next page, at the bottom: 4 "OPERATOR: ... 22nd floor, Flat 194." 5 You can see that there. 6 We can pause there for the purposes of my question. 7 Were these calls that you were telling CU8 about -- 8 95, 194 -- calls that you had taken? 9 A. No. 10 Q. Did you have a list in front of you or some other basis 11 of information? 12 A. Because I'd already rung them on the previous one about 13 the two calls that me and Pam were taking, and all the 14 supervisors were so busy, I thought it might be an idea 15 for me to go around the room and take the flat numbers. 16 So, again, I just used my initiative. So I went around 17 to each operator, asked them their flat number and the 18 details they could pass, and then I just rung the 19 command unit again. 20 Q. I see. So, in short, you went round the room -- 21 A. Yes. 22 Q. -- they told you, you wrote it down, went back to your 23 desk and made the call? 24 A. And phoned the command unit. 25 Q. You said it was off your own initiative.</p> <p style="text-align: right;">Page 69</p>	<p>1 page 58 of the control room report -- that's 2 LFB00004790 -- you can see there that, under the time 3 mark of 01.59.05: 4 "Command Unit 8 reply to the Radio Operator at 5 Brigade Control. 6 "'Go ahead, over'. 7 "The Radio Operator [Sharon Darby] at Brigade 8 Control then send information about flat 201. 'Charlie 9 Uniform 8, a further call. We have 11 persons and a 10 baby, er, who are trapped in Flat 201. That's Flat 207. 11 That's 11 persons and a baby, over'. 12 So it looks as if the information that you were 13 sending at just after 2.00 am, by admin line call to 14 CU8, duplicated this radio message. 15 A. Yes, it does, yes. 16 Q. Did you know that Sharon Darby had already passed this 17 message over by radio to -- 18 A. No. 19 Q. Does it follow, then, that you didn't say to Sharon 20 "I've done it again" or "I've duplicated it"? 21 A. No. 22 Q. Were these calls you were sending -- I haven't shown you 23 the whole of the transcript, there were others, but we 24 can see the numbers of flats from the control room 25 report that you did pass over -- were you sending them</p> <p style="text-align: right;">Page 71</p>
<p>1 A. It was, yes. 2 Q. Was Alex Norman or Debbie Real aware that you were 3 passing messages in that way? 4 A. Probably not, no. They were so bogged down with stuff 5 they were doing, it just seemed the most expedient way 6 of getting the calls to the ground. So, no, I just used 7 my own initiative. I wasn't told to. 8 Q. Did Sharon Darby know that's what you were doing? 9 A. Probably not, no. She may have heard me going around 10 speaking to people, but I wouldn't have thought so. 11 Q. Did you know that there was the possibility of 12 duplication? 13 A. Probably, but it's best to have it twice than not at 14 all. 15 Q. I am going to take one example and cover that with you. 16 A. Okay. 17 Q. Flat 201 is a flat that you are giving CU8 information 18 about, and we've seen that on page 3 of the transcript. 19 If we can just flip back to that, you can see it, page 3 20 of this transcript. You can see at the top of the page, 21 flat 201 on the 23rd floor. 22 I don't suppose you remember who you got that flat 23 number from in the control room? 24 A. No, I can't remember. 25 Q. You pass this over on this call, but if we look back to</p> <p style="text-align: right;">Page 70</p>	<p>1 as a priority to CU8 or were these all the information 2 that you had at that point? 3 A. That was just the information I had at the time. It was 4 prior to Jason Oliff, the station manager, arriving in 5 control, and he took over the role. 6 Q. I want to have the transcript of this call and page 61 7 on the control report up at the same time, please, for 8 the purposes of my next question. 9 The transcript, page 3. INQ00000195, page 3. 10 If we can have both at the same time. 11 You can see that for 201 on page 3, you get the 12 number of persons and their location in the flat, in the 13 bedroom, but you don't say anything about the smoke 14 conditions in there. 15 Indeed, if we look at the summary on page 60 on the 16 left-hand side of the screen, there's nothing in there 17 about smoke conditions. 18 My question is: first of all, did you have any 19 information about that flat so far as smoke conditions 20 were concerned? 21 A. If it doesn't say it, then I probably didn't. But I was 22 speaking to operators as they were still on the line, so 23 they was passing me -- they're trying to tell me, so I'm 24 quickly jotting it down as they're on the call to the 25 caller. So ...</p> <p style="text-align: right;">Page 72</p>

<p>1 Q. Is there a reason why you didn't ask that control room 2 officer giving you the information about flat 201 what 3 the smoke conditions were like in the flat?</p> <p>4 A. No, it was just literally them trying to speak to me and 5 I'm quickly writing it down as they're on the call, and 6 just again to get the information over to the ground as 7 quick as possible.</p> <p>8 Q. If you look at the information on page 60 of the control 9 room report for flat 165 that you pass over -- perhaps 10 it's better to do this off the transcript at the same 11 time.</p> <p>12 You say on page 4 of the transcript, if we can just 13 flip forward one page in it -- 165 is something you pick 14 up a third of the way down:</p> <p>15 "OPERATOR: Yeah, I think that they're the most 16 worrying and Flat 165 on the 19th.</p> <p>17 "CU8: I'm sorry, can you repeat that?</p> <p>18 "OPERATOR: Yeah, Flat 165 on the 19th Floor and 19 we've got two adult.</p> <p>20 "CU8: Flat 165?</p> <p>21 "OPERATOR: Yeah, 165 and two adults and a baby but 22 they're not too bad at the moment."</p> <p>23 That information goes across. It's also summarised 24 in the control room report.</p> <p>25 When you say there to CU8 "they're not too bad at</p> <p style="text-align: right;">Page 73</p>	<p>1 Q. Is there a reason why not?</p> <p>2 A. I think it was just more concentrating on passing the 3 flats and leaving it up to them as to what their 4 prioritisation was at their end.</p> <p>5 Q. Did you think to ask CU8, "Well, what's happening at the 6 building so that we can work out what advice to give 7 callers in those high floors"?</p> <p>8 A. Not at that time. It was pass it as quick as possible 9 and then answer calls, because I was still call-taking 10 as well.</p> <p>11 Q. You then go on at the end of the call at page 5, if we 12 can look at the transcript, we cover 194, which is Tony 13 Disson, "pensioner with heavy smoke there", floor 22.</p> <p>14 Then two-thirds of the way down the page, you say:</p> <p>15 "OPERATOR: Yeah. I think I'll be ringing you again 16 in a minute but I think we're up to date at the moment.</p> <p>17 "CU8: Yeah, no problem. All right, cheers.</p> <p>18 "OPERATOR: But it's not sounding good."</p> <p>19 Did you think you were up to date at that moment?</p> <p>20 A. At that moment in time, I thought I passed all there was 21 to pass.</p> <p>22 Q. What made you think that?</p> <p>23 A. I don't know. Just I'd gone around the room and that's 24 what I assumed at the time. No one was telling me 25 anything different.</p> <p style="text-align: right;">Page 75</p>
<p>1 the moment", was that your own assessment of the 2 situation or is that something that you were told by the 3 control room officer you got this information from?</p> <p>4 A. It must have been from the control operator, because 5 I wouldn't have said that if I didn't have that 6 information.</p> <p>7 Q. Just a little bit further up the page, CU8 says: 8 "CU8: I'm getting the impression it's Floors 21 and 9 23 -- between 21 and 23 are the most severe?"</p> <p>10 And you agree with him, you say:</p> <p>11 "OPERATOR: Yeah, I think that they're the most 12 worrying ..."</p> <p>13 Just on that, at that point, given what you had 14 learnt about smoke and fire affecting the floors at the 15 top of the building, did you think about the stay-put 16 advice that you were giving to other callers?</p> <p>17 A. No, not really. I was still just passing the 18 information, and again, at that point, we probably 19 hadn't had the information to tell them to get out, 20 so ...</p> <p>21 Q. Given the clear difficulties with those high floors, did 22 you think to have a discussion with CU8 about whether 23 crews could actually get up to those floors at that 24 point, 2 o'clock?</p> <p>25 A. No. No.</p> <p style="text-align: right;">Page 74</p>	<p>1 Q. By telling him, "I think I'll be ringing you again in 2 a minute", was that because you were expecting to gather 3 more information from the control room and pass it on?</p> <p>4 A. Yes, just more flats, more people trapped.</p> <p>5 Q. Did you intend after this call to get up and go around 6 again and gather it?</p> <p>7 A. I probably would've done because, as I say, the 8 supervisors were inundated, and I'd already started 9 doing this, so I thought I'd carry on. But then I think 10 the station manager come in and he took over that role. 11 So I probably would've gone around again, depending on 12 the work I was doing at the time.</p> <p>13 Q. You said a moment ago that you thought the station 14 manager came in and took over that role.</p> <p>15 A. Mm.</p> <p>16 Q. At this point, this is just after 2.00 am, had the 17 person you're referring to, who you call the station 18 manager, come and started?</p> <p>19 A. I can't remember the timescale.</p> <p>20 Q. Are you talking about Jason Oliff?</p> <p>21 A. Yes.</p> <p>22 Q. And his whiteboard?</p> <p>23 A. And his whiteboard, yes.</p> <p>24 Q. Had he started that at this point, do you think?</p> <p>25 A. I don't think so, because I think he come in before</p> <p style="text-align: right;">Page 76</p>

<p>1 Adrian Fenton and the others, and I just remember them 2 going over in the corner, because they had to wheel it 3 from one end to the other and it collapsed as they 4 wheeled it out, because it was broken. So I don't think 5 it was him. I think it was when the others come in, 6 they pulled the boards out.</p> <p>7 Q. So at this point, had you essentially taken over as the 8 point of communication of FSG information from the 9 control room to the command unit?</p> <p>10 A. Not in an official way, but just unofficially that it 11 just seemed I was doing it at this particular moment in 12 time.</p> <p>13 Q. After this admin line call, we see one more admin line 14 call that you make at 02.28.27. Can I ask you, please, 15 to be shown two things: first of all, page 83 of the 16 control room report -- LFB00004790, page 83 -- and also 17 have up at the same time, please, the transcript for 18 this call at INQ00000204.</p> <p>19 I'll just show you the start of the transcript on 20 page 2: 21 "748: 748. 22 "CONTROL: Hello, it's Control again." 23 Could you help us with what 748 is? Is that 24 a number of designation of CU8?</p> <p>25 A. I don't know.</p> <p style="text-align: right;">Page 77</p>	<p>1 to that message via your Vision log?</p> <p>2 A. If I'd looked in the log, but the log is really 3 difficult to read and I didn't look at the log at all 4 that night.</p> <p>5 Q. Why is the log difficult to read?</p> <p>6 A. It's just so much information on there. It's pages and 7 pages of it.</p> <p>8 Q. Is it coming up --</p> <p>9 A. You have to keep scrolling through each individual page. 10 It's not easy.</p> <p>11 Q. As it comes onto the screen, is it coming onto your 12 screen --</p> <p>13 A. No.</p> <p>14 Q. -- in live time?</p> <p>15 A. No, you'd have to interrogate the log.</p> <p>16 Q. So there's a mechanical question: is it not therefore 17 possible to be on a call and watch the information going 18 onto the Vision log as it comes on?</p> <p>19 A. No. Not if you're taking a call.</p> <p>20 Q. So if you wanted to know what messages had gone through 21 the Vision log or come onto the system as a result of 22 Sharon Darby inputting a message like that, you would 23 have to interrogate the Vision log?</p> <p>24 A. You would.</p> <p>25 Q. How easy is it to do that?</p> <p style="text-align: right;">Page 79</p>
<p>1 Q. Okay. Then you say: 2 "CONTROL: Hello, it's Control again." 3 So you're ringing it.</p> <p>4 A. Mm.</p> <p>5 Q. "748: Hello. 6 "CONTROL: Hi. We've got Flat 205." 7 And you pass the detail of that call over, floor 23, 8 and we can see it's seven adults.</p> <p>9 Just at that point -- it's a point of timing -- were 10 you aware at that point that there had already been 11 a message relayed to the control room at 02.23, so 12 5 minutes or so before, that all FSG calls were to be 13 passed to CU7?</p> <p>14 A. I wasn't, and I don't remember him saying when I phoned 15 CU8 that it was CU7, otherwise I would've phoned them.</p> <p>16 Q. Can I ask you, please, to be shown the short incident 17 log. That's MET00013830, at page 22. 18 Look in the middle of that page, please, at 19 02.23.33. 20 You can see there that Sharon Darby --</p> <p>21 A. Yes.</p> <p>22 Q. -- puts out a message which says: 23 "Key 24 "CU7 RUN ALL FSG CALLS VIA CU7." 25 At that time on the night, would you have had access</p> <p style="text-align: right;">Page 78</p>	<p>1 A. Not easy at all.</p> <p>2 Q. What do you have to do?</p> <p>3 A. You go in, you've a page this big, and then you're just 4 scrolling page after page after page after page. 5 Some of it is colour-coded to try and make it stand 6 out a bit. So if it's an informative message, we 7 colour-code it blue. But as I say, especially on 8 an incident like that, there's just pages of it.</p> <p>9 Q. Do you know or recall whether other CROs in the control 10 room were constantly or at all interrogating the Vision 11 log to keep up with Sharon's messages?</p> <p>12 A. I wouldn't think so. It was just taking call after call 13 after call.</p> <p>14 Q. Can I ask you to look at the transcript. Take that off 15 the screen, the short incident log, and look at the 16 transcript. 17 I just want to ask you, first, about something on 18 page 2 of the transcript, page 1 of the script. 19 You can see there that the call goes to 748. Were 20 you aware that it was still going to CU8?</p> <p>21 SIR MARTIN MOORE-BICK: Do you want this on the screen? 22 Because it's not there yet. Ah, just got it.</p> <p>23 MR MILLETT: I'm so sorry, quite right. Thank you, 24 Mr Chairman. My fault, I got ahead of myself a little 25 bit.</p> <p style="text-align: right;">Page 80</p>

<p>1 You can see in the transcript at the top of page 2</p> <p>2 it says:</p> <p>3 "748: 748.</p> <p>4 "CONTROL: Hello, it's Control again."</p> <p>5 Were you intending to call CU8?</p> <p>6 A. Yes, because I believed he was still dealing with the</p> <p>7 FSG calls. And as I say, he didn't tell me otherwise,</p> <p>8 otherwise I'd have instantly dialled CU7.</p> <p>9 Q. By this point, was Jason Oliff in the control room?</p> <p>10 A. Yes, he was.</p> <p>11 Q. Did he have his whiteboards up?</p> <p>12 A. Yes. And the reason I called them myself is because</p> <p>13 I wasn't on a call at the time and Christine was</p> <p>14 opposite me, and it was an extremely difficult call, and</p> <p>15 I could just hear her and I said -- and I looked in the</p> <p>16 corner and they was all busy, and I thought: oh my God,</p> <p>17 this is so bad. I said to Christine, "Shall I phone the</p> <p>18 command unit and tell them?" And so I phoned them</p> <p>19 myself. I just thought it was quicker, because I was</p> <p>20 listening to the call she was taking, and passed the</p> <p>21 information to them, because it sounded so serious.</p> <p>22 MR MILLETT: Yes.</p> <p>23 Ms Adams, it may be a convenient moment for you to</p> <p>24 take another short break. Perhaps we should.</p> <p>25 SIR MARTIN MOORE-BICK: Does that suit you?</p> <p style="text-align: center;">Page 81</p>	<p>1 a whiteboard, so you could see that they were taking</p> <p>2 the number of people, disabled, children, so you were</p> <p>3 taking this information anyway. This is a point of</p> <p>4 clarification.</p> <p>5 To the best of your recollection, at 01.50.49, so</p> <p>6 just afterwards, was the whiteboard already established</p> <p>7 in the control room or did that come later?</p> <p>8 A. I can't remember what time it was.</p> <p>9 Q. Next question by way of clarification.</p> <p>10 When you went round the control room officers before</p> <p>11 making your call to CU8 at 02.00.34, did you ask those</p> <p>12 callers about smoke density as CU8 had asked for?</p> <p>13 A. I can't remember, sorry.</p> <p>14 Q. Is there a reason why you didn't say to them, "I need</p> <p>15 information about smoke density"?</p> <p>16 A. I don't think I did. I don't think I did. I think</p> <p>17 I was just taking the information they was passing me.</p> <p>18 Q. What I'm trying to get at is: is there a reason why,</p> <p>19 having been told by CU8 that they wanted you to</p> <p>20 prioritise on the basis of smoke density, you didn't ask</p> <p>21 the other CROs to tell you?</p> <p>22 A. I think it was just the difficulty of them still being</p> <p>23 on the line, I thought the main priority was the flat</p> <p>24 numbers and the people in there.</p> <p>25 Q. Were they all still on the line when you spoke to them?</p> <p style="text-align: center;">Page 83</p>
<p>1 MR MILLETT: Yes, a short one, if that is convenient to you.</p> <p>2 THE WITNESS: Okay, yes.</p> <p>3 SIR MARTIN MOORE-BICK: All right. We'll have another short</p> <p>4 break now.</p> <p>5 THE WITNESS: Thank you.</p> <p>6 SIR MARTIN MOORE-BICK: Please don't talk to anyone about</p> <p>7 your evidence while you're out of the room. We'll come</p> <p>8 back at 12.15, please. All right? Thank you.</p> <p>9 Right, 12.15, please.</p> <p>10 (12.05 pm)</p> <p>11 (A short break)</p> <p>12 (12.15 pm)</p> <p>13 SIR MARTIN MOORE-BICK: All right?</p> <p>14 THE WITNESS: Yes.</p> <p>15 SIR MARTIN MOORE-BICK: Ready to carry on?</p> <p>16 THE WITNESS: Yes.</p> <p>17 MR MILLETT: Ms Adams, thank you for coming back to us.</p> <p>18 Just a couple of points of clarification arising out</p> <p>19 of some evidence we've covered already this morning,</p> <p>20 very briefly.</p> <p>21 First of all, you said in relation to the admin line</p> <p>22 call you made at 01.50.49 -- you remember we talked</p> <p>23 about that -- you said -- just for our record, it's</p> <p>24 page 67, lines 11 to 20 of the raw transcript [final:</p> <p>25 page 65, lines 10 to 12] -- that at that time there was</p> <p style="text-align: center;">Page 82</p>	<p>1 A. I think so, yes. I think it was literally "What's your</p> <p>2 flat number? How many people?" Just very brief</p> <p>3 information.</p> <p>4 Q. Is there a reason why you didn't say to them, "Get them</p> <p>5 to tell you about smoke density and tell me"?</p> <p>6 A. Probably because it was very difficult for them to talk</p> <p>7 to me and the caller at the same time.</p> <p>8 Q. Going back, if I can, then, to the transcript of the</p> <p>9 call we were on just before the break, Ms Adams, which</p> <p>10 we have in front of us, which is INQ00000204. Just got</p> <p>11 a couple more questions on this before we finish it off.</p> <p>12 At the bottom of the page, page 3, we can see there</p> <p>13 that you say, three entries up:</p> <p>14 "CONTROL: Yeah. You telling them to leave</p> <p>15 Christine?"</p> <p>16 That's clearly Christine Howson.</p> <p>17 A. Yes.</p> <p>18 Q. You described the circumstances of this particular call</p> <p>19 just before the break we've just had.</p> <p>20 Just for our record, that is Christine Howson's call</p> <p>21 that starts at 02.25.38, page 80 of the control report,</p> <p>22 which lasts just over 4 minutes. That's for all of our</p> <p>23 benefit.</p> <p>24 A. Right.</p> <p>25 Q. At the bottom of the page, you then say:</p> <p style="text-align: center;">Page 84</p>

<p>1 "CONTROL: Okay. Hold on, I'll just see if there's 2 any more for you. Any more for the command unit? 3 They're getting out, are they? Yeah, we're trying to 4 persuade them to leave so I'll leave you with that one 5 and I'll ring you back if there's any more." 6 When you say "Any more for the command unit?", who 7 are you talking to? 8 A. I presume I just did a general broadcast to the room, as 9 I was on the phone to them, if they had any more. 10 But -- yes, it wasn't anybody specific. 11 Q. Did you get a response from anybody? 12 A. I can't remember. Probably not. 13 Q. When you say "They're getting out, are they?", is that 14 a question to Christine? 15 A. It was, yes. 16 Q. Then you say: 17 "Yeah, we're trying to persuade them to leave so 18 I'll leave you with that one and I'll ring you back if 19 there's any more." 20 Are you then talking to the command unit? 21 A. Yes. 22 Q. And when you say: 23 "Yeah, we're trying to persuade them to leave ..." 24 Was that because you had been told now to tell all 25 people to leave, come what may, or was this a decision</p> <p style="text-align: center;">Page 85</p>	<p>1 floor. This is Nicholas Burton and his wife, Pily. 2 We can pick this up in summary form at page 72 of 3 the control report. That's LFB00004790, page 72. 4 That's the summary. 5 02.13.03: 6 "CRO Adams takes a call from a male caller, who says 7 he is Nick Burton, reporting that his whole tower block 8 is on fire and that he is in flat 165 on the 19th 9 floor." 10 I want to show you the transcript for this, please. 11 This is LFB00000344. 12 At page 1 of that transcript, we can see the time, 13 second group of numbers from the right, "021303", so 14 02.13.03. 15 On page 2 of the transcript, you can see that the 16 call starts and the caller says: 17 "OPERATOR: Fire brigade. 18 "CALLER: Oh, hi, this (Inaudible) from 165 Grenfell 19 Tower. I know you -- 20 "OPERATOR: 165? 21 "CALLER: Yeah, Grenfell Tower. Our tower block is on 22 fire -- 23 "OPERATOR: Yeah. 24 "CALLER: -- and we're trapped in the 19th floor, but 25 nobody's coming and the flames next-door's getting very</p> <p style="text-align: center;">Page 87</p>
<p>1 made by Christine based on what she was being told? 2 A. I can't remember. Well, I don't know whether she knew 3 at that time, but I think it -- and I didn't hear her 4 call, I just heard her end of that call, and I presume 5 that the fire was in their flat and that they needed to 6 leave. 7 Q. Did you tell Sharon Darby or Jason Oliff that you had 8 made this communication with CU8? 9 A. I didn't, no. 10 Q. Is there a reason why not? 11 A. Sharon didn't really need to know because she wasn't 12 passing any calls anyway at that time, because it was 13 all Jason Oliff, and, no, it was just -- they was all 14 busy in the corner. It just seemed irrelevant that 15 I'd done that, so ... 16 Q. At this stage, did you get a sense that the officer in 17 CU8 was at the same time talking to Jason Oliff? 18 A. I thought Jason was not on the phone at that time 19 because I think I would've maybe said to him Christine's 20 got a very bad call, but I can't remember. 21 Q. I want just to pick up a particular call at around about 22 this time -- 23 A. Mm-hm. 24 Q. -- before coming to the change in stay-put advice. 25 This is a call at 02.13.03 from flat 165 on the 19th</p> <p style="text-align: center;">Page 86</p>	<p>1 close to our windows now, and the smoke's in the houses 2 (Overspeaking)" 3 Just at that point, when he says "we're trapped in 4 the 19th floor", did the use of the word "trapped" by 5 the caller alert you to the fact that this was now 6 an FSG call? 7 A. Possibly. But without seeing the rest of it, I'm not 8 sure. 9 Q. Okay. 10 A. I mean, he's saying he's trapped, so I assume that he 11 just needed some guidance. 12 Q. Well, we can see the rest of the call, and it runs over 13 5 pages or so. 14 You go on to say: 15 "OPERATOR: Yeah, and what floor are you on? 16 "CALLER: Nineteen. 17 "OPERATOR: Nineteen? How many of you in there? 18 "CALLER: There's two -- me and my wife (Inaudible) 19 dog. 20 "OPERATOR: Two adults and a dog? Okay. 21 "CALLER: Yeah. 22 "OPERATOR: And so are you blocking the smoke from 23 coming in?" 24 It goes on in that vein over page 3, and you say at 25 the bottom of page 3:</p> <p style="text-align: center;">Page 88</p>

<p>1 "OPERATOR: Yeah, we are trying to get to you, but 2 we've got -- 3 "CALLER: Yeah. 4 "OPERATOR: -- numerous people trapped in the flats. 5 So -- 6 "CALLER: Yeah, I understand. 7 "OPERATOR: -- we just want to sort of try and 8 assess how bad it is, but do you -- are you okay? Is 9 the smoke okay at the moment? 10 "CALLER: (Overspeaking) smoke in the whole house. 11 "OPERATOR: Okay. 12 "CALLER: Not bad smoke; we've got (Overspeaking) 13 "OPERATOR: But you're okay? 14 "CALLER: We've got the windows -- 15 "OPERATOR: Just -- 16 "CALLER: -- closed. 17 "OPERATOR: Yeah, and the door -- you've blocked the 18 smoke coming from -- coming in, yeah? 19 "CALLER: Yeah. 20 "OPERATOR: You've put something against the door? 21 Okay. If it gets -- 22 "CALLER: Yeah. 23 "OPERATOR: -- any worse, ring us back, but we are 24 trying to get to you." 25 That's most of it.</p> <p>Page 89</p>	<p>1 A. No, probably more calls were waiting and it was 2 literally so many calls coming in that you just was down 3 to taking as brief details as you could to answer 4 another call. 5 Q. Right. 6 A. He was saying he was safe so -- and hopefully at that 7 time, I think we all believed, all the call-takers, that 8 the crews were still going up to them and will get to 9 them all. So I don't think -- what's the time of the 10 call? I don't think we had the information to tell them 11 to leave at that point. 12 Q. 02.13 or so. 13 A. Yeah. At that point, we were still anticipating that 14 the crews would be with them. 15 Q. Did you have any solid information that crews were 16 getting up there or was that just an assumption you were 17 making or an expectation? 18 A. It was an assumption because we'd had no information to 19 state otherwise. 20 Q. Is there a reason why -- because we can see on this call 21 what you do say -- you don't ask him whether either he 22 or his wife had any mobility problems? Is there any 23 reason why you didn't ask that question? 24 A. I don't think that's a general question we ask. If you 25 was saying to someone, "Can you leave?", they'd tell you</p> <p>Page 91</p>
<p>1 A. Yes. 2 Q. We can see from page 4, if we just go back to it, that 3 he says a quarter of the way down that page: 4 "CALLER: (Overspeaking) smoke in the whole house." 5 We can see how the call ends. You check he's okay 6 and you say that you're trying to get to them -- 7 A. Mm-hm. 8 Q. -- and he should ring back if it gets any worse. 9 A number of questions. 10 First of all, you don't ask the caller to explain 11 why they think they're trapped. Is there a reason for 12 that? 13 A. No. But I think he's explained as the conversation goes 14 on that there's smoke in the house and there's smoke 15 coming from underneath the door, so presumably he's not 16 going to go out in the smoke. 17 Q. You say "presumably". Was that an assumption that you 18 made -- 19 A. Probably. 20 Q. -- that he was trapped? 21 A. Yes. 22 Q. Because we can see you don't explore with him whether 23 he'd actually already tried to get out, or what the 24 conditions are outside the flat in the escape routes. 25 Is there a reason why you didn't do that?</p> <p>Page 90</p>	<p>1 anyway. They'd say, "Well, I'm disabled" or whatever. 2 They'd offer that information themselves. 3 Q. But you didn't ask him whether he could leave. 4 A. No, I didn't ask. 5 Q. So you didn't even get to that point. 6 A. No. 7 Q. So you've got a trapped caller and you don't know 8 whether they've been able to leave or can leave, and if 9 not, why not? 10 A. The caller said it was "Not bad smoke; we've got", 11 I believe there. So I'm just assuming it's not that bad 12 at the moment. 13 Q. Right. 14 A. Other calls may have been more serious. So all I could 15 tell him was we were going to get to him as soon as we 16 could. 17 Q. Right. 18 A. Ring us back if it gets worse. 19 Q. Did you form a view about how safe it was for this 20 caller to stay in their flat? 21 A. No. Also, they're there; they need to make their own 22 choices as well as to what they feel safe or not safe. 23 So ... 24 Q. Did you give the details of this call to Jason Oliff, do 25 you think?</p> <p>Page 92</p>

<p>1 A. I can't remember. I thought I wrote all my calls down 2 and passed them, but I can't -- I hope I did. 3 Q. At this stage, how were you recording the calls and 4 passing them? 5 A. I was writing them on a piece of paper. 6 Q. How did that piece of paper get to Jason Oliff at the 7 whiteboard? 8 A. You walked up to him and gave it to him. 9 Q. Given the policy we've looked at before, is there 10 a reason why you didn't at least explore the possibility 11 with this caller of whether he and his wife could leave? 12 A. I can't remember. I can't say. 13 Q. I'm pressing you a bit on this, I'm afraid, but is there 14 a reason why you didn't? 15 A. I can only assume the volume of calls that were coming 16 in, and when they're saying that it's not too bad, the 17 smoke, they're safer than some of the other callers that 18 were -- you know the calls waiting to be answered. 19 Q. Right. 20 A. I think the thing we didn't have on the Grenfell night 21 was the luxury of time to give to callers. And we've 22 all got to live with that. We was having to not spend 23 as much time as we normally would, and we was just 24 adjusting it to the conditions of the room. 25 Q. Mm.</p> <p style="text-align: center;">Page 93</p>	<p>1 with those calls, that particular night. If it was 2 a different occasion, you'd give that person all the 3 time in the world, you'd have someone listening to you 4 while you're dealing with it, we'd be passing 5 information to the ground, but not on that night. 6 Q. You say not on that night; because ...? 7 A. Because it was overwhelming. There was only seven 8 call-takers dealing with all those calls coming in, and 9 we just did our best for them. 10 Q. We now turn to a different topic, which is the change in 11 the advice. 12 A. Mm-hm. 13 Q. You cover this on page 4 of your witness statement, if 14 we can go back and look at that. At the bottom of 15 page 4 and over to the top of page 5, you say: 16 "At around 2.30-2.45am I remember being told in 17 person by our Operations Manager Alexandra NORMAN that 18 the advice to callers had changed and was now to 'get 19 people out' and self-rescue. She told all us CROs, 20 going round the desks. This is not normal policy and is 21 really alien to me as it has never happened before. All 22 of a sudden I was telling people to get out of the 23 building giving them advice to find the nearest 24 staircase, asking them if they can get out. I didn't 25 know how many staircases there were in that building,</p> <p style="text-align: center;">Page 95</p>
<p>1 A. It was just horrendous, so we was just trying to get 2 through as many calls as possible, to pass those flat 3 numbers to the crews on the scene for them to go and 4 rescue them. And in some cases, that didn't work out. 5 Q. We looked at it earlier, but you'll remember that the 6 definition of a fire survival guidance call is where the 7 operator stays on the line until the call is cleared or 8 the caller is rescued. 9 A. Mm-hm. 10 Q. You can see that doesn't happen with this call even 11 though the caller says he is trapped. 12 A. Yes. 13 Q. Can you explain why you didn't stay on the line with 14 this caller? 15 A. You're just having to make decisions as to whether you 16 let people go, and you just judge it, I think, on the 17 person, how vulnerable they were -- I don't know. 18 Decisions I hope I'll never have to make again, but we 19 did on that night. 20 Q. This is a point to ask the question as good as any, as 21 points go, but looking at this particular example, did 22 you feel at that time that your many years of experience 23 and the training that you had had equipped you properly 24 to deal with this call? 25 A. I don't think you could ever be fully equipped to deal</p> <p style="text-align: center;">Page 94</p>	<p>1 but could only advise and reassure any callers." 2 A. Mm-hm. 3 Q. First of all, the time frame you've given as 2.30 to 4 2.45 am. 5 When you made this statement, how did you come to 6 recall that as the time frame, 2.30 to 2.45 am? 7 A. I can't recall. It just seemed around that sort of 8 timescale. 9 Q. Do you remember how Alex Norman relayed that information 10 to you? You say it was in person. 11 A. Yes, she stood in front of me. She had a piece of paper 12 with the instructions written down. She just said "Wet 13 towels and wet sheets and tell them to leave." And 14 I can recall distinctly saying to her "All floors?" And 15 she just said "All floors." 16 Q. Right. 17 A. Then you was just trying to get your head round that one 18 minute you were telling people, "Stay, we're going to 19 come to you", and the next minute, "You've got to get 20 out and leave." 21 Q. So just breaking that down a bit, she showed you some 22 written instructions, did she? 23 A. It was on a piece of paper, but she verbally said it. 24 It was the verbal thing that I remember. 25 Q. You then asked her "All floors?"</p> <p style="text-align: center;">Page 96</p>

<p>1 A. I did, yes.</p> <p>2 Q. Is there a reason why you asked that question?</p> <p>3 A. Because it was incomprehensible that we was telling</p> <p>4 everyone on every floor to suddenly get out, we weren't</p> <p>5 going to make it. It was just ... yeah, unprecedented.</p> <p>6 Q. You say you didn't know how many staircases there were</p> <p>7 in the building.</p> <p>8 A. No.</p> <p>9 Q. Would that have helped you?</p> <p>10 A. Well, I was only giving that advice because I thought:</p> <p>11 will they know which way to turn? But I learnt</p> <p>12 afterwards there was only one, one staircase, so ...</p> <p>13 because if you're going out into a smoke-filled</p> <p>14 corridor, you know, it's just: which way are you going</p> <p>15 to go? Where is your nearest exit? But obviously that</p> <p>16 wasn't relevant because they only had one.</p> <p>17 Q. When Alex Norman gave you these instructions, did she</p> <p>18 give you a clear impression of how to give that advice;</p> <p>19 in other words, what terms or tone to use with callers?</p> <p>20 A. No. No. She couldn't do that.</p> <p>21 Q. Did she leave you with the impression that you were</p> <p>22 still able to give the caller some kind of choice, or</p> <p>23 did she make it clear to you that this was essentially</p> <p>24 a live or die instruction?</p> <p>25 A. Yes, yes, a live or die.</p> <p style="text-align: right;">Page 97</p>	<p>1 "OPERATOR: What flat number are you?</p> <p>2 "CALLER 1: 193, on the 22nd floor.</p> <p>3 "OPERATOR: The 22nd -- sorry, that flat number</p> <p>4 again?</p> <p>5 "CALLER 1: It's the 22nd floor; 193 --</p> <p>6 "OPERATOR: 193?</p> <p>7 "CALLER 1: -- on the 22nd floor."</p> <p>8 Pausing there, is there a reason why you keep having</p> <p>9 to ask?</p> <p>10 A. Just to confirm I got the right number and the right</p> <p>11 floor.</p> <p>12 Q. Right.</p> <p>13 A. Because sometimes you can easily mishear.</p> <p>14 Q. Towards the bottom of the page, you say:</p> <p>15 "OPERATOR: Okay, and what is happening now? Is</p> <p>16 there smoke coming in or a fire?</p> <p>17 "CALLER 1: There's smoke coming in, a lot.</p> <p>18 "OPERATOR: Okay. And have you tried blocking it</p> <p>19 off? Have you put towels against the door?"</p> <p>20 At that stage, did you understand that these callers</p> <p>21 were trapped?</p> <p>22 A. From that, it sounds like they can't get out, yes.</p> <p>23 Q. Then it continues onto page 3 and you go through the</p> <p>24 numbers in the flat, eight adults, and then the caller</p> <p>25 says:</p> <p style="text-align: right;">Page 99</p>
<p>1 Q. The latter?</p> <p>2 A. That's the impression I got from the advice she gave me.</p> <p>3 Q. After you had that instruction and in those terms from</p> <p>4 Alex Norman, did you start applying that advice straight</p> <p>5 away?</p> <p>6 A. I believe so, yes.</p> <p>7 Q. I'm going to look at one or two calls with you to see if</p> <p>8 we can pin this down a bit more.</p> <p>9 The first one is page 91 to 92 of the control</p> <p>10 report. This is at 02.37, exactly, the bottom of that</p> <p>11 page.</p> <p>12 "CRO Adams takes a call from a female caller in flat</p> <p>13 193 on the 22nd floor who is reporting that a lot of</p> <p>14 smoke is coming into the flat and that she has blocked</p> <p>15 up the door."</p> <p>16 We'll look at the transcript of that. It's probably</p> <p>17 easier to do it. It's LFB00000366.</p> <p>18 Again, you can see the time in the second group of</p> <p>19 numbers from the right at "023700", so 02.37 exactly.</p> <p>20 At the top of page 2, it says:</p> <p>21 "OPERATOR: Fire brigade.</p> <p>22 "CALLER 1: Yes (Inaudible) 22nd floor in 193</p> <p>23 Grenfell Tower. We can --</p> <p>24 "OPERATOR: Yeah?</p> <p>25 "CALLER 1: -- see the fire (Inaudible).</p> <p style="text-align: right;">Page 98</p>	<p>1 "CALLER 1: Can the helicopter take us, please?</p> <p>2 "OPERATOR: So, is it eight adults?</p> <p>3 "CALLER 1: No ... two, three, four, five -- six --</p> <p>4 "OPERATOR: okay.</p> <p>5 "CALLER 1: -- adults and three children.</p> <p>6 "OPERATOR: Three children?</p> <p>7 "CALLER 1: Yeah.</p> <p>8 "OPERATOR: How many adults?</p> <p>9 "CALLER 1: I've got asthma; very bad asthma.</p> <p>10 "OPERATOR: Okay. We are trying to get to you.</p> <p>11 What's happening in your house?"</p> <p>12 I'm just going to run through the rest of the call,</p> <p>13 picking up some parts of it.</p> <p>14 At page 5, you say at the top:</p> <p>15 "OPERATOR: Yeah, I understand that, and we are</p> <p>16 trying to get to you as soon as possible, and we're</p> <p>17 going to tell the firemen where you are."</p> <p>18 Looking at that, do you think that this was at</p> <p>19 a time before or after you had had the instructions from</p> <p>20 Alex Norman to tell callers on all floors to leave?</p> <p>21 A. I think that would be before. That may have been my</p> <p>22 last call I took before I got the instruction. Because</p> <p>23 I think I would've said, "You've got to leave or attempt</p> <p>24 to leave."</p> <p>25 Q. So when we see on page 4 and here again at the top of</p> <p style="text-align: right;">Page 100</p>

<p>1 page 5 "we are trying to get to you as soon as 2 possible", was that based on any information that you 3 had had from the incident ground or was that, again, the 4 assumption or expectation that you had? 5 A. My expectation we would. 6 Q. Listening to what was going on in the control room at 7 that stage, could you hear colleagues now giving get-out 8 advice? 9 A. No. 10 Q. You're told by this caller that there are children in 11 the flat and that the caller herself has got very bad 12 asthma. Is that information that you passed over to 13 Jason Oliff? 14 A. I don't think so, probably just the number of people. 15 Q. Going on with the call to the end -- we can take this 16 quite quickly, it's quite clear what is happening -- you 17 say at page 5, a quarter of the way down, just after the 18 part I showed you: 19 "OPERATOR: Okay. Look, I'm going to go now, because 20 we've got lots of calls coming in. I'm going to tell 21 them where you are, and you just try and keep yourself 22 safe, try and stop the smoke coming in, go to a room 23 that's the least smoky and all stay together. We'll get 24 to you as soon as we can, okay?" 25 "CALLER 1: Okay.</p> <p style="text-align: center;">Page 101</p>	<p>1 Q. Now -- 2 A. That wasn't to be. 3 Q. At 02.43 -- 4 A. Yes. 5 Q. I'm sorry. 6 A. I'm all right, it's okay. 7 Q. Are you okay? 8 A. Yes, I'm fine. 9 Q. At 02.43.55, so not very long after this call -- and 10 this call is at 02.37, so this is a few minutes after 11 this call -- you take another call from the same flat, 12 and this is LFB00000376. 13 Just for the note, it's page 98 of the control 14 report, but we don't need to see it. We'll look at the 15 transcript. 16 Again, you can see the time of this from the second 17 group of numbers on the right at the top, "024355". 18 It starts on page 2 of the transcript: 19 "OPERATOR: Fire brigade. 20 "CALLER: Hello? 21 "OPERATOR: Hello? Fire brigade." 22 A third of the way down: 23 "OPERATOR: Yeah. And what flat number are you? 24 "CALLER: 22nd floor. 25 "OPERATOR: 22nd floor. What flat number?</p> <p style="text-align: center;">Page 103</p>
<p>1 "OPERATOR: All right? Ring us back if it starts 2 catching fire in your house ..." 3 A. Mm. 4 Q. Is there a reason why you said "I'm going to go now, 5 because we've got lots of calls coming in", and didn't 6 stay on the line helping them? 7 A. Again, the volume of calls. It's just the sheer amount 8 of calls that were waiting to be answered. 9 Q. Okay. 10 A. But from that, I think that wasn't -- I couldn't have 11 known on that call that the instruction had changed. 12 Q. Okay. 13 A. I think it was probably that last call I took before 14 I started telling people to leave. 15 Q. You say in the middle of page 5: 16 "All right? Ring us back if it starts catching fire 17 in your house ..." 18 A. Yes. 19 Q. What difference would it have made? 20 A. I don't know. It's just things you say at the time. 21 I mean, obviously they would've attempted to leave if 22 the fire was in their flat, hopefully, on their own 23 accord, but it would just be further information for us. 24 And if we was still in the hope that we was going to 25 reach them, that we would prioritise that call, but ...</p> <p style="text-align: center;">Page 102</p>	<p>1 "CALLER: 193." 2 So this is the same flat, same floor, as the call 3 you've just taken, which we've just looked at. 4 You say: 5 "OPERATOR: 193. Okay, and what is happening now? 6 Is the fire coming in your flat? 7 "CALLER: Who? 8 "OPERATOR: Is the fire in your flat or is just 9 smoke? 10 "CALLER: It is just (inaudible) next door, it's next 11 door, it (overspeaking) — 12 "OPERATOR: Okay. And what about your flat? What 13 about your flat? 14 "CALLER: It will be in a minute in my flat. 15 "OPERATOR: Okay. So can you get out if the fire 16 starts coming in?" 17 That's the first time I think we see you actually 18 asking or exploring exit routes with the caller in this 19 flat because of the possible proximity of fire. 20 Can you explain why you did it at that point and not 21 at an earlier point when you were told that there was 22 smoke coming in, a lot of smoke? 23 A. I think -- well, I'm asking her, "Can you get out if the 24 fire starts coming in?", so I -- but why I'm asking on 25 this one, I don't know.</p> <p style="text-align: center;">Page 104</p>

26 (Pages 101 to 104)

<p>1 Q. No.</p> <p>2 A. Maybe because things were intensifying and just the</p> <p>3 volume of calls we was having, I don't know. It's hard</p> <p>4 to say.</p> <p>5 Q. We can see you're asked about a helicopter, and you say:</p> <p>6 "OPERATOR: I'm sorry, we don't have any helicopters,</p> <p>7 I'm sorry. So it's flat 193, 22nd floor, you've got</p> <p>8 eight people?"</p> <p>9 Then you ask can you get out at all and you're told:</p> <p>10 "OPERATOR: ... Can you get out at all? ...</p> <p>11 "CALLER: It's full of smoke, the fire from other</p> <p>12 side is over our building.</p> <p>13 "OPERATOR: Okay. But is the fire in the corridor?"</p> <p>14 It continues in that vein. You do explore exit</p> <p>15 routes, as we can see.</p> <p>16 On page 4, you say two-thirds of the way down:</p> <p>17 "OPERATOR: Okay. Well we are trying to get to you</p> <p>18 but it's very difficult. So all I'm saying to you is if</p> <p>19 it gets very, very bad you need to get yourself out of</p> <p>20 those flats, get all your eight people out, cover</p> <p>21 yourself with wet towels, wet sheets, anything and try</p> <p>22 and get out, okay? All right?</p> <p>23 "CALLER: Mmm.</p> <p>24 "OPERATOR: Okay. I'm going to leave you now. You</p> <p>25 make the decision whether you think you need to leave or</p> <p style="text-align: center;">Page 105</p>	<p>1 My question is: is that what you understood from the</p> <p>2 instruction that Alex Norman had given you?</p> <p>3 A. No, I think it was to tell them to leave. Maybe</p> <p>4 I wasn't very clear on that one, but I can't remember.</p> <p>5 So, yeah, I mean -- and it's always their choice.</p> <p>6 I mean, they're there, they're seeing it, they know</p> <p>7 what's on the other side of the door, they know what's</p> <p>8 in their flat, so ... I'm just on the end of the phone,</p> <p>9 just trying to help them.</p> <p>10 Q. I mean, did you understand Alex Norman's instructions --</p> <p>11 A. Yes, I did understand.</p> <p>12 Q. Well, did you understand them to mean that you could</p> <p>13 leave the caller with a sense of choice, or did you</p> <p>14 understand the instruction that, come what may, these</p> <p>15 callers needed to understand that they had no choice and</p> <p>16 had to leave?</p> <p>17 A. Yes, I believe I did understand that, but I don't know</p> <p>18 if it come across on that call very well.</p> <p>19 Q. Can you explain why you didn't give them the advice in</p> <p>20 uncompromising terms?</p> <p>21 A. No, I can't.</p> <p>22 Q. Okay.</p> <p>23 A. Hopefully I did better on the others.</p> <p>24 Q. All right.</p> <p>25 Flat 182, 21st floor, at 02.46. This is transcript</p> <p style="text-align: center;">Page 107</p>
<p>1 not, all right?"</p> <p>2 Looking at what you're telling them at that stage,</p> <p>3 do you think that was before or after Alex Norman had</p> <p>4 given you the instruction?</p> <p>5 A. I can't honestly remember.</p> <p>6 Q. Do you think --</p> <p>7 A. I would think maybe after, but I can't remember.</p> <p>8 Q. Do you think that it was consistent with what</p> <p>9 Alex Norman had told you to tell them?</p> <p>10 A. Without knowing if it was before or after, I can't</p> <p>11 honestly say.</p> <p>12 Q. Let me see if I can get at this in a slightly different</p> <p>13 way.</p> <p>14 A. I don't know, if they're saying they're trapped and they</p> <p>15 can't leave, then -- but I'm telling them -- advising</p> <p>16 them, I suppose -- to cover themselves and get out, so</p> <p>17 I assume we've been given the instruction.</p> <p>18 Q. When you say at the end:</p> <p>19 "... if it gets very, very bad you need to get</p> <p>20 yourself out ..."</p> <p>21 Then again:</p> <p>22 "You make the decision whether you think you need to</p> <p>23 leave or not ..."</p> <p>24 It looks from the terms of that that you are giving</p> <p>25 them a choice and making them make the assessment.</p> <p style="text-align: center;">Page 106</p>	<p>1 LFB00000379.</p> <p>2 We can do it on the transcript, but for our</p> <p>3 reference again, this is page 100 of the control room</p> <p>4 report.</p> <p>5 02.46.42. We can see that from the top of that</p> <p>6 page.</p> <p>7 If we go to the start of the call, page 2:</p> <p>8 "OPERATOR: Hello? Fire brigade. Hello? Fire</p> <p>9 brigade.</p> <p>10 "CALLER: I'm stuck in my house.</p> <p>11 "OPERATOR: Okay. Are you in Grenfell Tower?</p> <p>12 "CALLER: Yeah, flat 182.</p> <p>13 "OPERATOR: Okay. Is it just smoke or is it fire?</p> <p>14 "CALLER: There are five of us.</p> <p>15 "OPERATOR: What floor are you on?</p> <p>16 "CALLER: 21st.</p> <p>17 "OPERATOR: 21st. Right, what you need to do now is</p> <p>18 get yourself out of the building.</p> <p>19 "CALLER: I can't!</p> <p>20 "OPERATOR: So you need to cover yourself up.</p> <p>21 "CALLER: I can't, I can't.</p> <p>22 "OPERATOR: Okay, are you flat 182?"</p> <p>23 The advice continues over the page on page 3,</p> <p>24 a third of the way down:</p> <p>25 "OPERATOR: Okay. You need to get out, okay. You</p> <p style="text-align: center;">Page 108</p>

<p>1 need —</p> <p>2 "CALLER: We can't, we can't. (inaudible).</p> <p>3 "OPERATOR: Okay. We're advising people now to try</p> <p>4 and leave the building, okay?"</p> <p>5 So at that point -- this is 02.46, so only a minute</p> <p>6 or two after the end of the last call -- you're now</p> <p>7 telling 182 in very clear terms, it seems from this,</p> <p>8 that they have to leave.</p> <p>9 Did anything change between the last call and this</p> <p>10 call?</p> <p>11 A. I don't know. I don't know whether that was the first</p> <p>12 call I took following that instruction or the last call,</p> <p>13 I honestly can't remember.</p> <p>14 Q. Okay.</p> <p>15 A. But that one is very clearly I'm saying to them, "You've</p> <p>16 got to leave." So that seems more likely that it's the</p> <p>17 first call to tell them to leave, but ...</p> <p>18 Q. Well, we have the timings. The one we looked at was</p> <p>19 02.43 and this is 02.46, but you recall it differently?</p> <p>20 A. Yes, maybe this was the first call, then. I honestly</p> <p>21 can't remember, I'm sorry.</p> <p>22 Q. Going to the end of the call, we can see that you say in</p> <p>23 the third from the end part:</p> <p>24 "OPERATOR: Try and get yourself out the building.</p> <p>25 Get wet towels, wet sheets, anything, try and get out of</p> <p style="text-align: center;">Page 109</p>	<p>1 (Pause)</p> <p>2 Q. Just one or two further questions.</p> <p>3 Can I ask you to go back to your statement at</p> <p>4 page 5, please.</p> <p>5 On page 5 in the second paragraph, you describe how</p> <p>6 the television wasn't put on because the supervisors</p> <p>7 didn't want to upset you. I'm summarising.</p> <p>8 General questions.</p> <p>9 When you're working at the Merton control room, are</p> <p>10 you used to having the television on?</p> <p>11 A. Yes, it's on 24/7.</p> <p>12 Q. Would you have a downlink from an NPAS helicopter if one</p> <p>13 was there?</p> <p>14 A. We should have, but it's not been working for years.</p> <p>15 Q. It's not been working for years?</p> <p>16 A. Mm.</p> <p>17 Q. What, in Merton?</p> <p>18 A. Yes.</p> <p>19 Q. What about Stratford?</p> <p>20 A. I think it used to work there. Well, not at Stratford,</p> <p>21 it doesn't work. I think in our previous control room</p> <p>22 at GVP, I think we had a link, but it's never worked at</p> <p>23 the lock, not in our control anyway, or at Stratford.</p> <p>24 Q. Have you ever used it, when it did work, to help you?</p> <p>25 A. Not me specifically, but I believe it's helpful for the</p> <p style="text-align: center;">Page 111</p>
<p>1 the building. As you leave your flat think where the</p> <p>2 nearest staircase is and head for it and run, all right?</p> <p>3 Okay, I'm going to have to leave you. Sorry, we've got</p> <p>4 so many calls coming in. Just try and get out of the</p> <p>5 building."</p> <p>6 The call ends.</p> <p>7 "OPERATOR: Hello? I'm going to go now. Try and get</p> <p>8 out of the building, okay? Just try and get out. I've</p> <p>9 got to leave you. I'm sorry, I've got to go."</p> <p>10 Why did you end the call so quickly?</p> <p>11 A. Again, it was just the volume of calls coming in, the</p> <p>12 amount of calls that needed to be answered, and the</p> <p>13 other people that may have been calling that needed to</p> <p>14 be given that advice to leave.</p> <p>15 Q. Right.</p> <p>16 A. Just didn't have the luxury of time with these people.</p> <p>17 It was just appalling.</p> <p>18 Q. Did you think that this caller would be able to</p> <p>19 self-evacuate without your assistance or guidance?</p> <p>20 A. I don't know.</p> <p>21 Q. Did you think --</p> <p>22 A. I can't make that judgement.</p> <p>23 Q. Did you think about that?</p> <p>24 A. I was thinking it was just dreadful that you just had to</p> <p>25 leave them and just answer another call.</p> <p style="text-align: center;">Page 110</p>	<p>1 fire ground, like when you've a major fire, but not for</p> <p>2 us in control, we've not particularly used it.</p> <p>3 Q. Would you in the past have been able to use what was on</p> <p>4 the television, if it was on, to assist you giving</p> <p>5 advice to callers?</p> <p>6 A. On riot night, when London was burning, we was seeing</p> <p>7 the vision in Croydon, Reeves Corner, we was watching</p> <p>8 that sort of fire occur.</p> <p>9 So it is always good, in my view, to have</p> <p>10 an awareness of what was happening.</p> <p>11 Q. Right.</p> <p>12 A. But never specifically on other calls. It's never that</p> <p>13 major that it appears on the television anyway. I'm</p> <p>14 sure on this night -- I don't know what time it started</p> <p>15 being screened, but I think it would've maybe been</p> <p>16 helpful for us to see it. It was a shock when I first</p> <p>17 saw the image of it.</p> <p>18 Q. Would having either or both of television and</p> <p>19 a heli-tele downlink have assisted you in being able to</p> <p>20 give advice to callers?</p> <p>21 A. No, because we can't make that decision as call-takers.</p> <p>22 We would still need specific instructions to tell people</p> <p>23 to leave, if that was the case. But it's just</p> <p>24 an awareness. So when they're telling us that the</p> <p>25 fire's on the top floors, you could see they really do</p> <p style="text-align: center;">Page 112</p>

<p>1 mean it's on the top floors. And knowledge is always</p> <p>2 good. The more knowledge you have, it's always helpful.</p> <p>3 MR MILLETT: Ms Adams, I've come to the end of my questions</p> <p>4 I have to ask you. What I normally do is to ask the</p> <p>5 chairman to rise for a few minutes to make sure that</p> <p>6 I've covered everything I need to cover with you.</p> <p>7 THE WITNESS: Okay.</p> <p>8 MR MILLETT: I'm going to ask him to do that.</p> <p>9 SIR MARTIN MOORE-BICK: We are going to have a short break</p> <p>10 where counsel checks whether he has any other questions</p> <p>11 he needs to ask.</p> <p>12 Again, please don't speak to anyone about your</p> <p>13 evidence while you're out of the room.</p> <p>14 We'll come back in 5 minutes or as soon as you're</p> <p>15 ready.</p> <p>16 MR MILLETT: Thank you Mr, Chairman.</p> <p>17 SIR MARTIN MOORE-BICK: If you would like to go with the</p> <p>18 ushers, please.</p> <p>19 Mr Millett, if I say 1 o'clock or as soon as</p> <p>20 possible, all right?</p> <p>21 MR MILLETT: Yes.</p> <p>22 SIR MARTIN MOORE-BICK: Thank you.</p> <p>23 (12.55 pm)</p> <p>24 (A short break)</p> <p>25 (1.00 pm)</p> <p style="text-align: right;">Page 113</p>	<p>1 A. Possibly. It's a very hard to say as an afterthought,</p> <p>2 yes.</p> <p>3 Q. I know it's difficult, but would it have assisted you in</p> <p>4 pressing CU8 for them to tell you what the conditions</p> <p>5 were like inside the stairs or inside the building?</p> <p>6 A. Again, possibly, but it's so difficult to say. I mean,</p> <p>7 I assumed we was getting that information because</p> <p>8 Jason Oliff had an open line to them, so I sort of</p> <p>9 assumed they would be updating Jason, but ...</p> <p>10 Q. Did there come a time -- we've covered the night up to</p> <p>11 about 02.50 now -- when you became aware that</p> <p>12 firefighters were not able to get to upper floors of the</p> <p>13 building?</p> <p>14 A. Only when Alex told us, just stood in front of us, and</p> <p>15 then when the policy changed, then I was thinking, you</p> <p>16 know -- and she said all floors, so I assumed that we</p> <p>17 wasn't going to get to anybody.</p> <p>18 Q. Anybody at all?</p> <p>19 A. Yes.</p> <p>20 Q. Not just the upper floors?</p> <p>21 A. All floors. Well, yeah, all floors.</p> <p>22 But I think later on -- and I don't know what the</p> <p>23 timescale was -- I believe there was a mention of them</p> <p>24 not getting above either the 11th or 15th floor, but</p> <p>25 I couldn't give you any timescale on that and it was</p> <p style="text-align: right;">Page 115</p>
<p>1 SIR MARTIN MOORE-BICK: All right, Ms Adams, I suspect one</p> <p>2 or two questions.</p> <p>3 MR MILLETT: Yes, without being specific about number.</p> <p>4 First of all, Ms Adams, can I just go back to the</p> <p>5 TV/heli-tele we were discussing just before we finished.</p> <p>6 A. Yes.</p> <p>7 Q. Would having the television on in the control room at</p> <p>8 Stratford that night, or having the heli-tele downlink</p> <p>9 working, not have at least given you a visual expression</p> <p>10 of the speed and extent of external fire and smoke</p> <p>11 spread around this building?</p> <p>12 A. Possibly.</p> <p>13 Q. Would that not have assisted you in being able to judge</p> <p>14 what kind of advice you were giving to individual</p> <p>15 callers?</p> <p>16 A. We would still have to go by the guidelines of stay put,</p> <p>17 unless advised otherwise. We couldn't just say off our</p> <p>18 own backs, sort of thing, "Get out now."</p> <p>19 Q. Assuming that stay put hadn't been changed, to use</p> <p>20 an overall expression --</p> <p>21 A. Yes.</p> <p>22 Q. -- so that you were still in, as it were, stay put</p> <p>23 territory, would it not have assisted you to be able to</p> <p>24 advise callers on whether they should be assessing the</p> <p>25 ease with which they could get out more closely?</p> <p style="text-align: right;">Page 114</p>	<p>1 just something I heard in the room.</p> <p>2 Q. I see, thank you.</p> <p>3 Just one or two further questions about specific</p> <p>4 calls.</p> <p>5 We looked at the call at 02.46.42, 182, where you</p> <p>6 give very unequivocal advice "You need to get out".</p> <p>7 A. Mm-hm.</p> <p>8 Q. We looked at the call at 02.43, where you say, "You need</p> <p>9 to make the decision whether you need to leave or not."</p> <p>10 A. Yes.</p> <p>11 Q. Is there a reason why you weren't able to call that</p> <p>12 caller back, the one that called at 02.43, and say, "You</p> <p>13 need to leave"?</p> <p>14 A. Just the amount of calls coming in. And you'd have to</p> <p>15 find that call amongst the hundreds of calls that was</p> <p>16 coming in. So it was impossible, really. And all the</p> <p>17 calls that were waiting to answered, to tell them to get</p> <p>18 out.</p> <p>19 Q. Finally, can I just ask you to look at something we</p> <p>20 haven't looked at before, which is a call at 02.49.20,</p> <p>21 LFB00000381. It's a short call.</p> <p>22 You can see the timing of that call at the top</p> <p>23 again, "024920".</p> <p>24 It starts:</p> <p>25 "OPERATOR: Fire brigade.</p> <p style="text-align: right;">Page 116</p>

<p>1 "CALLER: There's flames coming out of the top of the 2 roof, darlin', come and get me. I've (inaudible). 3 "OPERATOR: I know, I know, can you get yourself. 4 "CALLER: I can see the flames coming down my flat, 5 darlin'. 6 "OPERATOR: Right, can you get out of the building? 7 "CALLER: No, I can't see a thing. 8 "OPERATOR: Why can't you leave? 9 "CALLER: Because it's too dark, I don't (several 10 inaudible words). Darlin', I'm 67 years of age, I can't 11 be running — 12 "OPERATOR: Are you on your own? 13 "CALLER: Yes, I'm on my own. 14 "OPERATOR: Okay. We're advising — what floor are 15 you on? 16 "CALLER: Oh my, the times I've told everyone, 22nd! 17 Please, love. 18 "OPERATOR: Right, we're advising people — listen to 19 me, we're advising people to leave the building. 20 "CALLER: It don't take an hour (several inaudible 21 words) 22 "OPERATOR: Okay. 23 "CALLER: (Several inaudible words). I can see the 24 flames, come and get me! 25 "OPERATOR: Can you —</p> <p>Page 117</p>	<p>1 You say before the end of the call, "We are trying 2 to get to you". Again, was there any solid basis for 3 that or was that your expectation? 4 A. No, I was just thinking of something to say to someone 5 who is telling you they can't leave, just to give them 6 a little bit of hope. But I think I was trying to 7 stress that he needs to go. 8 Q. Because by this stage you had it very clear in your mind 9 that there were no firefighters that could get into the 10 building at all. 11 So the question is: given that knowledge at this 12 point, why did you say to him, "We're trying to get to 13 you"? 14 A. Just, again, because he's saying he can't leave, so what 15 do you say to someone who can't leave? 16 Q. When the call ended, did you think that this caller had 17 understood that his only chance of surviving was to try 18 to leave? 19 A. I don't know, because he's obviously cleared the line, 20 so I don't know what he thought. 21 Q. Do you remember what you did with this information after 22 this call? 23 A. No, I think possibly we wasn't still passing information 24 to Jason to pass because it seemed that it was just -- 25 that was our remit, to tell everyone to leave the</p> <p>Page 119</p>
<p>1 "CALLER: Come and get me! 2 "OPERATOR: We are trying to get to you but it's very 3 difficult so you may have to leave the building 4 yourself. You need to cover yourself with wet towels, 5 wet sheets. 6 "OPERATOR 2: (inaudible) 7 "OPERATOR: Has he cleared? Okay, thanks." 8 I've shown you the whole of that call because it's 9 short. 10 Did you realise that you'd already spoken to him? 11 A. I can't say. 12 Q. Okay. 13 A. I can't remember. 14 Q. When he said, "I'm 67 years of age, I can't be running", 15 what did you understand by that? 16 A. That he was having difficulty leaving. 17 Q. Do you remember how the call ended? You've given the 18 advice but then something happens and it ends. Do you 19 have any recollection of how the call ends? 20 A. If it says there, "Has he cleared?", I think he must 21 have put the phone down. 22 Q. Right. 23 A. Because I must be talking to the BT operator. So he 24 left the call. 25 Q. Right.</p> <p>Page 118</p>	<p>1 building. So ... and if they could get to them, they 2 would. So ... 3 MR MILLETT: Okay. Thank you. 4 Ms Adams, thank you very much, I've come to the end 5 of the questions I am going to ask you about. 6 I'm very grateful to you for your patience and for 7 coming to the inquiry today to help us with our 8 investigations. We are extremely grateful to you, so 9 thank you very much. 10 SIR MARTIN MOORE-BICK: I'd like to add my thanks to those 11 of Mr Millett. It's very important to us to understand 12 how the control room was working that evening, and what 13 went on in some detail. So we're really grateful for 14 your help in coming to tell us what your part was. 15 Thank you very much. 16 THE WITNESS: Thank you. 17 SIR MARTIN MOORE-BICK: Now you're free to go, so the usher 18 will look after you. 19 THE WITNESS: Thank you very much. 20 (The witness withdrew) 21 SIR MARTIN MOORE-BICK: That must be a convenient moment, 22 Mr Millett. 23 MR MILLETT: It is. 24 SIR MARTIN MOORE-BICK: Right, we'll break now and resume at 25 2.10, please. Thank you.</p> <p>Page 120</p>

<p>1 (1.10 pm) 2 (The short adjournment) 3 (2.10 pm) 4 SIR MARTIN MOORE-BICK: Yes, Mr Millett. 5 MR MILLETT: Mr Chairman, I now call Control Room Officer 6 Christine Howson, please. 7 SIR MARTIN MOORE-BICK: Good, thank you very much. 8 CHRISTINE HOWSON (affirmed) 9 Questions by COUNSEL TO THE INQUIRY 10 SIR MARTIN MOORE-BICK: Thank you very much. 11 Yes, Mr Millett. 12 MR MILLETT: Good afternoon, Ms Howson. 13 Can I ask you, please, to give the chairman your 14 full name. 15 A. Christine Anne Howson. 16 Q. I'm going to start by thanking you very much for coming 17 today and giving evidence to the inquiry and assisting 18 us with our investigations. We very much appreciate it. 19 It's sometimes difficult for witnesses to come and 20 relive the events of that night, and so if at any time 21 you feel you need a break, you need only indicate and we 22 can take a break. We won't sit and ask questions for 23 more than an hour, but if you need a break before that, 24 we can take a break earlier. 25 Sometimes my questions are not as short and simple</p> <p>Page 121</p>	<p>1 Q. After you joined and had your initial training, did you 2 receive any refresher or additional training after that 3 time? 4 A. Since the initial training? 5 Q. Yes. 6 A. Yes, over the years I've had additional training. 7 Q. When was the most recent additional training prior 8 to June 2017. 9 A. It would have been in January 2017. 10 Q. Can you tell us what that training involved? 11 A. That was FSG training with the command units. 12 Q. I don't know whether you were present or heard 13 Yvonne Adams giving evidence. She explained there was 14 a training session involving a command unit. Was that 15 the same training? 16 A. Yes, I was on the same training session as Yvonne. 17 Q. Apart from that training session, did your training 18 prior to the fire at Grenfell Tower involve training or 19 familiarisation with policy 539, emergency call 20 management? 21 A. Not specifically emergency call management. I've had 22 other FSG training sessions. 2016, 2014. But ... 23 Q. In those sessions, was there any role play? Did actors 24 play the role of callers? 25 A. No, the only time we did any role play was the one with</p> <p>Page 123</p>
<p>1 as they are supposed to be, so if you want me to ask the 2 question in a different way or to repeat it, I'm very 3 happy to do so. 4 A. Okay. 5 Q. You've given a witness statement to the Metropolitan 6 Police dated 27 October 2017, and that is at 7 MET00007763. 8 It should appear on the monitor on the desk to your 9 right or on the screen behind you. 10 It's also in paper form in a blue file in front of 11 you, if you wish to use that. It's a matter for you. 12 Do you recognise that as your witness statement you 13 gave to the police last year? 14 A. Yes, I do, yes. 15 Q. Have you read it recently? 16 A. I have, yes. 17 Q. Can you confirm that its contents are true? 18 A. I can, yes. 19 Q. I want to turn to your role in the LFB and your 20 training. 21 I think it's right you've worked for the LFB since 22 2004; is that right? 23 A. That's correct, yes. 24 Q. In your role as a control room operator; yes? 25 A. Yes.</p> <p>Page 122</p>	<p>1 the command units. 2 Q. At those sessions, did the training involve FSGs from 3 high-rise residential blocks? 4 A. We did a session, I think it must have been 2014, again 5 a command unit did come to control, we didn't do any 6 scenarios, but we kind of explained what we do in 7 a high-rise and they kind of explained what they do. So 8 there was just an exchange of information, really. 9 Q. Did it involve an exchange of information about what 10 would happen in the control room if multiple FSGs were 11 underway at the same time? 12 A. Not specifically multiple FSGs, it always really just 13 assumed there would be one or a few, not multiple ones. 14 Q. You say a few; how many? 15 A. Maybe two or three. 16 Q. Was any of your training -- 2014 or 2016, taking that 17 time frame -- focused on matters arising or lessons 18 learnt from the Lakanal House fire in 2009? 19 A. Not specifically. I think there were changes. There 20 was introduction of the form after Lakanal. 21 Q. When you say the form, is that the control information 22 form? 23 A. Yes, yes, for FSG calls. 24 Q. Right. 25 A. And the use of those.</p> <p>Page 124</p>

<p>1 Q. Did you use those in the control room?</p> <p>2 A. I've not used them, no.</p> <p>3 Q. Did you ever observe them being used in the control room</p> <p>4 in response to an FSG call?</p> <p>5 A. No.</p> <p>6 Q. So they were introduced, but never used?</p> <p>7 A. I personally have not used them.</p> <p>8 Q. In your statement at page 3, if I can ask you to turn to</p> <p>9 that, please, in the second paragraph, you say four</p> <p>10 lines down from the start of that paragraph:</p> <p>11 "I have dealt with quite a few of these calls over</p> <p>12 the years ..."</p> <p>13 And you're referring to FSG calls.</p> <p>14 A. Yes.</p> <p>15 Q. "... but they are quite rare."</p> <p>16 I want to get a feel for the experience that you had</p> <p>17 of those calls.</p> <p>18 First of all, were any of the FSG calls that you</p> <p>19 handled over the years high-rise calls?</p> <p>20 A. Not that I can remember. No.</p> <p>21 Q. Did any of those incidents involved multiple FSG calls?</p> <p>22 A. No.</p> <p>23 Q. Doing the best you can to recall, how many FSG calls,</p> <p>24 prior to the night of Grenfell, do you think you</p> <p>25 handled?</p> <p style="text-align: right;">Page 125</p>	<p>1 Then it goes on to tell you what should happen if</p> <p>2 the caller should be unable to escape.</p> <p>3 Just looking at that paragraph that we've just</p> <p>4 looked at above that, "You are usually safest to remain</p> <p>5 in your premises", does that accord with your</p> <p>6 understanding of the stay-put policy?</p> <p>7 A. Yes.</p> <p>8 Q. When you are looking at it, it says:</p> <p>9 "You are usually safest to remain in your premises</p> <p>10 unless affected by fire, heat or smoke."</p> <p>11 Can you explain what information you would use as</p> <p>12 a control room officer to make the assessment as to</p> <p>13 whether a caller's premises are affected by fire, heat</p> <p>14 or smoke?</p> <p>15 A. Well, I would try to ascertain if the fire was actually</p> <p>16 in their flat. If it was in their flat, then I would</p> <p>17 give them advice on getting out of the flat. If it's</p> <p>18 not, I would work on the premise that they were safer</p> <p>19 where they were.</p> <p>20 Q. That's fire. What about smoke?</p> <p>21 A. Smoke -- well, we work to keep the smoke out of their</p> <p>22 flat, to keep them safe until they're rescued.</p> <p>23 Q. If smoke was coming into a caller's flat, would you tell</p> <p>24 them to stay in their premises?</p> <p>25 A. If it was coming into the flat, my advice would be --</p> <p style="text-align: right;">Page 127</p>
<p>1 A. Maybe 20.</p> <p>2 Q. 20?</p> <p>3 A. Yes.</p> <p>4 Q. Right.</p> <p>5 Can I ask you to look at policy 539, that's tab 3 of</p> <p>6 our policies bundle, please, and turn in that to</p> <p>7 appendix 3 on page 16.</p> <p>8 Just to be clear if you could please be shown the</p> <p>9 first page -- well, this will do.</p> <p>10 "Appendix 3 - fire survival guidance."</p> <p>11 Are you familiar with this, with what we see on the</p> <p>12 screen, appendix 3 to policy 539, "Emergency call</p> <p>13 management"?</p> <p>14 A. Yes, I am familiar with fire survival guidance.</p> <p>15 Q. Right. I just want to ask you one or two questions</p> <p>16 about this.</p> <p>17 First of all, if you look on this page at the third:</p> <p>18 "Brigade Control advise callers to 'Get out and Stay</p> <p>19 out', however if a call is received from a High rise</p> <p>20 building where Fire, Heat and Smoke are not affecting</p> <p>21 the caller, LFB would advise that:</p> <p>22 "You are usually safest to remain in your premises</p> <p>23 unless affected by fire, heat or smoke. If the situation</p> <p>24 changes, you should leave your premises and dial 999, if</p> <p>25 you need further assistance."</p> <p style="text-align: right;">Page 126</p>	<p>1 I would give them advice to stop the smoke coming into</p> <p>2 their flat.</p> <p>3 Q. So at the point at which -- let me be clear about</p> <p>4 this -- a caller tells you that smoke is coming in,</p> <p>5 would you say that they are affected by fire, heat or</p> <p>6 smoke?</p> <p>7 A. If smoke is coming in from outside?</p> <p>8 Q. Yes, either through the door of their flat or through</p> <p>9 the window of their flat.</p> <p>10 A. No, at that point, I wouldn't; I would be advising them</p> <p>11 on what to do to stop the smoke coming in.</p> <p>12 Q. Would you still think they were safest to remain in</p> <p>13 their flat?</p> <p>14 A. Yes.</p> <p>15 Q. So when you go back to the word of the the advice which</p> <p>16 says:</p> <p>17 "You are usually safest to remain in your premises</p> <p>18 unless affected by fire, heat or smoke."</p> <p>19 You would essentially delete "smoke", and say it's</p> <p>20 safest to remain unless affected by fire or heat?</p> <p>21 A. Not ignore smoke, but if the fire wasn't in their flat,</p> <p>22 I would assume that the smoke was coming into their flat</p> <p>23 from outside, so I would be doing everything to assure</p> <p>24 that they stop that.</p> <p>25 Q. Would you not start, though, to explore with the caller</p> <p style="text-align: right;">Page 128</p>

<p>1 whether they could safely leave to get away from the</p> <p>2 smoke that was coming into their flat?</p> <p>3 A. Initially, no, I wouldn't. I would --</p> <p>4 Q. You wouldn't?</p> <p>5 A. No, if the fire wasn't in their flat.</p> <p>6 It depended. If it was obviously the first call,</p> <p>7 then yes, I would. But if we are dealing with a call</p> <p>8 already in the building, then, no, I would try to keep</p> <p>9 them safe in their flat, awaiting rescue.</p> <p>10 Q. Right.</p> <p>11 A. That is what I would so.</p> <p>12 Q. So is this right: for you, the big difference is fire?</p> <p>13 A. Yes.</p> <p>14 Q. Is this right: your understanding is that it's at that</p> <p>15 point, but not before fire, that you start to explore</p> <p>16 means of exit?</p> <p>17 A. Yes.</p> <p>18 Q. Moving on to fire survival guidance as set out in this</p> <p>19 appendix, in your statement -- if I can take you back to</p> <p>20 that -- you say on page 3 in the second paragraph, which</p> <p>21 we're still on:</p> <p>22 "Some calls may become 'Fire Survival Guidance'</p> <p>23 calls, which I will now talk about in more depth. In</p> <p>24 summary, if there is a fire and a person cannot leave a</p> <p>25 property because of that fire, the procedure is to make</p> <p style="text-align: right;">Page 129</p>	<p>1 A. No. I mean, you know, I would -- no, the caller's</p> <p>2 judgement.</p> <p>3 Q. Yes.</p> <p>4 A. Because I'm not there, I don't know. So I have to be</p> <p>5 guided by what the caller is telling me. You know,</p> <p>6 I can't tell the caller what's happening out in their</p> <p>7 flat.</p> <p>8 Q. If I can take you, then, to another policy, which is</p> <p>9 FSG, policy 790, which we have at tab 5 of our policy</p> <p>10 bundle, can I ask you, please, first of all, to look at</p> <p>11 the first page of that so we can just make sure you're</p> <p>12 familiar with it.</p> <p>13 This is policy 790, "Fire survival guidance calls",</p> <p>14 reviewed as current at April 2014.</p> <p>15 If you turn, please, to page 2 of that, you can see</p> <p>16 section 4, "Prioritising calls".</p> <p>17 "4.1. Occasionally control receives multiple FSGs</p> <p>18 at an incident. All FSGs received by control are</p> <p>19 treated with the same level of urgency, however, in</p> <p>20 certain circumstances, the officer in charge of control</p> <p>21 may direct call handlers to terminate a call to answer</p> <p>22 another."</p> <p>23 Is that something you are familiar with ever having</p> <p>24 done?</p> <p>25 Sorry, that's a rather vague question. Let me break</p> <p style="text-align: right;">Page 131</p>
<p>1 it a Fire Survival Guidance call. This creates a new</p> <p>2 procedure from a control room officer's perspective."</p> <p>3 Then you go on to say what that is. You say:</p> <p>4 "I would raise my hand and inform a Supervisor who</p> <p>5 may come to me or listen in on the call. I would take</p> <p>6 the details from the caller, asking if they can get out</p> <p>7 and other questions to establish the circumstances and</p> <p>8 whereabouts."</p> <p>9 You say there in your statement "if there is a fire</p> <p>10 and a person cannot leave because of that fire", it's</p> <p>11 an FSG call.</p> <p>12 How do you go about establishing whether a person</p> <p>13 cannot leave a property once there is a fire?</p> <p>14 A. Well, just by asking them if they can leave or not.</p> <p>15 Q. You ask them and they say, "I can't leave."</p> <p>16 Do you take it at face value or do you say, "Hold</p> <p>17 on, let's just explore the exit routes together, tell me</p> <p>18 what's happening outside your flat"? Do you do that or</p> <p>19 take it at face value?</p> <p>20 A. No, I would ask them why they can't leave.</p> <p>21 Q. How far do you push it?</p> <p>22 A. No, you know, I would just accept that they can't leave.</p> <p>23 Q. So who is the judge of whether or not they can leave?</p> <p>24 Do you leave it to the caller or do you bring your</p> <p>25 judgement and experience to bear on that question?</p> <p style="text-align: right;">Page 130</p>	<p>1 it down.</p> <p>2 In your experience, have you ever been in</p> <p>3 a situation where the control room has received multiple</p> <p>4 FSGs?</p> <p>5 A. I have. I've not personally been told to terminate</p> <p>6 a call, but I have been in the control room where</p> <p>7 someone's been told to end a call.</p> <p>8 Q. Can you tell us what the circumstances of that were?</p> <p>9 A. I can't remember specifically, but I think we had calls</p> <p>10 coming in that needed to be taken, and I can only assume</p> <p>11 that they were deemed safe, the call, the callers were</p> <p>12 deemed to be in a safe position and other calls needed</p> <p>13 to be taken.</p> <p>14 Q. Do you remember that incident?</p> <p>15 A. No, I can't remember.</p> <p>16 Q. Do you remember when it might have been?</p> <p>17 A. No. It was a long time ago.</p> <p>18 Q. A long time ago?</p> <p>19 A. It's the only time I can really remember, an incident</p> <p>20 like that prior to Grenfell.</p> <p>21 Q. Was it prior to Lakanal House, do you think, 2009?</p> <p>22 A. Yes, I think it probably would've been.</p> <p>23 Q. Was it a high-rise residential block?</p> <p>24 A. I can't remember.</p> <p>25 Q. Okay.</p> <p style="text-align: right;">Page 132</p>

<p>1 A. But I only remember it because it was unusual for 2 someone to be told to end a call. 3 Q. Looking at the same page, paragraph 5.1, "Information 4 transfer to the incident", what would be the usual 5 method you would adopt for passing information from 6 a fire survival guidance call to the incident ground? 7 A. In a normal course of events, it would be a service 8 request form via the radio. 9 Q. So you would make that on Vision so the radio officer 10 could then radio it over? 11 A. Radio operator could send it, yes. 12 Q. So it would radioed by the radio officer? 13 A. Yes. 14 Q. You wouldn't call the incident ground yourself? 15 A. Me, no. 16 Q. Unless you were on the radio. 17 A. Yes, just the radio operator. 18 Q. Can I ask you to turn the page, please, to paragraph 5.5 19 in this policy. It says: 20 "5.5. Control will attempt to gather all the 21 information on the Control Information Form (see 22 Appendix 2) and relay this information to the incident 23 as and when it becomes available." 24 Then you see underneath that a list of bullet points 25 which are the subject of that information.</p> <p style="text-align: right;">Page 133</p>	<p>1 Q. Right. 2 A. But, yeah, fire survival, you would be looking to get 3 most of that information, or as much information as you 4 could, really, anything that's going to help. 5 Q. Looking at "number of flat/house", was that information 6 that you would ask for only on a fire survival guidance 7 call or for any call? 8 A. Any call. 9 Q. What about the next one, "number of persons", fire 10 survival guidance or any call? 11 A. Not number of persons. I mean, if there was a fire, you 12 would ask if anyone's inside the building or if they 13 believe anyone's inside or might be inside. 14 Q. So just looking at this list, what information wouldn't 15 you ask for if the call was not or not yet a fire 16 survival guidance call? 17 (Pause) 18 A. Well, location of the caller within premises and access 19 point. If it wasn't a fire survival, we wouldn't need 20 that. 21 Q. Right. 22 A. Condition of their location, you would be looking for 23 that information on any call. 24 Proximity to fire, if known. Presumably that's the 25 person you're speaking to. If it's not fire survival,</p> <p style="text-align: right;">Page 135</p>
<p>1 In your experience, is it possible to obtain all of 2 that information from callers? 3 A. Yes. Yes. 4 Q. I mean, is it something you would usually do, go through 5 each and every head of information, asking for that 6 detail? 7 A. Yes, you would attempt to get all of that information. 8 Q. You would? 9 A. You know, not every situation you would be able to get 10 all of it, but, you know, you would attempt to get that. 11 Q. This information is in a paragraph in a policy the title 12 of which is "Fire survival guidance". 13 My question is: do you as a control room officer 14 normally try and get all that information for all calls 15 where a person is calling from a high-rise building, or 16 only those which are fire survival guidance, in other 17 words where they are trapped and can't get out, and, in 18 your way of thinking, there is a fire? 19 A. No. I think all of that information would only be 20 pertinent, really, to a fire survival call. 21 Q. So is this right: it's not until it becomes a fire 22 survival guidance call in your mind that you start 23 asking for this specific information? 24 A. Yes. I mean, there's information there that you would 25 ask for, for any type of call.</p> <p style="text-align: right;">Page 134</p>	<p>1 you may or may not be looking for that information. 2 Yes, that would be it really. 3 Q. So is this right: in a call that has not yet in your 4 mind become a fire survival guidance call, you would 5 only ask for the number of flat or the house, and -- is 6 this right? -- sometimes the condition of their 7 location? 8 A. Yes. I mean, if it's not a fire survival, if it's 9 a fire call -- 10 Q. Yes. 11 A. -- we're basically looking for an address, and, you 12 know, the type of incident it is -- 13 Q. Right. 14 A. -- in order to mobilise. 15 Q. Does that mean that where the caller is calling from 16 a flat that has smoke coming in, but is not in your mind 17 a fire survival guidance call, you wouldn't seek to 18 establish things like, for example, proximity to fire, 19 if known, latest advice, number of persons involved? 20 A. Well, if they've got smoke coming in -- are you speaking 21 specifically about a high-rise or just generally? 22 Q. Yes, I am. 23 A. So if they've got smoke coming in, no, I would collect 24 more information to pass to the crews on scene. 25 Q. Right.</p> <p style="text-align: right;">Page 136</p>

<p>1 A. Let them know that there are people there so that they 2 can then go and make sure that they're okay in the flat. 3 Q. If it was a smoke call, if I can put it that way, no 4 fire yet, smoke coming into the flat, what information 5 would you, in that list, think it was important to 6 gather? 7 A. Yes, well, I think probably -- yes, most of it, really. 8 Q. I'm just trying to get a feel for where the line is 9 drawn when it's not an FSG call, what information you 10 would ask for. 11 A. When it comes to high-rise, it is different, because of 12 the stay-put policy. We do -- well, I do, I do deal 13 with it differently, because if they're not directly 14 affected by the fire -- they're within the building and 15 not affected by the fire -- my experience and the 16 training that I've had, I am working on the assumption 17 that they are in a safe place. 18 Q. Right. 19 A. I mean, obviously Grenfell's changed that, but the 20 assumption would always be and, in my experience, has 21 always turned out to be that they are safe if they're 22 not directly affected by the fire. 23 Q. I see. 24 A. So I would take the information, make the crews aware 25 that someone is in that flat, they're concerned about</p> <p style="text-align: center;">Page 137</p>	<p>1 I would take more information. 2 Q. I mean -- 3 A. Just try and gauge it on what information we had and 4 what was going on. 5 Q. To take an example which we may or may not come to, but 6 supposing you had a caller complaining about smoke 7 coming in, it wasn't an FSG call in your mind, you 8 wouldn't know unless you asked them whether, for 9 example, they had some kind of bronchial or respiratory 10 problem like asthma or some other difficulty. 11 A. No, I wouldn't know unless I asked them. 12 Q. Would you ask them for that information? 13 A. No, not initially, no. 14 Q. Why is that? 15 A. If they were coughing, I would ask them why they were 16 coughing, what was causing them to cough, things like 17 that. But if they were just talking normally -- it just 18 depends on how they're reacting, really. 19 Q. What about mobility difficulties? Was that the sort of 20 information you would seek to get from them if this call 21 wasn't a full-blown fire survival guidance call? 22 A. Not if it wasn't an FSG call, no. 23 Q. What about where it had become a full-blown fire 24 survival guidance call? So in your mind, fire affecting 25 the flat, they need to leave. Would you ask in that</p> <p style="text-align: center;">Page 139</p>
<p>1 the situation and they need to be visited and reassured, 2 but my assumption would be that they are in a safe 3 place. 4 Q. Is that so even if there is smoke coming into their 5 flat? 6 A. Yes. I mean, it does happen. I mean, you know, we get 7 fires and they'll be sort of in the chute or something 8 and someone leaves the chute open, and it creates a lot 9 of smoke in a communal area. Obviously that's not what 10 happened in this instance, but that's what can happen 11 and it can create a lot of smoke. 12 There's no immediate danger. We might know that it 13 is actually the chute that's alight, which is protected, 14 the chute is protected, and so we just need to make sure 15 that they keep themselves safe, keep the smoke out, and 16 that it will be dealt with and they are in a safe place. 17 Q. Does that mean that in that kind of call, you wouldn't 18 take, for example, details like the number of persons in 19 the flat, any disabilities or the age of the occupants? 20 A. It would depend. I mean, it depends how much 21 information we've already got. You know, if I knew that 22 was the situation that I've just explained, I wouldn't 23 necessarily take any more information than that, other 24 than that there was someone there who was concerned. 25 If I wasn't sure what was going on, then obviously</p> <p style="text-align: center;">Page 138</p>	<p>1 situation? 2 A. Yes, start questioning about, "Are you able to leave?" 3 "No." "If not, why?" You know, if people have got 4 mobility issues, they do tend to tell you. 5 Q. Turning to the night of the fire, we know you were based 6 in the Stratford control room. 7 You say in your statement -- we don't need to go to 8 it -- it's a small room, probably better because you 9 could hear and know what's going on, but you also say it 10 gets very noisy. 11 A. Yes. 12 Q. Which can make it difficult to hear callers. 13 First of all, can you tell us, by reference to 14 a photograph, where you were sitting? Can the witness 15 please be shown LFB00004790, page 175. 16 Ms Howson, can you identify where you were sitting. 17 There. 18 A. (Indicates) Yes. 19 Q. So you were sitting on the left-hand chair? 20 A. Yes. 21 Q. Just remind me, if nobody else, who was sitting in the 22 right-hand chair on that screen? 23 A. No one. 24 Q. That was empty, was it? 25 A. That was empty.</p> <p style="text-align: center;">Page 140</p>

<p>1 Q. Did you have a clear line of sight to your right to</p> <p>2 Yvonne Adams and Pam Jones?</p> <p>3 A. I did.</p> <p>4 Q. Just to remind me again, who was immediately opposite</p> <p>5 you sitting in the CRO chairs?</p> <p>6 A. Sarah Russell.</p> <p>7 Q. Anybody else?</p> <p>8 A. I think it was Sarah, I think it was Angie, and then</p> <p>9 Sharon.</p> <p>10 Q. When you say in your statement that Stratford is better</p> <p>11 because you can hear each other, does that mean you can</p> <p>12 hear the advice being given by other CROs?</p> <p>13 A. Yeah, you've got more of an awareness of the type of</p> <p>14 calls that are coming in.</p> <p>15 Q. Could you hear in detail what the CROs were saying to</p> <p>16 callers? Would you listen out for that?</p> <p>17 A. I could hear the address, so I knew we were getting</p> <p>18 multiple calls to the same address.</p> <p>19 Q. You speak of the noise in the control room which can</p> <p>20 make it difficult to hear callers. Did you find during</p> <p>21 the incident that you did have difficulty hearing the</p> <p>22 callers because of the noise in the control room?</p> <p>23 A. As things escalated, yes, it did get very noisy.</p> <p>24 Q. Did you find it obscured your hearing of what the</p> <p>25 callers were telling you?</p> <p style="text-align: right;">Page 141</p>	<p>1 was moving, spreading?</p> <p>2 A. No. No, not really. I didn't know how it was</p> <p>3 progressing. But it's unusual. 20 pumps is unusual.</p> <p>4 For it to go 20, you know you're dealing with something</p> <p>5 quite extraordinary, really.</p> <p>6 Q. By that stage, had it occurred to you or did you think</p> <p>7 that the fire was moving up the building at speed,</p> <p>8 affecting the floors higher up than the initial floor?</p> <p>9 A. Well, I mean, prior to that, I'd taken a couple of calls</p> <p>10 from people on the upper floors, saying that there was</p> <p>11 smoke outside their windows --</p> <p>12 Q. Yes.</p> <p>13 A. -- which I just couldn't get my head round, really,</p> <p>14 because we knew the fire was on the lower levels, and</p> <p>15 for the smoke to still be outside people's windows on</p> <p>16 that floor -- I couldn't understand what was happening</p> <p>17 to the fire, really.</p> <p>18 Q. Can we go, then, to the control room report, please, at</p> <p>19 page 25. That's LFB00004790.</p> <p>20 At page 25, the top of the page, you can see that</p> <p>21 that you take a call from a male caller who is on his</p> <p>22 balcony in W2:</p> <p>23 "... and he can see a whole block of flats on fire</p> <p>24 near Westfield. CRO Howson checks the individual's</p> <p>25 postcode and is satisfied that the caller is in close</p> <p style="text-align: right;">Page 143</p>
<p>1 A. It became more difficult to hear. I mean, I was -- this</p> <p>2 is like the corner of the room (Indicates).</p> <p>3 Q. Yes.</p> <p>4 A. So if I was struggling, I stood up and I walked back</p> <p>5 into the corner of the room, just to give myself, you</p> <p>6 know, a bit of space between me and the room, really.</p> <p>7 Q. With your headset on?</p> <p>8 A. With a headset on, yes, yes.</p> <p>9 Q. In your witness statement, page 4, the second paragraph,</p> <p>10 you refer to the make-ups there. You say on the fifth</p> <p>11 line down, "8, 10, 12, then 20 pumps."</p> <p>12 We have time marks for each of these, and</p> <p>13 particularly for make pumps 20 of 01.29.46 -- I can show</p> <p>14 you that if we need to -- and 25 pumps at 01.31.48, so</p> <p>15 about 2 minutes later.</p> <p>16 Bringing you forward to that point in the night, did</p> <p>17 the speed of these make-ups give you any information</p> <p>18 about the way the fire was behaving?</p> <p>19 A. Yes.</p> <p>20 Q. What did you think?</p> <p>21 A. Well, I said there, you know, I knew it was a massive</p> <p>22 fire.</p> <p>23 Q. Yes.</p> <p>24 A. It was like a major fire.</p> <p>25 Q. Did you get any impression of where in the building it</p> <p style="text-align: right;">Page 142</p>	<p>1 enough proximity to Grenfell for it to be the same</p> <p>2 incident."</p> <p>3 At that stage you're told, and you verify, it's the</p> <p>4 whole block of flats on fire, and this is 01.30.</p> <p>5 Did that give you information from which you could</p> <p>6 now tell that the fire had moved substantially beyond</p> <p>7 the compartment of origin?</p> <p>8 A. Yes, it did. But I never really -- until I actually saw</p> <p>9 a picture of the building, I had no understanding of</p> <p>10 what was going on there.</p> <p>11 Q. Right.</p> <p>12 A. I just couldn't envisage what was actually happening</p> <p>13 there until --</p> <p>14 Q. Would it have helped to have the television or heli-tele</p> <p>15 downlink in front of you so you could see what was going</p> <p>16 on?</p> <p>17 A. I don't know whether it would've helped or not, really.</p> <p>18 I mean, it was a shock to see it.</p> <p>19 Q. That was later in the night?</p> <p>20 A. Yes.</p> <p>21 Q. Yes.</p> <p>22 A. Yes, yes.</p> <p>23 Q. When this caller tells you the whole block of flats was</p> <p>24 on fire, did you believe him or did you treat it with</p> <p>25 scepticism?</p> <p style="text-align: right;">Page 144</p>

<p>1 A. I think at that point, I didn't disbelieve him.</p> <p>2 I thought that we was dealing with something</p> <p>3 obviously -- I thought we was dealing with a very</p> <p>4 serious fire.</p> <p>5 Q. Yes.</p> <p>6 A. But, as I say, until I got the visual, I didn't realise</p> <p>7 quite how bad it was.</p> <p>8 Q. There's a call at 01.37.09, a third of the way down the</p> <p>9 page [35]:</p> <p>10 "CRO Howson takes a call from a female caller who</p> <p>11 states that she can see a massive fire in a tower and</p> <p>12 that people may jump out. Caller states they are not in</p> <p>13 the building but can hear people screaming for help.</p> <p>14 CRO Howson states there are ten fire engines there and</p> <p>15 more en-route."</p> <p>16 In fact, by that stage, the make-up was 25. Had you</p> <p>17 not heard or seen that message in the room or on the</p> <p>18 Vision log?</p> <p>19 A. Ten fire engines there and more en route, yes.</p> <p>20 Q. Oh, I see, more en route. So you had heard it was 25 by</p> <p>21 this stage?</p> <p>22 A. Yes.</p> <p>23 Q. Fine.</p> <p>24 At that point, you'd had the call earlier at</p> <p>25 01.30.14, whole block of flats on fire. Now you're</p> <p style="text-align: right;">Page 145</p>	<p>1 "013210", so 01.32.10.</p> <p>2 The call starts on that first page underneath that.</p> <p>3 "CALLER: Erm, hello? Erm, there's a big fire at</p> <p>4 Grenfell Tower."</p> <p>5 On page 1, you can see that the person says, towards</p> <p>6 the bottom of the page, in answer to your question what</p> <p>7 flat are you in, caller:</p> <p>8 "OPERATOR: What fl..., what flat are you in?</p> <p>9 "CALLER: We're, we're at the top floor.</p> <p>10 "OPERATOR: Top, right. What number? What is your</p> <p>11 door number?</p> <p>12 "CALLER: My, my actual door number's 155 but I'm at</p> <p>13 someone else's house."</p> <p>14 You know that they're at the top.</p> <p>15 Then on page 3, if you turn to that, you can see</p> <p>16 that the caller tells you there's a lot of smoke coming</p> <p>17 in. In the middle of the page there, you ask:</p> <p>18 "OPERATOR: Okay, well what I want you to do, right?</p> <p>19 The fire's not in your flat, is it?</p> <p>20 "CALLER: Er, no but I can see it and the window's</p> <p>21 already burning up."</p> <p>22 So you're told the window is burning up.</p> <p>23 You say:</p> <p>24 "OPERATOR: Okay, all right. Listen, I want you to</p> <p>25 try and stop that smoke coming into the flat for me."</p> <p style="text-align: right;">Page 147</p>
<p>1 hearing a call that there's a massive fire and people</p> <p>2 may jump out.</p> <p>3 A. Yes.</p> <p>4 Q. By this stage, had you realised that people weren't, as</p> <p>5 it were, exaggerating; this was a serious whole-block</p> <p>6 fire?</p> <p>7 A. Yes, absolutely. On the other hand, I think up until</p> <p>8 that night, I truly believed that 20 appliances could</p> <p>9 deal with anything.</p> <p>10 Q. Right.</p> <p>11 A. I really did. So, you know, I was confident that once</p> <p>12 we had 20 machines there, 100 firefighters, in my mind</p> <p>13 I'm thinking: whatever it is, we can deal with it.</p> <p>14 Q. I'm going to ask you about certain calls that you took</p> <p>15 prior to the change in stay-put advice.</p> <p>16 First of all, a call from the 23rd floor, flat 201.</p> <p>17 We can picture this up at the control room report,</p> <p>18 page 27. If we can just go back.</p> <p>19 This is at 01.32.10. Top of the page:</p> <p>20 "CRO Howson takes a call from what sounds like a</p> <p>21 child who says they are in a top floor flat."</p> <p>22 I just want to show you the transcript of that if</p> <p>23 I can, this is LFB00000667.</p> <p>24 We can see the time of this call from the top line,</p> <p>25 next to "Event", second group of numbers from the right,</p> <p style="text-align: right;">Page 146</p>	<p>1 At that stage, given you were told that the window</p> <p>2 was burning, was it not a fire survival guidance call,</p> <p>3 and this person was affected by fire?</p> <p>4 A. Yes, it was.</p> <p>5 Q. We don't see you then saying, "You need to leave, can we</p> <p>6 assess the means of exit." Is there a reason why that</p> <p>7 is?</p> <p>8 A. Well, I still believed at that point that if I could</p> <p>9 keep them safe where they were, we would rescue them.</p> <p>10 Q. If you turn to page 4, two-thirds of the way down that</p> <p>11 page, after the discussion about speaking to an adult,</p> <p>12 caller says:</p> <p>13 "CALLER: Hello?</p> <p>14 "OPERATOR: Hello there, hi, I've just been speaking</p> <p>15 to, erm, I don't know if that's, er, one of your</p> <p>16 children.</p> <p>17 "CALLER: Oh my God, the fire is coming through.</p> <p>18 "OPERATOR: I know. Listen, erm, I'm just trying to</p> <p>19 explain to em, you're on the top floor are you?</p> <p>20 "CALLER: No, hang on, hang on, hang on (inaudible)</p> <p>21 the smoke's coming through the window.</p> <p>22 "OPERATOR: The smoke's coming through the window?</p> <p>23 "CALLER: Yeah, yeah.</p> <p>24 "OPERATOR: Don't let the smoke in, so shut the</p> <p>25 windows, all right? The, erm, the fire's below you, I</p> <p style="text-align: right;">Page 148</p>

<p>1 take it, is it? Yeah ..."</p> <p>2 Then there's no more answer and the call finishes.</p> <p>3 By the end of this call, were you completely</p> <p>4 confident that the fire had not actually come into the</p> <p>5 flame spread and it was just smoke -- I say "just", but</p> <p>6 as opposed to fire?</p> <p>7 A. Yes.</p> <p>8 Q. Given that you were told that the fire was coming in the</p> <p>9 window, by the caller, or coming through, why were you</p> <p>10 so confident it was only smoke and not fire?</p> <p>11 A. I don't know. I mean, it was inconceivable that they're</p> <p>12 on the top floor and it would be on fire.</p> <p>13 Q. We know from earlier calls that you had been told on two</p> <p>14 occasions, before this call, 01.27 and 01.30 -- sorry,</p> <p>15 one occasion, to be fair to you, one occasion, 01.30 --</p> <p>16 that the whole block of flats was on fire and you'd</p> <p>17 heard the makes-ups. Why was it inconceivable that</p> <p>18 a flat on the top floor was on fire?</p> <p>19 A. I don't know, I just couldn't get my head around it.</p> <p>20 I just couldn't. I still felt at that time -- we were</p> <p>21 doing rescues. I still felt at that time, if I could</p> <p>22 keep them safe where they were and get the firefighters</p> <p>23 to them, that that was their best option.</p> <p>24 I think there was a point where the thought of</p> <p>25 getting them out of their flats into I don't know what,</p> <p style="text-align: center;">Page 149</p>	<p>1 She wasn't really sort of saying too much, I just nodded</p> <p>2 and said to her --</p> <p>3 Q. You didn't --</p> <p>4 A. No. I mean, I was on calls at the time.</p> <p>5 Q. You didn't put two and two together with each other and</p> <p>6 work out that you were on different calls to callers</p> <p>7 from the same flat?</p> <p>8 A. No, I didn't know that.</p> <p>9 Q. Different flat, different floor, if I can: flat 194,</p> <p>10 22nd floor, which is Tony Disson.</p> <p>11 Control room report, page 59. I don't think there's</p> <p>12 a need to see the transcript because we get everything</p> <p>13 we need from the control report summary.</p> <p>14 Page 59. This call is at 02.00.33.</p> <p>15 I'll read it all to you:</p> <p>16 "CRO Howson takes a call from a male caller who says</p> <p>17 he has been waiting 15 minutes and that his flat is</p> <p>18 getting worse. The caller explains that it is black in</p> <p>19 the flat and that he cannot see anything. He then</p> <p>20 advises CRO Howson that he is a pensioner and she checks</p> <p>21 that he is preventing smoke from getting into the flat,</p> <p>22 which the caller states that he is. CRO Howson asks if</p> <p>23 there is another room in the flat which is less smoky</p> <p>24 and the caller suggests that the front room is probably</p> <p>25 the best one. CRO Howson tells him to sit on the floor</p> <p style="text-align: center;">Page 151</p>
<p>1 just seemed, I don't know, too dangerous.</p> <p>2 Q. Were you in a position to assess at that stage whether</p> <p>3 the exits really were so dangerous that you couldn't</p> <p>4 encourage or advise them to leave?</p> <p>5 A. Well, I mean, looking at that, I don't think I even</p> <p>6 asked.</p> <p>7 Q. Is there a reason why not?</p> <p>8 A. No, there's no reason. I just -- we was in the process</p> <p>9 of doing rescues. I was just trying to keep them away,</p> <p>10 safe in their flat, until they were rescued.</p> <p>11 Q. Is one reason, perhaps -- you tell me -- that this</p> <p>12 wasn't a fire case, it was a smoke case, and in your</p> <p>13 mind a smoke case isn't an FSG call?</p> <p>14 A. Yes, I think that's probably what my mindset was up</p> <p>15 until that point.</p> <p>16 Q. Do you remember -- maybe you don't -- at the same time,</p> <p>17 your colleague Sarah Russell was on the phone to a young</p> <p>18 girl. Do you remember her being on the call at that</p> <p>19 time?</p> <p>20 A. Yes, yes.</p> <p>21 Q. Did you hear any information that Sarah was picking up</p> <p>22 which would enable you to assist on this call?</p> <p>23 A. I didn't hear any of the call, but I was facing Sarah</p> <p>24 and she was quite new in the job. I can remember</p> <p>25 looking up and looking at her and she looked distressed.</p> <p style="text-align: center;">Page 150</p>	<p>1 as the air will be cleaner and asks for the flat number</p> <p>2 which the caller gives this as 194 on 22nd floor. A</p> <p>3 smoke alarm is audible in the background. CRO Howson</p> <p>4 confirms the Brigade will be there as soon as they can.</p> <p>5 The caller sounds very similar to an earlier call taken</p> <p>6 by CRO Fox at 01:30:08."</p> <p>7 He told you, as we can see, that his flat was worse</p> <p>8 and is black.</p> <p>9 Having regard to the policy we looked at, 539, did</p> <p>10 you think that this caller was now affected by fire or</p> <p>11 smoke, or was this just a smoke case, as we've</p> <p>12 discovered from this, and therefore he wasn't affected</p> <p>13 by fire?</p> <p>14 A. No, I didn't think he was affected by fire; I thought he</p> <p>15 was affected by smoke.</p> <p>16 Q. Did you consider whether you should be exploring with</p> <p>17 him whether he could safely leave?</p> <p>18 A. No.</p> <p>19 Q. Is there a reason why not?</p> <p>20 A. Again, because I felt he was in the safest place,</p> <p>21 awaiting rescue --</p> <p>22 Q. Is that because he wasn't affected by fire?</p> <p>23 A. Yes.</p> <p>24 Q. This may begin to become a familiar theme, Ms Howson, so</p> <p>25 forgive me.</p> <p style="text-align: center;">Page 152</p>

<p>1 A. No, no, for sure, yes.</p> <p>2 Q. The next one is flat 192, 22nd floor. There are</p> <p>3 a number of calls. I'll take these as quickly as I can</p> <p>4 with you.</p> <p>5 The first one as 02.10.31. This is control room</p> <p>6 report 69, and the transcript is LFB00000345. I'd like</p> <p>7 to look at that transcript with you if I can.</p> <p>8 We can see the first page of it, timed at 02.10.31,</p> <p>9 you can see that from the column with the right-hand</p> <p>10 bunch of numbers, first from the right.</p> <p>11 If you look at the start of the call:</p> <p>12 "OPERATOR 1: Fire brigade.</p> <p>13 "CALLER: (Inaudible) yeah, hi.</p> <p>14 "OPERATOR 1: Hello, fire brigade?</p> <p>15 "CALLER: Yeah, there is fire (Several inaudible</p> <p>16 words).</p> <p>17 "OPERATOR 1: Hello?</p> <p>18 "CALLER: Yeah, there is fire in our kitchen."</p> <p>19 Do you see that?</p> <p>20 Then you go on to get the flat number and floor from</p> <p>21 them over the bottom of the second page and to the top</p> <p>22 of the third page.</p> <p>23 On the fourth page, page 4, a third of the way down,</p> <p>24 you say:</p> <p>25 "OPERATOR 1: Right. So, when you say a fire, what,</p> <p style="text-align: center;">Page 153</p>	<p>1 Q. We've seen a call earlier, the one at 01.32, just</p> <p>2 a moment ago, the one from flat 201, top floor, that the</p> <p>3 window was burning, and you've been told that the whole</p> <p>4 building was on fire. I just want to know, really, why</p> <p>5 you were still thinking that the fire was on the</p> <p>6 4th floor.</p> <p>7 A. Because that's where the original fire was, you know,</p> <p>8 and everything -- the fire, it just ... it didn't do</p> <p>9 what other fires do. It just -- it shouldn't have</p> <p>10 happened, you know, the fire shouldn't have been there.</p> <p>11 And I think I still couldn't get my head round what was</p> <p>12 happening on the building, within the building, and</p> <p>13 I was still working, trying to keep people safe, to be</p> <p>14 rescued, and I still felt at that point that was the</p> <p>15 safest place for them. I was just trying to keep them</p> <p>16 away from the worse of it and keep them safe in their</p> <p>17 flats.</p> <p>18 Q. We've seen what is said at page 4, cooker, fire, fire in</p> <p>19 the kitchen.</p> <p>20 If we look at page 5, a third of the the way down,</p> <p>21 you now say:</p> <p>22 "OPERATOR 1: Flat 192; so, there's a fire in the</p> <p>23 kitchen."</p> <p>24 We then see on to page 9, if we look forward -- at</p> <p>25 page 8 we can see, as we pass it, it's confirmed there's</p> <p style="text-align: center;">Page 155</p>
<p>1 was it the cooker or something?</p> <p>2 "CALLER: (Several inaudible words) there is already</p> <p>3 fire (Several inaudible words) get down here (Several</p> <p>4 inaudible words) get down, get down, get down!"</p> <p>5 Then towards the bottom of the page you say:</p> <p>6 "OPERATOR 1: Listen, we're dealing with a fire on</p> <p>7 the fourth floor, okay? Is it the smoke --</p> <p>8 "CALLER: (Overspeaking) there is fire on the 22nd</p> <p>9 floor.</p> <p>10 "OPERATOR 1: On the 22nd floor, in your --</p> <p>11 "CALLER: (Overspeaking)</p> <p>12 "OPERATOR 1: -- kitchen, yeah?</p> <p>13 "CALLER: Yes. Yeah.</p> <p>14 "OPERATOR 1: Okay. All right, just ... The 22nd</p> <p>15 floor, yeah?</p> <p>16 "CALLER: Yeah.</p> <p>17 "OPERATOR 1: Flat 192; so, there's a fire in the</p> <p>18 kitchen."</p> <p>19 So you've established at this point in the call that</p> <p>20 the flat is on fire.</p> <p>21 Do you know why you told the caller that the fire</p> <p>22 was only on the 4th floor at that stage?</p> <p>23 A. I don't know. I think I still didn't appreciate that</p> <p>24 the fire was affecting flats that high up in the</p> <p>25 building.</p> <p style="text-align: center;">Page 154</p>	<p>1 a fire in the kitchen.</p> <p>2 At page 9, you say at the top of the page:</p> <p>3 "OPERATOR 1: All right. Well, listen, I mean, at</p> <p>4 the moment we're advising people to stay in their flats,</p> <p>5 but if you've got a fire in your flat, it's your</p> <p>6 decision; you may have to try and get out, okay? How</p> <p>7 near are you to the stairwell?</p> <p>8 "CALLER: (No reply)</p> <p>9 "OPERATOR 1: How near are you to the stairs?"</p> <p>10 Then there's discussion about that.</p> <p>11 Towards the bottom of the page:</p> <p>12 "CALLER: Yeah, we are trapped (Overspeaking)"</p> <p>13 And you talk about children.</p> <p>14 The call essentially ends there at page 10 without</p> <p>15 much further information.</p> <p>16 My question is: you know now there's a fire in the</p> <p>17 flat. You've suggested to them that they should</p> <p>18 leave -- the advice on page 9 -- but you say to them,</p> <p>19 "it's your decision; you may have to try and get out,</p> <p>20 okay?"</p> <p>21 Can I just ask you, why didn't you tell them, "Given</p> <p>22 that you've got a fire in your flat, you need to leave",</p> <p>23 and make it very clear they had to leave? Can you help</p> <p>24 me with why you didn't do that?</p> <p>25 A. No.</p> <p style="text-align: center;">Page 156</p>

<p>1 Q. We also see you don't explore with them how safe it is 2 for them to leave, how smoke-logged the lobbies or stair 3 is. Is there a reason why you didn't do that?</p> <p>4 A. No. I mean, at the time, we were still following the 5 stay-put policy.</p> <p>6 Q. As you understood it.</p> <p>7 A. Yes, as I understood it.</p> <p>8 Q. There's a second call, and this is transcript 9 LFB00000351, a few minutes later. This is 02.18.06, the 10 second page of which establishes same flat, 192, 11 22nd floor.</p> <p>12 Then on page 3, very much the same thing, smoke and 13 fire. Fire in the kitchen again, as you can see in the 14 middle of the page.</p> <p>15 Then top of page 4, again:</p> <p>16 "OPERATOR: ... You'll have to try and make 17 yourselves -- make your way to somewhere safe if that 18 fire is in your flat."</p> <p>19 Then you give them some advice in the middle of that 20 page. You say:</p> <p>21 "OPERATOR: -- to the stairwell -- so, wherever the 22 smoke is less heavy, if you can take some blankets and 23 towels and put them round your mouth so you're not 24 breathing in the smoke, okay, and get to the place -- 25 try and head to where there is the least smoke, okay?"</p> <p style="text-align: center;">Page 157</p>	<p>1 had you had any positive information in the control room 2 to lead you to think that crews were going to be able to 3 get to the 22nd floor?</p> <p>4 A. No.</p> <p>5 Q. So why were you thinking or expecting that crews were 6 going to be able to reach them?</p> <p>7 A. Because we do.</p> <p>8 Q. It's an assumption, is it?</p> <p>9 A. We do, yeah, we do get to people and we do rescue them.</p> <p>10 Q. There's a third call from this flat a few minutes later 11 at 02.34.16, and that's LFB00000363.</p> <p>12 Just picking a point or two up from that call, you 13 say on page 3 -- it's the same flat -- in the middle of 14 the page:</p> <p>15 "OPERATOR: Two adults and three kids, yeah? All 16 right. So is - just stay (inaudible)</p> <p>17 "CALLER: Sorry?</p> <p>18 "FEMALE SPEAKER: (inaudible) is being affected by 19 the fire and flames and smoke they've gotta get out. 20 Damp towel, (overspeaking) together.</p> <p>21 "OPERATOR: Up or down? Where to go?</p> <p>22 "FEMALE SPEAKER: Down."</p> <p>23 Could you tell me what is happening on that? Are 24 you speaking to someone in the control room or someone 25 on the end of the phone?</p> <p style="text-align: center;">Page 159</p>
<p>1 And the advice continues, as you can see. 2 Then you go on to page 5. They tell you: 3 "CALLER: We have opened one side of the windows ..." 4 Then just after halfway down, you say: 5 "OPERATOR: Have you left the flat?" 6 "CALLER: (No reply) 7 "OPERATOR: Hello? Have you left the flat?" 8 "CALLER: (No reply) 9 "OPERATOR: Hello? Where are you now?" 10 "CALLER: (Overspeaking) 192." 11 At that stage, what were you trying to do?</p> <p>12 A. Well, just trying to keep them safe, trying to get them 13 away from the fire.</p> <p>14 Q. We can see from this call that you were trying to assist 15 them to leave. My question really is: why were you 16 doing that on this call, when they called back, and not 17 on the earlier call?</p> <p>18 A. I don't know, it was just things that should have been 19 happening, weren't happening. You know, we should've 20 been -- you know, these people should've been rescued 21 and we weren't able to get to them.</p> <p>22 Q. Right.</p> <p>23 A. The policies we had that have always worked in the past, 24 they weren't working.</p> <p>25 Q. This call is at 02.18. At that point or by that point,</p> <p style="text-align: center;">Page 158</p>	<p>1 A. Sorry, which part was it?</p> <p>2 Q. Page 3, just below halfway down, where you see: 3 "FEMALE SPEAKER: (inaudible) is being affected by 4 the fire and flames and smoke, they've gotta get out. 5 Damp towel, (overspeaking) together."</p> <p>6 Can you help me with whether you're speaking to 7 someone on the end of the phone or somebody in the 8 control room?</p> <p>9 A. I don't know. I mean, there was a lot of times on calls 10 where I was speaking to people in the room as well. 11 I don't know in that particular call.</p> <p>12 Q. Do you think this was you taking guidance from 13 a supervisor? Is that possible?</p> <p>14 A. Possibly.</p> <p>15 Q. But you can't remember?</p> <p>16 A. Possibly. I mean, I did have conversations where I was 17 on calls and speaking to supervisors.</p> <p>18 Q. Do you remember any language or communication 19 difficulties with these callers from this particular 20 flat?</p> <p>21 A. I don't know about this particular flat. I mean, there 22 were some calls where it was difficult because of 23 language or noise or the sheer panic. But I wouldn't be 24 able to say which ones in particular.</p> <p>25 Q. Another call, this time from flat 205, 23rd floor, at</p> <p style="text-align: center;">Page 160</p>

<p>1 02.25.38, control room report, page 80 and LFB00000670.</p> <p>2 Now, this is, as you can see from the top of the</p> <p>3 page, at 02.25.38, as I've said, and it's a connection,</p> <p>4 it looks like, from BT, which starts:</p> <p>5 "CALLER 1: ... there's a female on the line she says</p> <p>6 she's in flat 205, er, 23rd floor of the building, er,</p> <p>7 they can't get out and they're running out of oxygen."</p> <p>8 Then the call is essentially put through.</p> <p>9 I just want to look at the bottom of page 2 with</p> <p>10 you.</p> <p>11 The caller says at the bottom:</p> <p>12 "CALLER 2: But my mother she's diabetic, got asthma</p> <p>13 "OPERATOR: Okay, all right, listen, I'm just gonna</p> <p>14 speak to the crews.</p> <p>15 "CALLER 2: Could you get a chopper or something,</p> <p>16 could you get a helicopter or something to get us out?</p> <p>17 "OPERATOR: There is, there is one there, okay, all</p> <p>18 right, the fire brigade are on their way now, they're</p> <p>19 making their way."</p> <p>20 First of all, did you consider whether you needed to</p> <p>21 ask the caller whether the mother has any difficulties</p> <p>22 moving, any mobility issues? She told you about</p> <p>23 diabetes and asthma, did you think to ask about mobility</p> <p>24 issues as well?</p> <p>25 A. No.</p> <p style="text-align: right;">Page 161</p>	<p>1 A. No.</p> <p>2 Q. I can understand that. But are you trained, when giving</p> <p>3 reassurance to callers, to make sure that whatever</p> <p>4 reassurance you give them, you don't raise expectations</p> <p>5 falsely in their minds about rescue?</p> <p>6 A. Not specifically. I mean, I think maybe my expectation</p> <p>7 was raised about what we could and couldn't do --</p> <p>8 Q. Right.</p> <p>9 A. -- possibly. Well, it was, definitely.</p> <p>10 Q. Did you think that a helicopter --</p> <p>11 A. Not in the case of the helicopter.</p> <p>12 Q. Right.</p> <p>13 A. I mean, I knew the helicopter wasn't the Brigade</p> <p>14 helicopter. I mean, we haven't got one, we don't use</p> <p>15 them. So, you know, that would've been like the police</p> <p>16 sort of heli-tele or -- but, no, I think it was probably</p> <p>17 my expectation on the night of what we could do, really,</p> <p>18 that I was giving to the callers, right up until the</p> <p>19 point where we was told to get them out.</p> <p>20 Q. Right.</p> <p>21 A. Because we weren't going to be able to get to them.</p> <p>22 So up until that point, any hope I was giving to the</p> <p>23 callers, was, I think, my hope. I did genuinely think</p> <p>24 we was still going to get there to help these people.</p> <p>25 Q. One more question, then I'm going to ask the chairman</p> <p style="text-align: right;">Page 163</p>
<p>1 Q. Is there a reason why you didn't do that?</p> <p>2 A. No. I mean, I think by that stage, it was -- the</p> <p>3 conditions, everybody was going to have difficulties</p> <p>4 dealing with the situation.</p> <p>5 Q. You can see, as I've just read to you, the bottom of</p> <p>6 page 2, top of page 3, they're asking about the</p> <p>7 helicopter.</p> <p>8 Do you remember if you thought at the time that the</p> <p>9 helicopter was there to carry out rescues?</p> <p>10 A. No. No.</p> <p>11 Q. Did it occur to you to tell the caller that the</p> <p>12 helicopter was not there to carry out rescues and,</p> <p>13 indeed, could not carry out rescues?</p> <p>14 A. No. To be honest, I didn't really -- I suppose</p> <p>15 I dismissed the conversation about the helicopter</p> <p>16 because it's not something that we use.</p> <p>17 Q. You say you dismissed it; did it occur to you that by</p> <p>18 saying to them "there is a helicopter there", and "the</p> <p>19 Fire Brigade are on their way", you might have planted</p> <p>20 in their minds the hope or expectation that they would</p> <p>21 be rescued by helicopters?</p> <p>22 A. Possibly, yes, it's not -- yeah, it possibly could've</p> <p>23 done that. That's not my intention, though.</p> <p>24 Q. Let me just ask you, following up on that question -- it</p> <p>25 wasn't your intention to do that.</p> <p style="text-align: right;">Page 162</p>	<p>1 for a short break --</p> <p>2 A. Okay.</p> <p>3 Q. -- if I can, because I don't want to leave this call</p> <p>4 hanging.</p> <p>5 A. No.</p> <p>6 Q. If you look at the bottom of page 5 and over the top of</p> <p>7 page 6, you can see that you say at the bottom:</p> <p>8 "OPERATOR: All right, okay, well if the fire's in</p> <p>9 the living room you need to get out of there."</p> <p>10 So this was now a fire call:</p> <p>11 "CALLER 2: How are we gonna get out? We can't</p> <p>12 (Inaudible) up in flames, guys there's (Inaudible)</p> <p>13 flames we need to go.</p> <p>14 "OPERATOR: Okay.</p> <p>15 "CALLER 2: It's black(?)</p> <p>16 "OPERATOR: Listen, it's your decision, if you need</p> <p>17 to leave, you need to leave.</p> <p>18 "CALLER 2: But the problem is it's black, we can't</p> <p>19 breathe.</p> <p>20 "OPERATOR: You, you need to get some towels."</p> <p>21 You go on to tell them, "you need to get out".</p> <p>22 Was it clear to you at this stage that this was</p> <p>23 clearly definitive advice that they had to leave, come</p> <p>24 what may?</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 164</p>

<p>1 MR MILLETT: Mr Chairman, I think that's a convenient 2 moment. I'm going to turn to a different topic. 3 SIR MARTIN MOORE-BICK: Is that all right? 4 MR MILLETT: Yes. 5 SIR MARTIN MOORE-BICK: Well, Ms Howson, we're going to have 6 a short break now. Please don't talk to anyone while 7 you're out of the room, at least about your evidence and 8 so on, and if you go with the usher, we'll resume at 9 3.25, if that's all right. 10 Thank very much. 11 Right. 3.25, then, please. Thank you. 12 (3.15 pm) 13 (A short break) 14 (3.25 pm) 15 SIR MARTIN MOORE-BICK: All right, Ms Howson, ready to carry 16 on? Thank you. 17 MR MILLETT: Ms Howson, thank you for coming back to us. 18 I want to take you back to a call to show you the 19 transcript, because the summary I showed you of the call 20 was not completely complete. This is a call at 02.00.33 21 from Tony Disson, flat 194. 22 Can I ask you, please, to be shown LFB00000337. 23 We have the time of the call at the top of the page, 24 02.00.33. 25 Can I ask you, please, to go to page 2.</p> <p style="text-align: center;">Page 165</p>	<p>1 been different? 2 A. I honestly don't know. 3 Q. Would you have been able to say to him, "Well, you must 4 get out" or seek to explore the safety of the exit 5 routes with him at that stage? 6 A. As I say, I honestly don't know. I've always been 7 confident in the stay-put policy, and it's always had 8 good results. That's what I believed was going to 9 happen. 10 Q. Right. 11 A. And I believed that I was keeping them safe to be 12 rescued. 13 I don't know whether having a heli-tele there 14 would've made any difference to that, seeing the outside 15 of the building, still not knowing really what's going 16 own inside the building, what the state of the 17 stairwells, the communal areas was like. 18 So I don't know. I don't know whether it would've 19 made any difference. I was following a procedure that 20 I've followed many times and has always saved people's 21 lives, and that's what I did that night. 22 Q. I want to ask you about the change in stay put. Can 23 I take you back to your statement. 24 A. Yes. 25 Q. You say on page 6 of your statement in the third</p> <p style="text-align: center;">Page 167</p>
<p>1 You see there that you're told: 2 "CALLER: Yes. I'm a pensioner, darling, I can't get 3 about. 4 "OPERATOR: Okay. Listen, you can't go anywhere 5 anyway, you're in the safest place there, all right? 6 Overspeaking) 7 "CALLER: Darling, it's black. 8 "OPERATOR: Listen, the fire is on the 4th floor, 9 okay? Are you doing everything you can to get the smoke 10 coming in? 11 "CALLER: Yes, yes. 12 "OPERATOR: You are. Okay. 13 "CALLER: My, my, my letterbox won't close so it's 14 coming through the letterbox. 15 "OPERATOR: All right. Well, put a towel in. 16 "CALLER: (inaudible) put something in it. All 17 right. Thanks. All right." 18 One or two questions about that. 19 First of all, by this time, was it clear to you that 20 the fire had spread to the top floor? This is 21 2 o'clock, more or less. 22 A. Yes, it would've been, yes. 23 Q. If you had had the images from the heli-tele downlink or 24 the television showing the external fire spread or smoke 25 spread, do you think your advice to this caller would've</p> <p style="text-align: center;">Page 166</p>	<p>1 paragraph that you can't remember an exact time, but you 2 say: 3 "... I received instructions from my Assistant 4 Operations Manager Debbie REAL that we needed to get 5 these people out, and that the advice had changed. I now 6 needed to tell people to get out of the building." 7 Do you remember even roughly what time that was? 8 A. No. 9 Q. Do you remember exactly what she said? 10 A. She stood in front of me, and she said something to the 11 effect of, "Right, get them all out now." 12 Q. Right. 13 A. She said, "Tell them wet towels, blankets, cover their 14 faces and get them out of their flats, we can't get to 15 them." 16 Q. Was that the first time that you realised that the 17 firefighters won't be able to rescue people in the 18 building? 19 A. Yes. 20 Q. Did you get an impression of which floors couldn't be 21 accessed or was it all of them? 22 A. All of them. 23 Q. Did she hold a piece of paper up in front of you with 24 some writing on it? 25 A. No, but she was very clear in her instructions.</p> <p style="text-align: center;">Page 168</p>

<p>1 Q. Was she very clear in the terms and tone of what you 2 were supposed to say?</p> <p>3 A. Yes.</p> <p>4 Q. How clearly did you understand that the advice you were 5 to give to callers was, "You must get out at all costs, 6 it's a live or die choice"?</p> <p>7 A. Very clear.</p> <p>8 Q. I just want to look at just one call around the time of 9 the change in the advice. Can I ask you, please, to 10 look at LFB00000375.</p> <p>11 This is a call summarised in the control room report 12 at page 95. It's flat 203 on the 23rd floor, timed at 13 02.46.02, as you can see from the number in the column 14 at the top.</p> <p>15 If I can ask you, please, to go to the first page of 16 the call, you see you're given the flat number:</p> <p>17 "CALLER: Hi, I'm in flat 203.</p> <p>18 "OPERATOR: Flat 203. What floor are you on?</p> <p>19 "CALLER: 21st floor."</p> <p>20 Then if you go to page 2, you record the fact that 21 you are told the flat next door is on fire, and you say:</p> <p>22 "OPERATOR: ... put some stuff around the windows as 23 well just to try to keep as much smoke —</p> <p>24 "CALLER: Put things around the windows.</p> <p>25 "OPERATOR: -- as much you can just to keep smoke</p> <p style="text-align: right;">Page 169</p>	<p>1 A. That's the call you just spoke to me about, isn't it?</p> <p>2 Q. No, it's a different flat.</p> <p>3 (Pause)</p> <p>4 A. I don't know, that one I'm telling them to stay?</p> <p>5 SIR MARTIN MOORE-BICK: Would you like to put the question 6 again, Mr Millett?</p> <p>7 MR MILLETT: Well, yes, I suppose I'll have to now.</p> <p>8 There's a call earlier which we looked at before at 9 02.34, which is LFB00000363. I don't want to have to go 10 back over it again, but this is the call at the end of 11 which you gave advice about damp towel -- essentially it 12 was a get-out call.</p> <p>13 A. Yes.</p> <p>14 Q. That was at 02.34.</p> <p>15 A. Yes, I think there was one call where I told people to 16 get out prior to the instruction because the flat was on 17 fire.</p> <p>18 Q. Right, I see. Okay. So is that the difference, that 19 that flat was on fire, so you were telling them to 20 leave --</p> <p>21 A. Yes.</p> <p>22 Q. -- but now you've been given the general instruction?</p> <p>23 A. The general one, yes. Once we had the instruction, that 24 was to tell all occupants, all the residents, to leave.</p> <p>25 Q. I see. But in this call, flat 203 at 02.42, you don't</p> <p style="text-align: right;">Page 171</p>
<p>1 out. Keep low, okay, obviously we're letting the fire 2 crews know that you're there. How many of you in 3 there?"</p> <p>4 And it continues.</p> <p>5 Towards the bottom of the page, you say:</p> <p>6 "OPERATOR: Okay, all right, I will let them know. 7 They are getting to you as soon as they can, okay? All 8 right, just try to keep that smoke out. If anything 9 changes call us back, okay?"</p> <p>10 Then at the bottom of the page, you say:</p> <p>11 "OPERATOR: Well, as I say I've got a note of where 12 you are. We are making our way up to you."</p> <p>13 Do you think, looking at what you're saying there, 14 that this is a call that was made and you took before or 15 after Debbie had given you the instructions?</p> <p>16 A. Before.</p> <p>17 Q. Why do you say that with confidence?</p> <p>18 A. Because after she said it, I was giving people advice to 19 get out.</p> <p>20 Q. We saw a call before the break at 02.34 from flat 192 21 where it looks like you are taking guidance from 22 a supervisor, we're not sure. In the end, you told them 23 to leave in that call.</p> <p>24 Why did you tell the callers in that call to leave 25 but not in this case?</p> <p style="text-align: right;">Page 170</p>	<p>1 think you've been given the instruction by Debbie Real 2 at this stage?</p> <p>3 A. No. Once I've been given the instruction, that was the 4 advice I gave.</p> <p>5 Q. There's a further call at 02.58.42. This is 6 LFB00000558. This is with someone outside the tower. 7 Can you just go to the second page of that, please. 8 "CALLER: ... I've got someone on the 23rd floor." 9 The person says: 10 "CALLER: I'm not, I'm not in the flat. She's in the 11 flat. I'm outside."</p> <p>12 That's the middle of the page. Flat 203 again. 13 Then third page, so next page, please, you have 14 a conversation about the floor, calling 999, and at the 15 bottom, you say: 16 "OPERATOR: All right then, okay ... I'll let the 17 fire - I'll let the crews know ..."</p> <p>18 Then if you just turn the page to what I believe is 19 the end of the call, you say: 20 "OPERATOR: - if she does phone you, urn, we're 21 advising people - 22 "CALLER: Yeah. 23 "OPERATOR: - now they need to get out of the 24 building, okay. 25 "CALLER: But how will they get out the building? No</p> <p style="text-align: right;">Page 172</p>

<p>1 one's shown them the way.</p> <p>2 "OPERATOR: Well, they, they need to attempt to get</p> <p>3 out the building. If, if they can't stay in the flat</p> <p>4 anymore - have you spoken to her or you calling on -"</p> <p>5 Then there's a continuation of a discussion about</p> <p>6 smoke.</p> <p>7 Let's just go to the next page, please, where the</p> <p>8 call ends, then you say at the top:</p> <p>9 "OPERATOR: ... Well, listen, what I'm gonna do I'm</p> <p>10 gonna let the crews know that she's still in there ..."</p> <p>11 And you get more details. Then you say:</p> <p>12 "OPERATOR: ... I'll let the crews know -"</p> <p>13 This is just before 3.00 am, after the time,</p> <p>14 I think, as we've established, you were told to give</p> <p>15 get-out-at-all-costs advice.</p> <p>16 Why did you tell this caller that you'll let the</p> <p>17 crews know, given that had already by now been told by</p> <p>18 Debbie Real that the crews weren't going to rescue</p> <p>19 anybody?</p> <p>20 A. Well, no, I mean, we're still letting the crews know</p> <p>21 that we would -- I mean, I'd told him to tell the</p> <p>22 occupants to leave.</p> <p>23 Q. We saw that, you did.</p> <p>24 A. Yes, but we didn't stop telling the crews that we'd</p> <p>25 advised people in flats to leave. I mean, not all of</p> <p style="text-align: right;">Page 173</p>	<p>1 Once I had the visual of what we were dealing with,</p> <p>2 everything made sense ... I was still giving advice of</p> <p>3 'stay put' to people who were calling, because we had</p> <p>4 not been instructed any further. I was sticking to the</p> <p>5 policy. Half of me was thinking 'how will we get them</p> <p>6 out?', and the other half was thinking 'what do we do!'"</p> <p>7 Is it your recollection that you'd seen</p> <p>8 Jason Oliff's or the officer of the day's phone and the</p> <p>9 picture on it before Debbie Real came to you with the</p> <p>10 instructions that you should now tell everybody to get</p> <p>11 out?</p> <p>12 A. Yes, I think it was before.</p> <p>13 Q. You say half of you was thinking, "How will we get them</p> <p>14 out?" and a half "What do we do?" Did you discuss that</p> <p>15 dilemma with anybody in the control room?</p> <p>16 A. No. I mean, a couple of times I just shouted out in the</p> <p>17 room, you know, "How long is it going to take to get to</p> <p>18 these people?" But we didn't have the answers. We</p> <p>19 didn't know.</p> <p>20 Q. Do you remember how long after seeing that image you</p> <p>21 continued to give stay-put advice for?</p> <p>22 A. I don't, I'm afraid. I really don't.</p> <p>23 Q. Was it long or short?</p> <p>24 A. I don't know. I don't think it was -- it wasn't very</p> <p>25 long.</p> <p style="text-align: right;">Page 175</p>
<p>1 the -- well, I don't know for sure, but I'm working on</p> <p>2 the premise that not all of the people that we spoke to</p> <p>3 called back after we got the instruction to leave the</p> <p>4 building.</p> <p>5 Q. No.</p> <p>6 A. So when -- well, me, personally, when I was telling</p> <p>7 people to leave, I was still passing that information</p> <p>8 on.</p> <p>9 Q. My question really is: what was the purpose of telling</p> <p>10 this caller, who was calling about their family in that</p> <p>11 flat, that you were telling the crews where they were if</p> <p>12 in fact the crews weren't going to be able to rescue</p> <p>13 them?</p> <p>14 A. Well, you know, we didn't know that they -- they were</p> <p>15 still trying, they were still trying to rescue the</p> <p>16 people, and if they had notification that people were in</p> <p>17 flats, and we've told them to leave, then that's</p> <p>18 important as well.</p> <p>19 Q. I see.</p> <p>20 Going back to your statement at page 6, if I can</p> <p>21 just take you to that, you say in the second paragraph:</p> <p>22 "At one point the Officer of the day walked round</p> <p>23 the control room and had a picture of the tower on his</p> <p>24 mobile phone. The whole building looked like it was on</p> <p>25 fire. I cannot remember the time of when this was.</p> <p style="text-align: right;">Page 174</p>	<p>1 Q. Do you think if you'd seen that image earlier on, it</p> <p>2 would've assisted you, having the whole picture, in the</p> <p>3 advice you were giving to callers? It's a question</p> <p>4 I asked before, but just by reference to the statement.</p> <p>5 A. No, I don't think it would've changed the advice I was</p> <p>6 giving. As I say, it still didn't give us an idea of</p> <p>7 what was going on inside the building. It was just</p> <p>8 shocking. It was just, you know, and it was just ...</p> <p>9 I don't know, I suppose it kind of made me think, you</p> <p>10 know, that it wasn't necessarily going to be a good</p> <p>11 outcome, I suppose. But I still felt that what I was</p> <p>12 doing, what we was doing, was still the safest option.</p> <p>13 Q. Finally, can I just ask you a slightly separate</p> <p>14 question.</p> <p>15 If you had known that a number of callers in the</p> <p>16 building were calling from flats which had flat front</p> <p>17 doors with no functioning automatic door-closers, would</p> <p>18 that have affected the advice that you were giving?</p> <p>19 A. No.</p> <p>20 MR MILLETT: Ms Howson, thank you very much. You'll be glad</p> <p>21 to know I've come to the end of my questions. There may</p> <p>22 be one or two others that I feel I should ask looking</p> <p>23 back over my notes, so I'm just going to ask the</p> <p>24 chairman to give us a short break. It may not be</p> <p>25 necessary to rise because we had a short break not very</p> <p style="text-align: right;">Page 176</p>

<p>1 long ago.</p> <p>2 SIR MARTIN MOORE-BICK: We have, haven't we?</p> <p>3 Normally we have a little break at this stage to</p> <p>4 give counsel a chance to check he's asked all the</p> <p>5 questions he should've asked. Very often we go out and</p> <p>6 I rise for a bit, but I think today, you can sit down</p> <p>7 for a bit, you and I can sit here and ignore what goes</p> <p>8 on and anyone who wants to speak to Mr Millett can do</p> <p>9 that now. You get a breather. All right?</p> <p>10 THE WITNESS: Yes.</p> <p>11 MR MILLETT: Thank you, Mr Chairman.</p> <p>12 (Pause)</p> <p>13 Well, Mr Chairman, rather than risking further open</p> <p>14 outcry, treating it like an auction, I shall ask my</p> <p>15 final questions.</p> <p>16 Ms Howson, I do have one or two more, if that's all</p> <p>17 right.</p> <p>18 First of all, did there come a time in the night</p> <p>19 when you knew that no more firefighters were being sent</p> <p>20 to carry out rescues in upper floors?</p> <p>21 A. No.</p> <p>22 Q. Just being specific, at 3 o'clock, what was the state of</p> <p>23 your knowledge about the extent to which firefighters</p> <p>24 were getting up to the upper floors of the building?</p> <p>25 A. No idea, no idea.</p> <p style="text-align: center;">Page 177</p>	<p>1 Ms Howson. I'm sorry if this has been a slightly</p> <p>2 disagreeable exercise, having to go back through the</p> <p>3 events of that night in some detail, I can well</p> <p>4 understand it might have been, but it is very important</p> <p>5 for us to understand in as much detail as we can what</p> <p>6 was going on that night, and so we're very grateful to</p> <p>7 you for coming to tell us what you know about it.</p> <p>8 Thank you very much indeed.</p> <p>9 THE WITNESS: I hope anything I've said helps.</p> <p>10 SIR MARTIN MOORE-BICK: Of course, it does help, yes, very</p> <p>11 much so. Thank you very much.</p> <p>12 If you would like to go with the usher, she'll look</p> <p>13 after you. Thank you.</p> <p>14 (The witness withdrew)</p> <p>15 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>16 MR MILLETT: Mr Chairman, we can now call our final witness</p> <p>17 of the day, Control Room Officer Heidi Fox.</p> <p>18 SIR MARTIN MOORE-BICK: Yes, thank you.</p> <p>19 HEIDI FOX (affirmed)</p> <p>20 Questions by COUNSEL TO THE INQUIRY</p> <p>21 SIR MARTIN MOORE-BICK: Thank you very much, Ms Fox.</p> <p>22 Now, sit down and make yourself comfortable. We can</p> <p>23 take this at your pace, and if at any point you feel</p> <p>24 you'd like to have a break, you just make that clear to</p> <p>25 me. All right?</p> <p style="text-align: center;">Page 179</p>
<p>1 Q. Okay.</p> <p>2 We looked at the call at 02.42.06, LFB00000375, in</p> <p>3 relation to flat 203. We looked at that call. That was</p> <p>4 the call from the 23rd floor we discussed where you</p> <p>5 don't tell them to leave, and then you get the</p> <p>6 instruction from Debbie Real.</p> <p>7 My question is: did you consider calling flat 203</p> <p>8 back to tell them that the advice had changed and that</p> <p>9 they must now leave?</p> <p>10 A. I didn't, no.</p> <p>11 Q. You didn't?</p> <p>12 A. No.</p> <p>13 Q. Is there a reason for that?</p> <p>14 A. No. No reason at all. I didn't even think about it.</p> <p>15 Q. You didn't think about it?</p> <p>16 A. No.</p> <p>17 Q. Okay, all right.</p> <p>18 A. We were still receiving calls.</p> <p>19 MR MILLETT: Well, Ms Howson, you'll be glad to know that</p> <p>20 those are all of my questions.</p> <p>21 It remains for me to thank you very much indeed for</p> <p>22 coming here to the inquiry today and for assisting us</p> <p>23 with our investigations. We're extremely grateful to</p> <p>24 you, so thank you.</p> <p>25 SIR MARTIN MOORE-BICK: Can I say thank you as well,</p> <p style="text-align: center;">Page 178</p>	<p>1 THE WITNESS: Okay.</p> <p>2 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>3 Yes, Mr Millett?</p> <p>4 MR MILLETT: Ms Fox, could you please give the inquiry your</p> <p>5 full name.</p> <p>6 A. Heidi Jane Fox.</p> <p>7 Q. As the chairman has said, if at any time you feel you</p> <p>8 need a break during my questions, all you need to do is</p> <p>9 indicate and we can take a short break.</p> <p>10 We don't sit for more than an hour at a time, but we</p> <p>11 can sit for shorter periods if it helps you give your</p> <p>12 best evidence.</p> <p>13 My questions are supposed to be short and simple.</p> <p>14 Sometimes they're not. So if you want me to repeat</p> <p>15 a question or ask it in a different way, I'm more than</p> <p>16 happy to do that.</p> <p>17 Can I ask you first to look at your statement you</p> <p>18 gave to the police in October last year.</p> <p>19 You'll see it in the file in front of you or on the</p> <p>20 monitor on the desk to the right. It might be easier to</p> <p>21 look at it there because we blow it up and look at</p> <p>22 passages.</p> <p>23 It's dated 5 October 2017 and its reference is</p> <p>24 MET00007764. It's there now.</p> <p>25 Do you recognise that as the statement you gave to</p> <p style="text-align: center;">Page 180</p>

<p>1 the police?</p> <p>2 A. Yes, I do.</p> <p>3 Q. Have you read it recently?</p> <p>4 A. Yes, I have.</p> <p>5 Q. Can you confirm that its contents are true?</p> <p>6 A. Yes, it is.</p> <p>7 Q. I want to start by asking some questions about your role</p> <p>8 and training.</p> <p>9 I think it's right that you've worked for the LFB --</p> <p>10 is this right? -- for 32 years or so prior to the date</p> <p>11 of this statement?</p> <p>12 A. Yes.</p> <p>13 Q. So since about 1986, I think.</p> <p>14 A. That's correct.</p> <p>15 Q. Has that always been in the position of a control room</p> <p>16 officer?</p> <p>17 A. Yes.</p> <p>18 Q. After your initial training, were you given any</p> <p>19 refresher training or additional training?</p> <p>20 A. Yes, I have been.</p> <p>21 Q. When was the last training you received before the</p> <p>22 Grenfell Tower fire in June 2017?</p> <p>23 A. 2011, 2012, 2016.</p> <p>24 Q. In 2016, can you tell us what training that was?</p> <p>25 A. That was with the command unit.</p> <p style="text-align: right;">Page 181</p>	<p>1 Q. Have you ever had any training on or experience of</p> <p>2 a situation remember whether the control room is</p> <p>3 receiving multiple FSG calls --</p> <p>4 A. No, no.</p> <p>5 Q. -- until the night of Grenfell?</p> <p>6 A. Yes. Lakanal there wasn't as many as Grenfell, but we</p> <p>7 had a few, but not as many.</p> <p>8 Q. You were, I think, one of the control room officers at</p> <p>9 Lakanal, weren't you?</p> <p>10 A. Yes.</p> <p>11 Q. I think you spoke to one of the callers and handled</p> <p>12 an FSG call at that fire.</p> <p>13 A. I did.</p> <p>14 Q. Can I ask you this: when Grenfell happened and unfolded,</p> <p>15 did your experience of being a control room operator at</p> <p>16 the Lakanal fire help you in any way?</p> <p>17 A. Yes, it did help. But every fire survival guidance call</p> <p>18 is different.</p> <p>19 Q. In what way did it help?</p> <p>20 A. It helped from some of the knowledge and some of the</p> <p>21 harrowing calls that we received at Lakanal. Obviously</p> <p>22 we had a lot of harrowing calls at Grenfell that night.</p> <p>23 Q. I just want to ask some questions about your</p> <p>24 understanding of what we've come to call the stay-put</p> <p>25 policy.</p> <p style="text-align: right;">Page 183</p>
<p>1 Q. 2012, what was that training?</p> <p>2 A. That was fire survival guidance refresher training.</p> <p>3 Q. Were you trained on emergency call management,</p> <p>4 policy 539, do you think?</p> <p>5 A. Yes.</p> <p>6 Q. What about fire survival guidance policy 790?</p> <p>7 A. Yes.</p> <p>8 Q. Were you ever trained on the lessons learnt from Lakanal</p> <p>9 House, if I can put it that way?</p> <p>10 A. Yes, we were.</p> <p>11 Q. What were you trained on. What was that training?</p> <p>12 A. The questioning is different now, we ask more questions,</p> <p>13 and the attendance has changed.</p> <p>14 Q. You say in your statement that you have personal</p> <p>15 experience of flat fires. Are those high-rise fires?</p> <p>16 A. Some high-rise.</p> <p>17 Q. Have you had personal experience of handling fire</p> <p>18 survival guidance calls?</p> <p>19 A. Yes.</p> <p>20 Q. Roughly how many during your long experience?</p> <p>21 A. Numerous.</p> <p>22 Q. Can you give a number?</p> <p>23 A. A dozen plus, maybe.</p> <p>24 Q. Were any of those from high-rise residential blocks?</p> <p>25 A. I can't recall.</p> <p style="text-align: right;">Page 182</p>	<p>1 In your statement on page 2, you say in the</p> <p>2 paragraph second from bottom:</p> <p>3 "In my experience, instinct takes over and the</p> <p>4 advice to stay or leave the property is given. I try to</p> <p>5 remain on the phone line for as long as possible to</p> <p>6 reassure the person calling. Ordinarily, we are trained</p> <p>7 to advise someone to remain within their property,</p> <p>8 unless they are able to leave."</p> <p>9 Just breaking that down, when you say you are</p> <p>10 trained to advise someone to remain within their</p> <p>11 property unless they are able to leave, is that</p> <p>12 a reference to advice you give to callers from high-rise</p> <p>13 residential blocks specifically or any kind of fire in</p> <p>14 any kind of building?</p> <p>15 A. No, that isn't worded very well; it is high-rise blocks.</p> <p>16 Q. When you say you'll advise them to remain in their</p> <p>17 property unless they are able to leave, can I clarify</p> <p>18 that: do you mean that you advise them to stay unless</p> <p>19 they are affected by smoke, fire or heat?</p> <p>20 A. Yes, if they're affected by -- if there's no smoke</p> <p>21 inside their property, they're normally safer to stay</p> <p>22 within the building because it's -- the duration is</p> <p>23 compartmentalised.</p> <p>24 Q. If there is smoke within the property -- let's take</p> <p>25 smoke, for example -- what do you then do?</p> <p style="text-align: right;">Page 184</p>

46 (Pages 181 to 184)

<p>1 A. We advise them to maybe move into another room, open 2 a window, put the towels down, things like that. 3 Q. If they're affected by smoke, do you advise them to 4 leave or do you -- 5 A. In a high-rise we're talking about? 6 Q. Yes, we're talking about high-rise buildings. 7 A. We advise them to put the towels down. 8 Q. At what point in a call like that would it become a fire 9 survival guidance call in your mind? 10 A. If they're unable to get out of the property. 11 Q. At what point in a call would you make an assessment of 12 whether it was safe for the caller to leave? 13 A. Well, you would ask the caller the questions: are they 14 able to get out? You would assess the situation. 15 Q. What information would you have to have in front of you 16 before you would start on that assessment? 17 A. Well, the four principles of the fire survival guide is 18 to escape, assess and protect. 19 Q. Well, let's look at that in a bit more detail. 20 Can I first of all ask you to look at policy 539. 21 That's LFB00000737, tab 3 of the policies bundle. 22 If we go to appendix 3 on page 16, it's called "Fire 23 survival guidance". 24 Just scanning your eye, Ms Fox, down this page, if 25 you would, are you familiar with this guidance in this</p> <p style="text-align: center;">Page 185</p>	<p>1 telling you, "I've got smoke in my flat in a high-rise 2 building", does that mean that the caller is not safe to 3 remain in their premises and should be looking to 4 escape? 5 A. It depends if the smoke is inside their property or if 6 the smoke is on the stairwell. 7 Q. I see. If it was inside their property -- 8 A. Sorry, in the corridor. 9 Q. If it was inside their flat, would that mean that they 10 were no longer safe and, therefore, should look to 11 escape? 12 A. Well, you could ask them where the actual -- if there is 13 a fire inside the flat or where the smoke is coming 14 from. It may be the smoke has come from outside in the 15 corridor, just under their doors into the actual 16 property itself, in which case you could ask them to go 17 to a window and close the door, ventilate the property. 18 Q. I just note, because you referred to it, on that same 19 page, if we look further down, we can see that you have 20 the four principles. I'll just ask you about that 21 before we leave this page. 22 Those four principles, when do they first kick in? 23 A. When you take the call. 24 Q. Right. Because the first of those is to assist the 25 caller to identify a safe alternative escape route.</p> <p style="text-align: center;">Page 187</p>
<p>1 policy? 2 A. Yes. 3 Q. Looking at the third paragraph down, it says: 4 "Brigade Control advise callers to 'Get out and Stay 5 out', however if a call is received from a High rise 6 building where Fire, Heat and Smoke are not affecting 7 the caller, LFB would advise that: 8 "You are usually safest to remain in your premises 9 unless affected by fire, heat or smoke. If the situation 10 changes, you should leave your premises and dial 999, if 11 you need further assistance." 12 Then it goes on to tell you what should happen if 13 the caller is unable to escape. 14 Just looking at that appendix, first of all, what 15 I've just read to you, does that accord with your 16 understanding of the stay-put policy? 17 A. Yes. 18 Q. Can you explain what information you would use in your 19 experience to make the assessment as to whether 20 a caller's premises are affected -- you can see the word 21 "affected" -- by fire, heat or smoke? What information 22 would you need for that? 23 A. We would need to know where the smoke's coming from, if 24 it's got inside the property. 25 Q. If there was smoke inside the property, the caller was</p> <p style="text-align: center;">Page 186</p>	<p>1 I'm just going -- 2 SIR MARTIN MOORE-BICK: Shall we have the bottom part 3 enlarged? I think it's very difficult for Ms Fox to 4 read it on the screen. 5 MR MILLETT: Well, there's a reason why I wanted the whole 6 thing, because it links back to something at the top of 7 the page. 8 SIR MARTIN MOORE-BICK: All right. 9 MR MILLETT: Just look at the whole thing to start with. 10 You can see at the bottom of the page I think it 11 starts -- I'm not quite clear -- it says: 12 "The control room officer will ascertain through 13 initial questioning, the type of premises the caller is 14 in and use the link on the Reference Information 15 File ..." 16 And then: 17 "Control room officers will always use the four 18 principles of Escape, Assess, Protect and Rescue to 19 provide guidance to these callers." 20 My question is: "these callers", to your way of 21 understanding -- are the four principles of escape, 22 assess, protect and rescue applicable to FSG callers or 23 is it any caller who calls from within a flat in 24 a high-rise building who says that they're affected? 25 A. Any caller.</p> <p style="text-align: center;">Page 188</p>

<p>1 Q. So a person who calls and says, "I'm affected by smoke, 2 I've got smoke in my flat", to your way of thinking, 3 Ms Fox, does that mean that you would then start the 4 four principles by identifying the first one, a safe 5 alternative escape route? 6 A. You would ask them if they could get out. 7 Q. Then you would go on, if it wasn't possible, to assess 8 the situation by asking the caller direct questions. Is 9 that your understanding of how you should proceed? 10 A. Yes. 11 Q. Just pausing there, before we look at 790. Does it work 12 like this, so I understand your understanding: if 13 a caller is in a high-rise residential block and isn't 14 affected by smoke, heat or fire, you'd tell them to stay 15 where they are. If there's smoke coming into the flat, 16 is the next thing you do, to your way of understanding, 17 you start by assessing whether there's a safe 18 alternative escape route for them to leave? 19 A. If the smoke's coming inside the flat from outside, then 20 you ask them to block the doors, and -- 21 Q. Right. 22 A. Did you say it was coming from outside? 23 Q. If they were affected in any way by smoke? 24 A. Yes, you would ask them to block the doors. 25 Q. So where you have a caller who says, "There is smoke in</p> <p style="text-align: right;">Page 189</p>	<p>1 A. No, you would ask them if it was safe to get out. If 2 the fire was inside their flat, you would ask them if it 3 was safe to get out of their property. 4 Q. You say if there's fire inside their flat, I understand 5 that, but what about smoke, if there's smoke inside 6 their flat? 7 A. I would tell them to get out. 8 Q. You would? 9 A. (Nodded assent) 10 Q. Right. Does that mean that you would go through this 11 process of helping them, first of all, identify a safe 12 alternative escape route? 13 A. Yes. 14 Q. So that's your understanding: so smoke in the flat, help 15 them assess an escape route? 16 A. Yes. 17 Q. I'm not pushing this, I just want to know what your 18 understanding is, so we're clear. Yes? 19 A. Yes. 20 Q. Okay. 21 Can I take you, then, to policy 790, which is tab 5 22 of our policy bundle. 23 You can see from the first page of that that this 24 was reviewed as current as of April 2014. 25 Were you familiar with this policy as at the night</p> <p style="text-align: right;">Page 191</p>
<p>1 my flat", at what point would you begin to identify 2 a safe alternative escape route? 3 A. Is it high-rise? Is it within -- 4 Q. It's all high-rise. Assume we're on high-rise. 5 A. Well, you would question them, and you would ask them if 6 they know where their escape route is. 7 Q. Right. 8 A. But most people that live in the flats in high-rises do 9 know where their escape route is because there's 10 normally -- they just go through their front door to 11 their nearest stairwell. 12 Q. They know where the route is, but this policy says that 13 you need to assess or help them identify a safe 14 alternative escape route. 15 There are a number of questions. 16 The first question is: at what point in a call would 17 you start that exercise? 18 A. You would ask them if they can get out of the property. 19 Q. At what point would you ask them that question? 20 A. Sorry, I don't understand the question. 21 Q. Okay. So you got a caller who says, "I've got smoke in 22 my flat." My question to you is: would that then prompt 23 you to go to, say, "Well, tell me whether you can get 24 out", or would you not assess the safe alternative 25 escape route?</p> <p style="text-align: right;">Page 190</p>	<p>1 of the Grenfell Tower fire? 2 A. Yes. 3 Q. Page 2, if you would, under section 2 "Fire survival 4 guidance call definition": 5 "2.1. A FSG call is a call received into control 6 where the caller believes that they are unable to leave 7 their premises due to the effects of fire, and where the 8 control officer remains on the line providing 9 appropriate advice." 10 Is that your understanding of what a fire survival 11 guidance call is? 12 A. Yes. 13 Q. Looking at the first line of that: 14 "... where the caller believes they are unable to 15 leave their premises ..." 16 To your understanding, is it a fire survival 17 guidance call when the caller says, "I can't get out" or 18 "I don't think I can get out", or is it an FSG call when 19 you're satisfied that the caller genuinely can't get 20 out, having explored it with him or her? 21 A. When the caller tells you they can't get out, because 22 they're the ones that have got the visual and they are 23 the ones at that -- 24 Q. So you are relying solely on the information given to 25 you by the caller about whether they can get out?</p> <p style="text-align: right;">Page 192</p>

<p>1 A. Yes.</p> <p>2 Q. Does that mean you don't go through a process of saying,</p> <p>3 "Well, come on, let's see how genuine this is. What's</p> <p>4 the smoke like outside your flat? Can you actually see</p> <p>5 the other side of the corridor?" Do you go through that</p> <p>6 kind of process or not?</p> <p>7 A. You rely on the information that the caller gives you.</p> <p>8 Q. Would you normally get or expect to get updates from the</p> <p>9 incident ground to help you make that assessment?</p> <p>10 A. We get informative messages from the incident ground.</p> <p>11 Q. Nothing else?</p> <p>12 A. Not from each individual caller. We get informatives</p> <p>13 from the incident ground.</p> <p>14 Q. Looking at paragraph 4, "Prioritising calls", same page:</p> <p>15 "4.1. Occasionally control receives multiple FSGs</p> <p>16 at an incident. All FSGs received by control are</p> <p>17 treated with the same level of urgency, however, in</p> <p>18 certain circumstances, the officer in charge of control</p> <p>19 may direct call handlers to terminate a call to answer</p> <p>20 another."</p> <p>21 First, have you ever had experience of being in the</p> <p>22 control room where the officer in charge of control</p> <p>23 directed call handlers to terminate a call to answer</p> <p>24 another?</p> <p>25 A. Not previously to Grenfell, no.</p> <p style="text-align: right;">Page 193</p>	<p>1 details, would you collect -- I'm talking about FSG</p> <p>2 calls specifically, so a call where a caller believes</p> <p>3 they cannot escape -- details about the age or</p> <p>4 disability, if any, of the caller?</p> <p>5 A. You can ask the caller. Normally, if they've got</p> <p>6 a disability, the caller would normally give that</p> <p>7 information themselves.</p> <p>8 Q. So the answer is no, you wouldn't ask for it, you would</p> <p>9 expect them to volunteer it?</p> <p>10 A. Not always. You ask them how many people are inside the</p> <p>11 property, you ask if there's any children. If</p> <p>12 a person's got a disability, they normally give that</p> <p>13 information themselves.</p> <p>14 Q. If you turn the next page, please, in the policy, to</p> <p>15 paragraph 5.5. We can have that blown up:</p> <p>16 "5.5. Control will attempt to gather all the</p> <p>17 information on the Control Information Form (see</p> <p>18 Appendix 2) and relay this information to the incident</p> <p>19 as and when it becomes available."</p> <p>20 I've asked lots of control room officers about the</p> <p>21 control information form.</p> <p>22 Have you ever used a control information form in the</p> <p>23 control room?</p> <p>24 A. No.</p> <p>25 Q. Do you know why it's never used, or you haven't used it?</p> <p style="text-align: right;">Page 195</p>
<p>1 Q. You're right. Previous to Grenfell, no.</p> <p>2 Then same page, bottom of the page, paragraph 5,</p> <p>3 "Information transfer to the incident":</p> <p>4 "5.1. As soon as control has confirmed that a FSG</p> <p>5 call is in progress they will contact the incident</p> <p>6 ground and start to pass over the initial details. At</p> <p>7 this stage it is likely to be basic information relating</p> <p>8 to the number of persons involved and their location</p> <p>9 within the property."</p> <p>10 That's what that says.</p> <p>11 In your experience, what would be the usual method</p> <p>12 that the control room would adopt for passing over</p> <p>13 information to the incident ground?</p> <p>14 A. We would pass the information over via service request</p> <p>15 to the appliance on scene or the command unit on scene,</p> <p>16 and give the information to the fire ground.</p> <p>17 Q. You say service request; that's on the Vision log, is</p> <p>18 it?</p> <p>19 A. On the Vision.</p> <p>20 Q. You say to the --</p> <p>21 A. To the radio operator. The service request will go to</p> <p>22 the radio operator and the radio operator will pass the</p> <p>23 information to the fire ground.</p> <p>24 Q. I see, thank you.</p> <p>25 At that early stage when you're collecting initial</p> <p style="text-align: right;">Page 194</p>	<p>1 A. I don't know the reason, but normally when you get</p> <p>2 a fire survival call, the last thing you want to do is</p> <p>3 start looking for a form and start filling that in.</p> <p>4 Q. You can see a list of bullet points of details: number</p> <p>5 of flat/house, number of persons involved, location of</p> <p>6 caller, et cetera.</p> <p>7 We're dealing with FSG calls, so the caller is</p> <p>8 trapped or believes they can't get out.</p> <p>9 In your experience, would you expect to be able to</p> <p>10 get all of that information from the caller?</p> <p>11 A. Yes, you would try and hope that you would.</p> <p>12 Q. Then you'd pass that over to the incident ground, would</p> <p>13 you?</p> <p>14 A. That's right.</p> <p>15 Q. And that'd be, what, through a service request through</p> <p>16 the Vision log?</p> <p>17 A. Service request, yes.</p> <p>18 Q. Can I now turn to the night of the fire.</p> <p>19 We know you were based in the Stratford control</p> <p>20 room.</p> <p>21 You were seated -- well, let's see if we can do this</p> <p>22 by a picture. Can I ask for the witness, please, to be</p> <p>23 shown LFB00004790, page 175.</p> <p>24 That is a photograph of the Stratford control room,</p> <p>25 Ms Fox. Can you just help us, where were you sitting on</p> <p style="text-align: right;">Page 196</p>

<p>1 the night of the Grenfell Tower fire?</p> <p>2 A. I was sitting in the far corner.</p> <p>3 Q. You're pointing at your monitor --</p> <p>4 A. Oh, sorry, do you want me to stand up?</p> <p>5 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>6 MR MILLETT: Would you mind? Thank you.</p> <p>7 A. Sorry, I was sitting over here (Indicates).</p> <p>8 Q. So the little red dot is hovering over a screen right in</p> <p>9 the far corner. Okay. So you're the other side of the</p> <p>10 OM and AOM?</p> <p>11 A. Yes, the OM and AOMs are there and I was there</p> <p>12 (Indicates).</p> <p>13 Q. Who was sitting next to you?</p> <p>14 A. Nobody.</p> <p>15 Q. You were on your own?</p> <p>16 A. Yes.</p> <p>17 Q. Who was the nearest other control room operator?</p> <p>18 A. I believe Pete Duddy was sitting -- I think he was</p> <p>19 sitting here (Indicates).</p> <p>20 Q. The witness is pointing to the left-hand arrow in the</p> <p>21 pair of arrows on the left of the photograph.</p> <p>22 A. There (Indicates).</p> <p>23 Q. There, right.</p> <p>24 A. And the whiteboard went here.</p> <p>25 Q. The whiteboard was behind him.</p> <p style="text-align: center;">Page 197</p>	<p>1 a break with Angie Gotts at about 1 o'clock, and within</p> <p>2 20 minutes you were told by Peter May to come back into</p> <p>3 the room. I'm summarising what you say there.</p> <p>4 The first record of a call taken by you was at</p> <p>5 01.25.12. That's page 15 of the control room report,</p> <p>6 LFB00004790. If we can just have that up on the screen,</p> <p>7 page 15.</p> <p>8 Do you see, 01.25.12?</p> <p>9 A. Mm-hm.</p> <p>10 Q. It's a simple question, I think: does that sound about</p> <p>11 right to you as the time at which you took your first</p> <p>12 call?</p> <p>13 A. Yes.</p> <p>14 Q. I am going to ask one or two specific questions about</p> <p>15 some calls.</p> <p>16 Before I do that, can I just ask you, when you</p> <p>17 started to take calls, how did you go about recording</p> <p>18 the information that you were getting?</p> <p>19 A. On the Vision system.</p> <p>20 Q. Does that mean that that then went to Sharon Darby on</p> <p>21 the radio and she passed it to the incident ground?</p> <p>22 A. To take the call, we took the call on the Vision system.</p> <p>23 If we gave a message to Sharon, it would've been via the</p> <p>24 service request on the Vision system.</p> <p>25 Q. Do you remember that at one point there was an officer</p> <p style="text-align: center;">Page 199</p>
<p>1 So there was a bank of screens there at the back of</p> <p>2 the room. Was there nobody but you sitting there?</p> <p>3 A. No, just me.</p> <p>4 Q. So a lonely pitch. Okay, right.</p> <p>5 We've been told where the television was. I think</p> <p>6 it was on the back wall -- is this right? -- behind the</p> <p>7 OM and AOM. I think you say that you couldn't see if it</p> <p>8 was on and off.</p> <p>9 A. No, I couldn't see where I was sitting.</p> <p>10 Q. Was there any point during the night when you thought it</p> <p>11 would be useful to see the images that might have been</p> <p>12 on the news, on the television?</p> <p>13 A. I think we were all too busy to look and see the images.</p> <p>14 Q. Are you aware or were you aware that there should have</p> <p>15 been images available to the control room from the</p> <p>16 heli-tele downlink?</p> <p>17 A. It doesn't work.</p> <p>18 Q. It didn't work?</p> <p>19 A. No.</p> <p>20 Q. Would it have been helpful to have that working?</p> <p>21 A. Again, we were so busy, I don't think we would've had</p> <p>22 time to actually have looked at it and seen it.</p> <p>23 Q. You say in your statement -- this is page 4, third</p> <p>24 paragraph, second line -- that you -- and I'll</p> <p>25 summarise -- on the night of the incident, you went on</p> <p style="text-align: center;">Page 198</p>	<p>1 who came into the control room and set up a whiteboard?</p> <p>2 A. Yes, that was officer of the day, Jason Oliff.</p> <p>3 Q. How long roughly after you started taking calls do you</p> <p>4 think he did that?</p> <p>5 A. I don't know.</p> <p>6 Q. When he did that, what did you understand the purpose of</p> <p>7 the whiteboard system to be?</p> <p>8 A. He was putting the flat numbers up, the people inside</p> <p>9 the flats.</p> <p>10 Q. Was that replacing the usual system of radio operators</p> <p>11 passing information to the incident ground or was it</p> <p>12 an additional method of communication?</p> <p>13 A. It was an additional method, but it's also a visual</p> <p>14 method so we could see it in the control room.</p> <p>15 Q. You come back into the control room, you take your first</p> <p>16 call.</p> <p>17 What information at that point did you have about</p> <p>18 what was happening?</p> <p>19 A. Well, when Peter May knocked on the door at Angie and I,</p> <p>20 he said it's a 10-pump fire, so we walked into the room</p> <p>21 and -- and a 10-pump fire.</p> <p>22 Q. After you'd sat down, do you remember hearing the</p> <p>23 make-ups: 10 and then 15 and then 20?</p> <p>24 A. I think I remember the 20, but after that, the only one</p> <p>25 I remember was the 40.</p> <p style="text-align: center;">Page 200</p>

50 (Pages 197 to 200)

<p>1 Q. So you don't remember it going 25 at 01.31?</p> <p>2 A. No.</p> <p>3 Q. Was this increase in make-ups that you'd come into</p> <p>4 something you'd ever experienced before?</p> <p>5 A. Not at that fast pace.</p> <p>6 Q. What did that fast pace tell you about the way this fire</p> <p>7 was behaving?</p> <p>8 A. I didn't know how the fire was behaving, but it told me</p> <p>9 that it was going to be a big job.</p> <p>10 Q. A big job in what sense?</p> <p>11 A. Well, a major fire.</p> <p>12 Q. I just want to ask you about two or three calls before</p> <p>13 the stay-put advice changed.</p> <p>14 First of all, can I ask you, please, to look at the</p> <p>15 control room report, page 17. This is 01.26.58.</p> <p>16 This a call from flat 95, towards the bottom of the</p> <p>17 page:</p> <p>18 "01:26:58. CRO Fox takes a call from a female</p> <p>19 reporting a fire in Grenfell Tower. The caller explains</p> <p>20 that she is on the 12th floor and asks for some advice</p> <p>21 on what to do. CRO Fox clarifies the address and the</p> <p>22 caller explains that she can see the fire through the</p> <p>23 window and reports that her neighbour says that the fire</p> <p>24 is in her kitchen already. The caller says that smoke</p> <p>25 is coming from the main door and CRO Fox advises her to</p> <p style="text-align: center;">Page 201</p>	<p>1 A. I can't remember what I was thinking at the time.</p> <p>2 Q. Did you tell anyone in the control room that there were</p> <p>3 reports of smoke and fire on the 12th floor at this</p> <p>4 point?</p> <p>5 A. Everybody in the control room was inundated with fire</p> <p>6 calls. I believe I wrote the number down on a piece of</p> <p>7 paper.</p> <p>8 Q. Is there a reason why, given the information you had,</p> <p>9 you didn't advise the caller to leave or check whether</p> <p>10 it was safe for them to leave and help them with that?</p> <p>11 A. Again, I can't remember. I took so many calls that</p> <p>12 night, I cannot remember that one.</p> <p>13 Q. Do you remember making some kind of assessment as to</p> <p>14 whether this caller was actually trapped in their flat</p> <p>15 or whether, in fact, they could leave?</p> <p>16 A. I don't know. I'd have to listen to the tape again.</p> <p>17 Q. Would you classify this call as an FSG call?</p> <p>18 I appreciate I've only shown you a summary, but on this</p> <p>19 information, would you call this an FSG call, to your</p> <p>20 way of understanding?</p> <p>21 A. Possibly.</p> <p>22 Q. What makes you unsure?</p> <p>23 A. Again, I would have to listen to the tape or listen to</p> <p>24 the caller and clarify exactly what was happening. And</p> <p>25 maybe I didn't ask her enough questions at that time.</p> <p style="text-align: center;">Page 203</p>
<p>1 put wet towels down to stop the smoke. There is some</p> <p>2 audible confusion regarding whether the towels should be</p> <p>3 wet or dry and CRO Fox then confirms the location and</p> <p>4 flat number as flat 95. CRO Fox states that she will</p> <p>5 pass on the information to the crews."</p> <p>6 The call lasts 2 minutes and 10 seconds.</p> <p>7 We can see that the call is from the 12th floor, and</p> <p>8 you're told that there is fire coming through the</p> <p>9 window, she can see fire through the window, and that</p> <p>10 there is a fire in her neighbour's kitchen, that is what</p> <p>11 is said here in the summary, and also smoke coming</p> <p>12 through the caller's main door.</p> <p>13 With all of that information, what did that tell you</p> <p>14 about where the fire was and how can it was behaving, at</p> <p>15 this point, 01.26?</p> <p>16 A. Well, I believed the fire was still on the 4th floor,</p> <p>17 but obviously she's saying that there is smoke on the</p> <p>18 12th floor.</p> <p>19 Q. But she's also saying that her neighbour is saying that</p> <p>20 the fire is in her kitchen already. So why did you</p> <p>21 think that the fire was or was still on the 4th floor?</p> <p>22 A. I don't know, I can't remember.</p> <p>23 Q. Did it occur to you that this fire had obviously started</p> <p>24 on the 4th floor but had spread enormously and was now</p> <p>25 on the 12th. Was that a thought you had at the time?</p> <p style="text-align: center;">Page 202</p>	<p>1 Q. We can look at the transcript, if it helps you. This is</p> <p>2 LFB00000309. Let's do that. Let's go to page 2.</p> <p>3 It starts:</p> <p>4 "CALLER: Yes, hi, good evening. I'm calling from the</p> <p>5 Grenfell Tower ...</p> <p>6 "OPERATOR: Yeah.</p> <p>7 "CALLER: We do having the fire in the building,</p> <p>8 we're living on the 12th floor."</p> <p>9 You establish the address.</p> <p>10 At the foot of the page, you're told:</p> <p>11 "CALLER: Yes, but I need to know — I've got a</p> <p>12 (inaudible) because I heard that it's the floors below</p> <p>13 (inaudible) next door. My neighbour she's saying the</p> <p>14 fire in her kitchen already. I have two kids, we really</p> <p>15 don't know what to do.</p> <p>16 "OPERATOR: Yeah. Have you got any smoke coming into</p> <p>17 your property?</p> <p>18 "CALLER: Yes, it's coming through the floor — from</p> <p>19 our main door because it's outside."</p> <p>20 Then you explore putting sheets or towels down to</p> <p>21 stop the smoke coming in.</p> <p>22 Then there's more discussion about which flat number</p> <p>23 and floor number it is, and then you say, two-thirds of</p> <p>24 the way down:</p> <p>25 "OPERATOR: Okay then, I'll tell them on the radio.</p> <p style="text-align: center;">Page 204</p>

<p>1 And you're flat 95 on the 12th floor. 2 "CALLER: Okay, thank you. 3 "OPERATOR: Okay. 4 "CALLER: It's it[sic] the normal the towels or the 5 wet towels? 6 "OPERATOR: Sorry I can't, sorry I can't hear you. 7 "CALLER: Is it the normal towels or the wet towels? 8 OPERATOR: It doesn't say. It's at flat 16 in the 9 Grenfell Towers. 10 "CALLER: No, no, no, we're on the floor 12th, 12th. 11 "OPERATOR: Yeah, but I'm telling you — listen, I'm 12 just telling you where the actual fire is, okay, so it's 13 flat 16. 14 "CALLER: It's (inaudible) 16 but it already came to 15 12th. She's saying that — she's telling that she was 16 shouting that she's having the fire in the kitchen — 17 "OPERATOR: Yeah, that's right and the fire brigade 18 are on the scene, okay? 19 "CALLER: Okay. 20 "OPERATOR: Okay, all right then." 21 And the call then ends. 22 So that's the totality of the call I've shown you, 23 admittedly at some speed, Ms Fox. 24 But my question is: would you classify this as 25 an FSG call, a fire survival guidance call?</p> <p>Page 205</p>	<p>1 "OPERATOR: Just — yeah, just — 2 "CALLER: You can't see a hand in front of ya. 3 "OPERATOR: Listen. Just make sure that you put some, 4 erm, towels and things down to stop the smoke coming in, 5 okay? 6 "CALLER: All right then, darling. Thank you. 7 "OPERATOR: All right then. Thank you for your call. 8 "CALLER: I'll tell all the rest, all right. 9 "OPERATOR: Okay then, all right. 10 "CALLER: Thank you. Bye. 11 "OPERATOR: (overspeaking) 12 "CALLER: 22nd, yeah. Thank you, bye. 13 "OPERATOR: 22nd. Thank you." 14 It's a short call. 15 What I want to focus on is he says the conditions 16 are terrible and you can't see your hand in front of 17 you. 18 You don't ask him whether there's fire in his flat. 19 Why is that? 20 A. Because normally the caller would turn around and tell 21 me that there is a fire inside his flat. 22 Q. Again, was there a reason why you didn't go through the 23 assessment with him to see whether he could safely 24 leave? 25 A. Probably the amount of calls that we're receiving on the</p> <p>Page 207</p>
<p>1 A. It would've been an FSG call, yes. 2 Q. My question is: what do you get from that information to 3 lead you to think that the caller was trapped and 4 couldn't leave their flat? 5 A. Because she was saying that she's having a fire in the 6 kitchen. 7 Q. That's next door. 8 A. Sorry, I've misunderstood it. She's getting smoke 9 inside the property, so I would've told her to put the 10 wet towels down. There's a couple of points on there 11 where it says it's inaudible. 12 Q. Right. Okay. 13 A. Again, on the transcript, it looks completely different 14 to when you're actually listening to the caller on the 15 phone. 16 Q. Right. 17 A. Also, the noise in the room, and the call -- it looks 18 clear and easy on the transcript, but when you're 19 actually taking the call, it's completely different. 20 Q. I am going to go to another call. This is flat 194, 21 Tony Disson, 22nd floor. This is his call at 01.30.08. 22 Probably easier and quicker to go to the transcript, 23 LFB00000459. 24 If you go to the next page: 25 "CALLER: - but it's terrible up here.</p> <p>Page 206</p>	<p>1 night. We had to be aware that there was numerous calls 2 coming in, and we had to deal with everybody and try and 3 speak to everybody. But also we were looking after the 4 rest of London, and there could've been a major fire or 5 a house fire somewhere in the south of London again that 6 we didn't know that was within them calls. 7 Q. Another call, this is flat 205, 23rd floor, 01.38.16. 8 LFB00000317. 9 We believe this is Mariem Elgwahry, who had 10 originated from flat 196 but was now in flat 205 on the 11 23rd floor. If I can just ask you to be shown that. 12 This is at 01.38.16. 13 If you look at the first full page. She says: 14 "CALLER: Hi, there's a fire in Grenfell Tower. I 15 know your guys are here, but the line got cut out the 16 last time I called someone." 17 Then she tells you: 18 "CALLER: So, we're all stuck on the 23rd floor. 19 "OPERATOR: 23rd? 2-3? 20 "CALLER: Yeah. Yeah. 21 "OPERATOR: The 23rd floor? Okay. Well, we are 22 actually on the scene, as you're aware, but I'll tell 23 them you're on the 23rd floor, yeah, and it -- 24 "CALLER: 23rd -- it's flat -- what flat is it? 25 "CALLER 2: 205."</p> <p>Page 208</p>

<p>1 Next page, please:</p> <p>2 "OPERATOR: There's no smoke or anything coming into</p> <p>3 the property (Overspeaking)</p> <p>4 "CALLER: There's nothing yet, there's nothing yet --</p> <p>5 "OPERATOR: Right. Okay (Overspeaking)</p> <p>6 "CALLER: -- but our flat was underneath, and that --</p> <p>7 there was no smoke in there. It was absolutely fine,</p> <p>8 but then all of a sudden the flames just blew into our</p> <p>9 kitchen --"</p> <p>10 Just on what she's telling you there, did that tell</p> <p>11 you that at this point -- this is 01.38 -- the fire had</p> <p>12 by now spread from the 4th floor to the 22nd floor,</p> <p>13 which is where she'd come up from?</p> <p>14 A. She was telling me there was smoke on the 22nd floor.</p> <p>15 Q. Well, she's --</p> <p>16 A. Then -- sorry, I'm just reading.</p> <p>17 Q. I'm so sorry.</p> <p>18 (Pause)</p> <p>19 A. Yes, but the crews are on scene and I believed that they</p> <p>20 were going up and checking every floor at that time.</p> <p>21 Q. Did this information tell you that whatever else had</p> <p>22 happened before that, by now the fire had definitely</p> <p>23 spread from the 4th floor and was attacking the</p> <p>24 22nd floor?</p> <p>25 A. From reading that information, yes.</p> <p style="text-align: center;">Page 209</p>	<p>1 MR MILLETT: I'm grateful to everybody. Thank you.</p> <p>2 Can I ask you to look at your witness statement,</p> <p>3 page 4, bottom paragraph, please.</p> <p>4 You say there:</p> <p>5 "Initially, the advice was given to remain inside</p> <p>6 the building until my OM, Alex NORMAN, informed me that</p> <p>7 the advice had changed and she said to me 'tell them to</p> <p>8 get out'. I remember hearing about there being problems</p> <p>9 with the stairwell and I remember one operational staff</p> <p>10 member saying to me, 'we aren't going to get to them!'"</p> <p>11 Do you remember, first of all, even roughly, what</p> <p>12 time this was?</p> <p>13 A. No, I had no idea of time. It was a complete blur.</p> <p>14 Q. Do you remember exactly what she said to you by way of</p> <p>15 advice?</p> <p>16 A. As my statement said, to tell them to get out.</p> <p>17 Q. "Tell them to get out", that's your clearest memory of</p> <p>18 her exact words, is it?</p> <p>19 A. Yes.</p> <p>20 Q. Did she give you any indication as to how to get that</p> <p>21 across to callers, what terms to use, what tone to use?</p> <p>22 A. No, she just advised us to tell them to get out.</p> <p>23 Q. Was it your understanding that that advice, "Tell them</p> <p>24 to get out", had to be absolutely clear, this was a life</p> <p>25 and death choice?</p> <p style="text-align: center;">Page 211</p>
<p>1 Q. Did you tell anybody in the control room, such as</p> <p>2 Debbie Real, at that point, that the fire had now</p> <p>3 definitely spread to the topmost part of the building?</p> <p>4 A. Well, the supervisors were busy and I think they</p> <p>5 probably would've established that by now.</p> <p>6 Q. But you don't know that?</p> <p>7 A. I don't know that, no.</p> <p>8 Q. Okay. I'm going to ask you some questions about the</p> <p>9 change in stay-put advice.</p> <p>10 If I can ask you to go to your witness statement --</p> <p>11 SIR MARTIN MOORE-BICK: Mr Millett, obviously we're going to</p> <p>12 go on a little bit longer.</p> <p>13 MR MILLETT: Not very much longer but, yes, a little bit.</p> <p>14 SIR MARTIN MOORE-BICK: As long as it takes.</p> <p>15 MR MILLETT: It might be convenient for a short break now.</p> <p>16 SIR MARTIN MOORE-BICK: Would you like a break at this</p> <p>17 stage?</p> <p>18 THE WITNESS: I don't mind. I'd rather continue.</p> <p>19 SIR MARTIN MOORE-BICK: You are happy to keep going, are</p> <p>20 you? All right.</p> <p>21 Can I just ask, others in the room, in particular</p> <p>22 the documents manager and the stenographers, are you</p> <p>23 content to go on for a little bit?</p> <p>24 All right, thank you very much. We'll press on in</p> <p>25 that case.</p> <p style="text-align: center;">Page 210</p>	<p>1 A. She didn't say it was a life and death choice, but to</p> <p>2 tell them to get out, obviously it was.</p> <p>3 Q. Was that your understanding, that it was?</p> <p>4 A. Mm.</p> <p>5 Q. As I've shown you, you say that you remember one</p> <p>6 operational staff member saying to you "we aren't going</p> <p>7 to get to them".</p> <p>8 Do you remember, by this point, had you learnt that</p> <p>9 firefighters were not going to be able to rescue people</p> <p>10 trapped in the building?</p> <p>11 A. In that part of my statement, that hasn't been written</p> <p>12 very well. That was on an another call that I got that</p> <p>13 I was asking Jason Oliff, and that's when he said to me</p> <p>14 "we're not going to get to them", on another call.</p> <p>15 Q. Was that before or after Debbie Real had come to you</p> <p>16 with the change in advice?</p> <p>17 A. That was after.</p> <p>18 Q. That was after?</p> <p>19 A. (Nodded assent)</p> <p>20 Q. How long after, do you remember?</p> <p>21 A. I can't remember.</p> <p>22 Q. Did you get any kind of impression as to whether that</p> <p>23 was the whole building or just parts of the building</p> <p>24 which were going to be inaccessible to fire crews?</p> <p>25 A. I can't remember.</p> <p style="text-align: center;">Page 212</p>

<p>1 Q. I just want to look at one or two of the calls that you 2 received or took around this time. 3 First of all, flat 182, 21st floor. 4 There's a transcript reference LFB00000374. 5 We can see the time of the call is 02.43.54, and if 6 you go to the first page, you can see you establish 7 the flat number and the floor number and the number of 8 people in the flat: 9 "CALLER: There's five of us. Hurry up! 10 "... 11 "CALLER: Two adults, three children." 12 Then the next page, you say: 13 "OPERATOR: Okay, are you able to — listen, are you 14 able to get yourself out of the property safely? 15 "CALLER: No. 16 "OPERATOR: No, okay. Right, what you need to do is 17 you need to get some damp towels or damp sheets and put 18 them over yourself as well. Hello? Hello?" 19 I think the call ends at that point. 20 It's not a very long call, and perhaps we can't do 21 it off this, but you're asking: can you get out safely? 22 Do you think this call was before or after you had been 23 told by Debbie Real to tell callers to get out, looking 24 at the terms of the advice you're giving here? 25 A. I can't remember, to be precise. But if Alex Norman</p> <p style="text-align: center;">Page 213</p>	<p>1 get yourself out of your property safely? 2 "CALLER: No we can't, we opened it and (inaudible), 3 we can't. 4 "OPERATOR: You can't. 5 "CALLER: I tried but we can't, we are trapped in the 6 bedroom. 7 "OPERATOR: They're in the bedroom? 8 "CALLER: Yeah. What are you waiting for? We are 9 dying." 10 Then there's an off-call conversation. 11 Do you remember who you might have been talking to 12 in the control room during that call? 13 A. No. No, I don't remember. 14 Q. Do you remember having assistance from Debbie Real or 15 Jo Smith at this stage? 16 A. I don't remember. 17 Q. This is about 02.45. 18 A. I don't remember. 19 Q. Do you remember getting any assistance during the night 20 with calls from senior operations managers within the 21 control room? 22 A. No, because they were too busy dealing with other -- 23 Q. Right. So if you didn't get assistance from operations 24 managers, who would you have been talking to? 25 A. I don't know, I can't remember.</p> <p style="text-align: center;">Page 215</p>
<p>1 came round and told us to tell them to get out, then it 2 would've been afterwards. 3 Q. Is there a reason why you didn't say to these callers, 4 "You have to leave, come what may, get yourself out 5 now"? 6 A. Well, I think the line cleared, by looking at that. 7 Q. Right. 8 A. Because I'm asking them, "Hello? Hello?" and then the 9 line is cleared before I can ask them any further 10 information. 11 Q. There's another call I'll show you, flat 192, 12 22nd floor, at 02.42.22. So this is the next call that 13 you take, or shortly after. 14 This is LFB00000378, if we can just look at that. 15 It starts on page 2, if we can just have that, 16 please: 17 "OPERATOR: Fire brigade. Hello? Fire brigade. 18 "CALLER: We are on the 22nd floor, we are dying 19 (inaudible). 20 "OPERATOR: 22nd? Yeah, what floor are you on? 21 "CALLER: 22nd floor." 22 It carries on. 23 At the foot of the page, after going through who is 24 in the flat, you say: 25 "OPERATOR: Okay. Now, listen to me, are you able to</p> <p style="text-align: center;">Page 214</p>	<p>1 Q. Okay. 2 It goes on to say: 3 "OPERATOR: Yeah, I've been telling them. 4 "CALLER: (inaudible). 5 "OPERATOR: Right, hello? 6 "CALLER: Yeah? 7 "OPERATOR: Yeah, what you need to do is you need to 8 get out of the property now, you need to get out. 9 "CALLER: We can't! 10 "OPERATOR: You have to try and get out, you have to 11 try and you need to get some towels around your head and 12 faces and your body and you need to try and leave the 13 property because the firemen are there, okay. So you 14 need to try and leave —" 15 Just pick this up at the next page: 16 "CALLER: Where are they? 17 "OPERATOR: They're on different floors so you need 18 to try and make out safely." 19 Looking at that, do you think this call was after 20 Debbie Real had told you the new advice, looking at the 21 terms of the advice you're giving? 22 A. Yes, because I'm telling them to get out. 23 Q. If you go to the next page, you're told the only place 24 that they can go is the window because the corridor is 25 already full of smoke.</p> <p style="text-align: center;">Page 216</p>

<p>1 It continues in that vein. Essentially you're</p> <p>2 telling them to leave and they say they can't.</p> <p>3 If we just go to the next page, I think we can see</p> <p>4 that more clearly -- perhaps we can't -- and the call</p> <p>5 then ends.</p> <p>6 My question is: is there a reason why you didn't</p> <p>7 stay on the call and try and guide them out?</p> <p>8 A. There's no reason, but maybe at the time I couldn't stay</p> <p>9 on every call, or maybe they weren't listening to me.</p> <p>10 Not all the callers were listening to us. We can only</p> <p>11 give a guidance and we can only advise the caller.</p> <p>12 They're the ones there on scene. We can only do our</p> <p>13 best to guide the caller and give them advice to get out</p> <p>14 of the property. But not all callers were listening to</p> <p>15 us.</p> <p>16 Q. No, I understand that.</p> <p>17 Were you conscious during this call, or perhaps</p> <p>18 other calls, that the callers you were speaking to were</p> <p>19 individuals for whom English was not their first</p> <p>20 language?</p> <p>21 A. There was a lot of callers I spoke to that English</p> <p>22 wasn't their first language. Some of them may have had</p> <p>23 problems understanding what we were saying.</p> <p>24 Q. Did you take any kind of steps to try to help them</p> <p>25 understand what you were saying?</p> <p style="text-align: center;">Page 217</p>	<p>1 were giving?</p> <p>2 A. I don't think so because we were giving everybody the</p> <p>3 advice that was appropriate at the time.</p> <p>4 Q. Different question, different topic.</p> <p>5 If you had known on the night that many callers were</p> <p>6 calling from flats or about flats which had front doors</p> <p>7 with no functioning automatic door-closers, would that</p> <p>8 have affected the advice that you were giving?</p> <p>9 A. No, we would have given the same advice.</p> <p>10 MR MILLETT: Okay.</p> <p>11 Ms Fox, thank you very much for your patience. I've</p> <p>12 come to the end for the time being of the questions that</p> <p>13 I have for you.</p> <p>14 Normally what we do is take a short break and</p> <p>15 I check my notes and see if there are any further</p> <p>16 questions that we have.</p> <p>17 So, Mr Chairman, might we be able to do that?</p> <p>18 SIR MARTIN MOORE-BICK: Yes. We'll have a 5-minute break so</p> <p>19 that counsel can do any sweeping-up that needs to be</p> <p>20 done.</p> <p>21 Please don't talk to anyone about your evidence</p> <p>22 while you're out of the room, and if you would like to</p> <p>23 go with the usher she'll look after you, all right?</p> <p>24 We'll come back at 4.45.</p> <p>25 Thank you very much.</p> <p style="text-align: center;">Page 219</p>
<p>1 A. You always take steps for you to help them. That's what</p> <p>2 we do: we save life. We always try and help everybody.</p> <p>3 It doesn't matter what language they are or nationality.</p> <p>4 Q. Can you help me identify what those steps are. If you</p> <p>5 are talking to someone for whom English isn't their</p> <p>6 first language, how would you go about helping them to</p> <p>7 understand you?</p> <p>8 A. You would maybe speak to them a bit slower, you would</p> <p>9 maybe try and emphasise your words a bit more. Again,</p> <p>10 every call is different, but you try and help every</p> <p>11 caller.</p> <p>12 Q. Do you think you did that?</p> <p>13 A. On the night, I believe we all done that. We all tried</p> <p>14 our best.</p> <p>15 Q. Going back to your statement on page 5, the fifth</p> <p>16 paragraph from the top, the middle of the page, you say:</p> <p>17 "At around 05.00 hours, was the first I saw Grenfell</p> <p>18 Tower was on Sky news."</p> <p>19 What did you see?</p> <p>20 A. It was a bit of a shock; it was a high-rise building</p> <p>21 that was literally on fire.</p> <p>22 Q. Do you remember who showed you that image?</p> <p>23 A. No, I can't remember.</p> <p>24 Q. Do you think if you'd seen that image earlier on it</p> <p>25 would've assisted you in terms of the advice that you</p> <p style="text-align: center;">Page 218</p>	<p>1 Mr Millett, I'll say 4.45, but if you are ready</p> <p>2 sooner, I'll get the usher to bring me back.</p> <p>3 MR MILLETT: Thank you, Mr Chairman.</p> <p>4 (4.40 pm)</p> <p>5 (A short break)</p> <p>6 (4.45 pm)</p> <p>7 SIR MARTIN MOORE-BICK: All right, Ms Fox, I think one or</p> <p>8 two more questions. Not, I hope, too many.</p> <p>9 THE WITNESS: Okay, thank you.</p> <p>10 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>11 MR MILLETT: Ms Fox, there are a few further questions, but</p> <p>12 I hope not to detain you for very much longer.</p> <p>13 Thank you very much for coming back for this last</p> <p>14 innings.</p> <p>15 The first is a call at 02.54.21. I'm going to ask</p> <p>16 you short questions about very specific calls for</p> <p>17 certain families.</p> <p>18 This is LFB00000549, but the best place to pick it</p> <p>19 up is page 108 of the control room report, if we can.</p> <p>20 Oh, well, we have this transcript now. It probably</p> <p>21 takes longer to go through it. Perhaps it doesn't</p> <p>22 matter, we'll use the transcript:</p> <p>23 "OPERATOR: Navigator, hello.</p> <p>24 "NAVIGATOR: What's the name of the block?</p> <p>25 "OPERATOR: Navigator, hello, can I help -"</p> <p style="text-align: center;">Page 220</p>

<p>1 First of all, what's "Navigator"? That wasn't 2 a question I prepared to ask you, but I'm curious. 3 A. I haven't got a clue. 4 Q. All right: 5 "NAVIGATOR: Yeah, it's regarding a fire at Grenfell 6 House. I'm handing you over to someone who knows 7 someone that trapped inside." 8 Does that help us identify "Navigator"? 9 A. I'm sorry, I'm not familiar with that. My mind has gone 10 blank, I'm sorry. 11 Q. Don't worry. Let's pick it up. 12 You say: 13 "OPERATOR: Navigator, can I help you please? 14 "CALLER: Yeah, my friend's stuck on the 22nd floor 15 of the building that's on fire. 16 "OPERATOR: 22nd floor, okay - 17 "CALLER: Yeah, 194. 18 "OPERATOR: - what's her number? 19 "CALLER: 194. I can watch him looking out the 20 window and the fire's all around him. 21 "OPERATOR: Yeah, I, I know. And how many people are 22 stuck inside there (Inaudible)? 23 "CALLER: It is just there just him, him there. 24 "OPERATOR: Right, what we're doing is we're - well, 25 (Inaudible) - why isn't he ringing - he needs to ring</p> <p style="text-align: center;">Page 221</p>	<p>1 A. I can't remember that call, and as I said to you before, 2 the time was a complete blur. I don't know what time 3 they told us to get them out. All I know is Alex was in 4 front of me and she told them to get out. I can't tell 5 you what time it was. 6 Q. When you were told that this caller was in flat 194 on 7 the 22nd floor, did you refer to the whiteboard during 8 this call for someone matching that flat number and 9 floor? 10 A. No, I didn't refer to the whiteboard because it would've 11 been too busy. I know Yvonne was taking our slips of 12 paper and giving it to Jason Oliff, who was updating the 13 whiteboard. 14 Q. Did you write down the details of this on a piece of 15 paper and give it to Jason Oliff at that point, do you 16 think? 17 A. I could've done, but I took so many calls that night, 18 I can't remember that particular one. 19 Q. Okay. 20 Can I ask you to be shown LFB00000419, which is 21 a call from flat 142. 22 You can see the time of this, 03.18. If we just go 23 back to the first page so that it's clear, please, 24 Ralph. 03.18.45. So this is long after, I think we've 25 established, the stay-put advice had changed.</p> <p style="text-align: center;">Page 223</p>
<p>1 999, that's what he needs to do - 2 "CALLER: I ca... Er, cos - 3 "OPERATOR: - speak to (Inaudible). 4 "CALLER: - my battery's died. I can't get through 5 to him. My battery's died. I don't know his number. 6 "OPERATOR: Right, okay. Well, we're asking people 7 to leave their properties but I tell them -" 8 Then it goes on like that. 9 If you just turn the page, I think we'll see the 10 call end: 11 "OPERATOR: All right. I'm gonna - 12 "CALLER: - thank you. 13 "OPERATOR: - tell them on the radio though - 14 "CALLER: All right. 15 "OPERATOR: - don't worry. I'm gonna - 16 "CALLER: Okay. 17 "OPERATOR: - I'm gonna tell them on the radio -" 18 This is at 02.54.21. 19 I think you were saying earlier in that call that 20 you were telling people to leave, so can we be clear 21 that this was after Debbie Real had told you to change 22 the advice to get out? 23 A. It wasn't Debbie Real; it was Alex that came round to 24 change the advice. 25 Q. But in timing terms --</p> <p style="text-align: center;">Page 222</p>	<p>1 Can I go to the first page of that transcript, 2 please. 3 You're told the address, 142, and you say a third of 4 the way down: 5 "OPERATOR: You need to try and get yourself out of 6 the property. 7 "CALLER: (inaudible) but it's too (inaudible) it's 8 too hot, like, outside that door. Please." 9 Five people inside. 10 Then if you turn the page, there's some discussion, 11 and then in the middle of the page, you say: 12 "OPERATOR: So you've got five adults and you're not 13 able to get yourself outside? 14 "CALLER: No, there's two elderly people. 15 "OPERATOR: And you're at flat 143, 17th floor. 16 "CALLER: 142, 142, 142. 17 "OPERATOR: 142. 18 "CALLER: 2, 2, 2. 19 "OPERATOR: Okay. I'm, I'm going to tell them on the 20 radio, okay? 21 "CALLER: Please, come, there's elderly people here, 22 please. 23 "OPERATOR: All right, thank you. Bye bye." 24 And the call ends. 25 To be fair to you, you are told there are elderly</p> <p style="text-align: center;">Page 224</p>

<p>1 people, but given now that you have been told clearly by</p> <p>2 this time that the advice has to be that they must get</p> <p>3 out, is there any reason why you didn't tell this caller</p> <p>4 that they must leave, come what may?</p> <p>5 A. I can't remember that call, but I'm sure I would've told</p> <p>6 them to get out. Maybe they weren't listening to me.</p> <p>7 I can't remember that call.</p> <p>8 Q. There is a call earlier in the evening -- we can do</p> <p>9 this, I think, by reference to the control room</p> <p>10 report -- different flat, and this is page 39 and 40 of</p> <p>11 the control room report.</p> <p>12 SIR MARTIN MOORE-BICK: Do you have the number, Mr Millett?</p> <p>13 MR MILLETT: It's 02.08.48. It's page 67.</p> <p>14 SIR MARTIN MOORE-BICK: Have you got the document reference?</p> <p>15 MR MILLETT: LFB00004790, yes, the control room report.</p> <p>16 "02:08:48. CRO Fox takes a call from a female</p> <p>17 caller who explains that she is in Grenfell Tower and</p> <p>18 there is a fire on the floor below them, the caller is</p> <p>19 in Flat 175 on the 20th floor. CRO Fox asks how many</p> <p>20 people there are in the flat and the caller replies that</p> <p>21 there is her, her husband and three kids, one baby. CRO</p> <p>22 Fox confirms this and states that she is passing all the</p> <p>23 details on to our command unit that is on scene. The</p> <p>24 caller says [this is the important part] there is smoke</p> <p>25 coming into the flat and CRO Fox provides FSG about</p> <p style="text-align: right;">Page 225</p>	<p>1 When a caller tells you they are affected by smoke,</p> <p>2 was it your understanding that at that point you would</p> <p>3 start to assess the safety of means of escape, or would</p> <p>4 you leave that until later?</p> <p>5 A. No, we would assess the means of escape, and ask them to</p> <p>6 block the doors and stop the smoke coming in.</p> <p>7 Q. Right.</p> <p>8 A. And then I would pass that information onto the radio or</p> <p>9 the command unit.</p> <p>10 Q. So the question is: given that you were told on this</p> <p>11 call that there was smoke coming in, why didn't you</p> <p>12 start with the caller to assess the safety of the means</p> <p>13 of escape?</p> <p>14 A. Maybe because of the number of calls coming in. I can't</p> <p>15 answer that question. I can't remember the night.</p> <p>16 Q. There's another call along the same lines, 02.11.42,</p> <p>17 which I won't ask you about and I can't actually find on</p> <p>18 the control report.</p> <p>19 We have a call, as we know, which you handled for</p> <p>20 some 33 minutes with Marcio Gomes on the 21st floor,</p> <p>21 which started at 03.25, and we've been through that with</p> <p>22 Mr Gomes. I'm certainly not going to ask you any</p> <p>23 details about that call, Ms Fox. I just want to ask you</p> <p>24 one question.</p> <p>25 Can you tell us why you stayed on the call with</p> <p style="text-align: right;">Page 227</p>
<p>1 blocking the doors to keep the smoke out and the caller</p> <p>2 advises she has already done that. CRO Fox confirms</p> <p>3 that she has passed on the information to the crews to</p> <p>4 come and get them and tells the caller to call back if</p> <p>5 she needs to."</p> <p>6 My question is: given that you're told there that</p> <p>7 the caller says there's smoke coming into the flat,</p> <p>8 Ms Fox, why did you make no attempt to assess with the</p> <p>9 caller whether there was a safe means of escape?</p> <p>10 A. Because I actually told her to put the towels down and</p> <p>11 the sheets down, and I think at that time we were still</p> <p>12 using the stay-put policy.</p> <p>13 Q. Yes. I think you said to us earlier on that once there</p> <p>14 was smoke coming into the flat, you would start to</p> <p>15 assess the means of escape from a flat.</p> <p>16 My question really is: why didn't you do that, given</p> <p>17 that that was how you would normally go about assisting</p> <p>18 a caller?</p> <p>19 A. I think I may have got confused before with your</p> <p>20 questioning.</p> <p>21 Q. With my questioning?</p> <p>22 A. Possibly.</p> <p>23 Q. Right. So let me go back over it because I don't want</p> <p>24 there to be any confusion. Just to roll back a little</p> <p>25 bit.</p> <p style="text-align: right;">Page 226</p>	<p>1 Mr Gomes from 03.25 but didn't stay on any FSG calls</p> <p>2 with any other callers prior to that time to assist them</p> <p>3 out of the building?</p> <p>4 A. Again, I cannot answer that. It was very alien to all</p> <p>5 of us in the control room that night. We never, ever</p> <p>6 put the phone down with people when it's with regards to</p> <p>7 fire safety guidance calls. We always try and help</p> <p>8 people. The fire crews always get there in my 32 years.</p> <p>9 Mr Gomes and his family -- I don't know, maybe</p> <p>10 instinct took over and -- I don't know. I think it was</p> <p>11 because he started off calm and then he said the fire</p> <p>12 was in his flat. I'd asked him how many children he</p> <p>13 got, he said his wife was pregnant with a baby,</p> <p>14 asthmatic, and I just stayed on the line with him and</p> <p>15 helped guide him down the stairs and did the best</p> <p>16 I could that night, the same as we all did. We just</p> <p>17 worked so hard.</p> <p>18 Again, looking at the transcripts and listening to</p> <p>19 the calls are completely different.</p> <p>20 Q. Finally, just a couple more calls.</p> <p>21 At 01.26.58, there's a call in relation to flat 95,</p> <p>22 which I think we looked at, on the 12th floor, that you</p> <p>23 took.</p> <p>24 It is at page 17 of the control room report. So</p> <p>25 this is LFB00004790.</p> <p style="text-align: right;">Page 228</p>

<p>1 Bottom of the page, we looked at this before: 2 "01:26:58. CRO Fox takes a call from a female 3 reporting a fire in Grenfell Tower." 4 Do you remember we discussed that earlier in your 5 evidence? 6 A. We did. 7 Q. And was asked for advice. We can see the summary of 8 that call here. 9 At the end, it says: 10 "CRO Fox states that she will pass on the 11 information to the crews." 12 That is information that there was smoke and fire in 13 the neighbour's kitchen. 14 Did you consider passing this information to the 15 fire ground? 16 A. Yes, I -- 17 Q. Detailed information. 18 A. I would've passed the information on to the fire ground. 19 Q. Do you know how you would've done that? 20 A. I can't remember exactly. Again, it would've been 21 a service request, or it would've been a piece of paper 22 and we would've passed it to the command unit. But 23 either way, we were passing as much information on to 24 the fire ground as we possibly could that night. 25 Q. I'm not sure at the moment we can see a record of that</p> <p style="text-align: right;">Page 229</p>	<p>1 A. I can't remember. 2 Q. Okay. 3 If in fact it wasn't you passing this information to 4 the incident ground but Angie Gotts in response to 5 another call, can you explain why you didn't pass the 6 information you had about this flat to the incident 7 ground? 8 A. I can't explain it because I can't remember the call. 9 MR MILLETT: Right. 10 Ms Fox, thank you very much. I have now come to the 11 end of my questions. 12 It remains for me only to thank you very much indeed 13 for coming to the inquiry and assisting us with our 14 investigations. I know it's not been easy for you to 15 recall the events of that night and I am extremely 16 grateful to you for coming, so thank you very much. 17 Can I also add my thanks to the transcribers and the 18 trial director for their patience, all of their 19 patience, in sitting far later than I would've liked on 20 a Friday evening, and to Stephen Walsh. 21 THE WITNESS: Thank you. 22 SIR MARTIN MOORE-BICK: I should thank you very much on 23 behalf of the inquiry as a whole. I would imagine 24 you've been sitting around for quite a long time waiting 25 to give your evidence, which is a disagreeable thing in</p> <p style="text-align: right;">Page 231</p>
<p>1 in the short incident log, but if there isn't, can you 2 explain that? 3 A. If there was no record in the short incident log, it 4 would've been done by paper. The incident log is so 5 long to look through -- 6 Q. Let me be certain that I'm not putting a false point to 7 you. If you go to the short incident log, which is 8 MET00013830, and go, please, to page 19. Look, please, 9 at the time mark of 01.40.40. 10 We can see a service request made by AG, in fact, 11 Angie Gotts: 12 "... PERSONS TRAPPED IN FLAT ON 12TH FLOOR - UNABLE 13 TO LEAVE." 14 That's obviously not you, but can you explain why it 15 was that Angie Gotts was passing that message, or 16 perhaps this was a duplicate call? 17 A. Angie could've had a duplicate call. But I wouldn't -- 18 there was no reason why I wouldn't have passed the 19 message. 20 Q. Are you able to relate this call at 01.26 to this 21 service request message at 01.40.40, do you think? 22 A. No, I cannot remember that call in particular. 23 Q. It looks as if this was not necessarily a response to 24 your call but a call that Angie Gotts took. Is that 25 right, do you know?</p> <p style="text-align: right;">Page 230</p>	<p>1 itself, so I'm very sorry about that. 2 THE WITNESS: Thank you. It's no problem. 3 SIR MARTIN MOORE-BICK: very helpful to hear your account 4 of these matters. It all goes to enable us to piece 5 together the bigger picture. We're very grateful to you 6 for coming along. 7 THE WITNESS: You're welcome. 8 SIR MARTIN MOORE-BICK: I'm sorry if it's been 9 a disagreeable exercise. 10 THE WITNESS: No problem at all. No problem. Thank you. 11 Bye bye. 12 SIR MARTIN MOORE-BICK: Thank you. If you would like to go 13 with the usher. 14 (The witness withdrew) 15 SIR MARTIN MOORE-BICK: That must be it for today, 16 Mr Millett. 17 MR MILLETT: Mr Chairman, it is, and I want to say 18 a personal thank you to you and the transcribers and to 19 the trial director for their patience. 20 SIR MARTIN MOORE-BICK: Not to me, but it's been a very long 21 day for everyone, so I'm grateful to all of you for your 22 patience and the way you've listened so quietly to the 23 evidence. 24 And of course I am very grateful to the document 25 manager, or trial director, and the stenographers, who</p> <p style="text-align: right;">Page 232</p>

1 always work on late without any complaints, and we're
2 very grateful to them.
3 MR MILLETT: This is not a competition for thanks, but
4 I want to express my thanks to the LFB -- when I said
5 Stephen Walsh, I really meant him in his corporate
6 capacity -- for making these witnesses available to us,
7 and I apologise for the rescheduling we've had to have,
8 but it's important we heard from them.
9 SIR MARTIN MOORE-BICK: Well, I absolutely endorse that,
10 thank you very much.
11 Thank you very much. Well, we'll break now. We'll
12 resume on Monday at 10 o'clock and we shall get back to
13 the evidence of Dr Lane.
14 MR MILLETT: Yes, thank you.
15 (5.05 pm)
16 (The hearing adjourned until Monday, 26 November 2018
17 at 10.00 am)
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