

<p>1 Friday, 16 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. We are going to hear more evidence</p> <p>5 today from those who were in the cordon on the night of</p> <p>6 the fire.</p> <p>7 MR MILLETT: We are, Mr Chairman, yes. We are going to</p> <p>8 start with a witness from the TMO whom Mr Dermot Keating</p> <p>9 in my team is going to call.</p> <p>10 Before he does, can I just explain for everybody's</p> <p>11 benefit something about timetabling.</p> <p>12 We had originally on the schedule three control room</p> <p>13 officers who were going to come later today.</p> <p>14 SIR MARTIN MOORE-BICK: Yes.</p> <p>15 MR MILLETT: But because of the way in which yesterday went</p> <p>16 and the time constraints on us in order to obtain the</p> <p>17 evidence from those witnesses you heard yesterday, we</p> <p>18 weren't able to reach the evidence of Teresa Brown</p> <p>19 yesterday, so we're going to hear her this morning.</p> <p>20 That has led to a knock-on effect so that we shall</p> <p>21 have to reschedule the three control room officers for</p> <p>22 a date to be fixed, but as soon as we possibly can, and</p> <p>23 we are in active liaison with the London Fire Brigade at</p> <p>24 the moment about that refixing, and I'm grateful to them</p> <p>25 for being so accommodating.</p> <p style="text-align: center;">Page 1</p>	<p>1 a different time, in Phase 2.</p> <p>2 In relation to the questions I ask, they are</p> <p>3 designed to be simple. If I fail in that task, do ask</p> <p>4 me to rephrase them. I'll happily do so.</p> <p>5 Lastly, of course, we are going to be revisiting</p> <p>6 events on the night. I know you arrived probably around</p> <p>7 06.30 in the morning. But if at any stage you find</p> <p>8 matters upsetting or you wish to have a break, please</p> <p>9 just ask. There's no difficulty at all.</p> <p>10 A. Thank you.</p> <p>11 Q. In front of you is a blue bundle, but also on the screen</p> <p>12 I just want to turn to your statement. You've provided</p> <p>13 a two-page statement dated 22 August 2018. If we could</p> <p>14 turn to the second page, please. The reference is</p> <p>15 TMO10048963.</p> <p>16 Could we turn to the second page, please.</p> <p>17 Have you had the opportunity to read that statement</p> <p>18 recently?</p> <p>19 A. Yes, I have.</p> <p>20 Q. Can you confirm that it's true to the best of your</p> <p>21 knowledge and recollection?</p> <p>22 A. I can, yes.</p> <p>23 Q. And that's your signature which is there on the bottom</p> <p>24 of page 2?</p> <p>25 A. It is, yes.</p> <p style="text-align: center;">Page 3</p>
<p>1 SIR MARTIN MOORE-BICK: These things happen from time to</p> <p>2 time and we just have to make the best of it.</p> <p>3 MR MILLETT: Yes.</p> <p>4 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>5 Yes, Mr Keating.</p> <p>6 MR KEATING: Mr Chairman, could I call Graham Webb, please.</p> <p>7 GRAHAM WEBB (sworn)</p> <p>8 Questions by MR KEATING</p> <p>9 SIR MARTIN MOORE-BICK: Thank you very much, Mr Webb.</p> <p>10 Would you like to sit down and make yourself</p> <p>11 comfortable.</p> <p>12 THE WITNESS: Thank you.</p> <p>13 MR KEATING: Good morning. Could you give the inquiry your</p> <p>14 full name, please.</p> <p>15 A. Yes, it's Graham Nicholas Webb.</p> <p>16 Q. Firstly, Mr Webb, thank you so much for attending today</p> <p>17 and accommodating us. I know you've had difficulties</p> <p>18 regarding availability and you've changed those</p> <p>19 arrangements to attend today, so we're very grateful.</p> <p>20 A few words by way of introduction.</p> <p>21 If it assists you, the questions are focused on the</p> <p>22 night of the fire, 14 June up until approximately</p> <p>23 8 o'clock in the morning. I'm not going to ask you too</p> <p>24 many questions beyond that time period because we're</p> <p>25 entering into aftermath. Those are questions for</p> <p style="text-align: center;">Page 2</p>	<p>1 SIR MARTIN MOORE-BICK: Thank you.</p> <p>2 MR KEATING: Lastly, by way of introduction, your evidence</p> <p>3 is not going to be too long, it's going to fall into</p> <p>4 three broad areas: firstly, background and experience;</p> <p>5 then we're going to turn to your notification in</p> <p>6 relation to the fire and subsequent attendance at the</p> <p>7 tower; and then, lastly, your actions within the cordon</p> <p>8 that night.</p> <p>9 Is that okay?</p> <p>10 A. That's fine.</p> <p>11 Q. So our first heading is your background and experience.</p> <p>12 Again, I'm going to deal with it briefly, if I may.</p> <p>13 Turning back to June 2017, you were managing</p> <p>14 director of Repairs Direct Limited; is that correct?</p> <p>15 A. Correct, yes.</p> <p>16 Q. That was from January 2016 to November 2017.</p> <p>17 A. That's correct.</p> <p>18 Q. If we go back to your statement page 1 that's set out at</p> <p>19 paragraph 1 to 2.</p> <p>20 You indicate at page 1 of your statement --</p> <p>21 Mr Documents Director, could we go back to page 1,</p> <p>22 please, if we can -- that at the time Repairs Direct</p> <p>23 Limited was a wholly-owned subsidiary of the TMO; is</p> <p>24 that correct?</p> <p>25 A. That's correct, yes.</p> <p style="text-align: center;">Page 4</p>

<p>1 Q. And Repairs Direct Limited, by virtue of its name, 2 perhaps unsurprisingly, was responsible for repairs in 3 the TMO managed housing; is that correct?</p> <p>4 A. Yes, it was responsible for repairs inside the homes 5 primarily. So people who have had a leak, perhaps, or 6 needed cupboards repaired or doors replaced, those sort 7 of things. It was very much aimed at repairs inside 8 their homes.</p> <p>9 Q. Prior to January 2016, had you any working relationship 10 with Kensington and Chelsea TMO?</p> <p>11 A. Yes, in 2009/2010 I worked for an organisation called 12 Morrison Facilities Services. At that time, they were 13 the primary contractor for repairs in the council-owned 14 properties in the Royal Borough of Kensington and 15 Chelsea. It was after that contract ended that the TMO 16 set up their own subsidiary to do so.</p> <p>17 Q. So experience of the TMO going back to 2010 and involved 18 from January 2016 with Repairs Direct Limited?</p> <p>19 A. Absolutely, yes.</p> <p>20 Q. In relation to Grenfell Tower, were you familiar with 21 Grenfell Tower through your role with Repairs Direct 22 Limited?</p> <p>23 A. I was familiar with it, in the same way that I was 24 familiar with the other blocks in the council's property 25 portfolio, yes.</p> <p style="text-align: center;">Page 5</p>	<p>1 A. I was not part of the formal cascade in the plan, no.</p> <p>2 Q. I wonder if you could turn to page 17, just as 3 a illustration, please, of the normal working hours 4 cascade.</p> <p>5 A. Mm-hm.</p> <p>6 Q. Briefly.</p> <p>7 We see the customer service centre, "Information 8 Received" at the top of that page, and we see at the 9 left-hand side your details.</p> <p>10 A. Yes.</p> <p>11 Q. In the centre Teresa Brown, on the right Peter Maddison.</p> <p>12 A. Yes.</p> <p>13 Q. Then it seems to be working down. So you would appear 14 to be quite high up on that tier of notification.</p> <p>15 A. Yes.</p> <p>16 Q. Is that fair?</p> <p>17 A. Yes.</p> <p>18 Q. There's reference in the document -- I may not need to 19 turn to it -- to the executive team in the TMO. Were 20 you part of that executive team?</p> <p>21 A. No, I wasn't.</p> <p>22 Q. Who would be, briefly?</p> <p>23 A. So Robert Black and then the three executive directors, 24 one of whom was by line manager.</p> <p>25 Q. Who would that be?</p> <p style="text-align: center;">Page 7</p>
<p>1 Q. But any direct knowledge of attending Grenfell Tower?</p> <p>2 A. I don't think I actually visited it myself direct. 3 I went out with my staff frequently to accompany them on 4 visits, just to keep familiar with how things were 5 going. I don't recall visiting any homes inside 6 Grenfell Tower as part of that, no.</p> <p>7 Q. Can I turn to the TMO emergency plan which we saw 8 yesterday.</p> <p>9 A. Yes.</p> <p>10 Q. It's TMO10013898. That will come up on the screen in 11 front of you.</p> <p>12 Whilst that's being brought up, I just want to ask 13 you in relation to that document, which we'll see in 14 a moment, were you aware prior to 14 June 2017 of the 15 TMO emergency plan?</p> <p>16 A. Yes.</p> <p>17 Q. We're just waiting for that document to come up. If we 18 can turn to page 3, please, we see that the most recent 19 edition appears to be 2016.</p> <p>20 A. Mm-hm.</p> <p>21 Q. The document sets out a number of call-outs in relation 22 to during office hours. Were you part of the cascade 23 during office hours?</p> <p>24 A. During office hours yes.</p> <p>25 Q. Outside office hours, were you part of the cascade?</p> <p style="text-align: center;">Page 6</p>	<p>1 A. Sacha Jevans.</p> <p>2 Q. We can see, actually, Sacha Jevans above you on that 3 chart.</p> <p>4 Whilst working during your time at 5 Repairs Direct Limited, did you have training in 6 relation to the application of that emergency plan?</p> <p>7 A. I recall being briefed on it fairly early on in my time 8 in the organisation. Not a formal training course, but 9 I do recall somebody briefing me on it.</p> <p>10 Q. And the nature that briefing, a discussion?</p> <p>11 A. Yes, a discussion just walking me through the plan.</p> <p>12 Q. In terms of the application of that emergency plan, were 13 you involved in any application of that emergency plan 14 during your time at Repairs Direct Limited?</p> <p>15 A. Not as I recall, no.</p> <p>16 Q. For instance, were you ever in attendance at a large 17 emergency, perhaps involving a fire?</p> <p>18 A. No, I do recall there was one incident of a fire in 19 Trellick Tower which was contained within a flat. 20 I think that was in April 2017. It happened in the 21 early hours of morning and I didn't get there until 22 about 8.30. It was very much a controlled incident and 23 very much smaller than the terrible incident we're 24 talking about today.</p> <p>25 Q. So -- forgive me for speaking over you -- your</p> <p style="text-align: center;">Page 8</p>

<p>1 attendance was some time after the incident --</p> <p>2 A. Yes.</p> <p>3 Q. -- and it had been controlled by then?</p> <p>4 A. Yes, exactly.</p> <p>5 Q. If we could turn, please, to page 23 of that plan.</p> <p>6 Are you aware contained within that plan -- we'll</p> <p>7 see it in a moment -- there was a number of pro formas</p> <p>8 to complete in the event of an emergency?</p> <p>9 A. Yes, I'm aware they were part of that pack, yes.</p> <p>10 Q. We see there:</p> <p>11 "PROFORMA - for recording details of actions taken</p> <p>12 with KCTMO emergencies."</p> <p>13 A. Mm-hm.</p> <p>14 Q. It has a section there "Responses initiated by" and then</p> <p>15 we have underneath that "Responses from</p> <p>16 staff/contractors on site".</p> <p>17 If we could go forward, please, to page 25 of that</p> <p>18 document.</p> <p>19 It says:</p> <p>20 "Copies of this completed proforma must be provided</p> <p>21 on the next working day to:</p> <p>22 "1. Duty Officer</p> <p>23 "2. Head of Repairs & Customer Services."</p> <p>24 Would that be you or somebody else?</p> <p>25 A. No, the customer services team was primarily the call</p> <p style="text-align: center;">Page 9</p>	<p>1 of homes on the broader estate which had been forced</p> <p>2 into by the police as part of the evacuation. My team</p> <p>3 were very busy making sure that those doors were secure</p> <p>4 so that residents could return and feel secure within</p> <p>5 their homes and that their properties were kept secure.</p> <p>6 So there were a lot of other activities going on</p> <p>7 that I was involved with.</p> <p>8 Q. If we could return back to your statement, please, and</p> <p>9 paragraph 4 -- it may be a little bit of lag between the</p> <p>10 documents coming up, if you look up paragraph 4 of your</p> <p>11 statement in front of you.</p> <p>12 A. Yes.</p> <p>13 Q. It deals with your notification. If we could try and</p> <p>14 expand paragraph 4. I'm very grateful.</p> <p>15 You mention that you had been called several times</p> <p>16 by Teresa Brown.</p> <p>17 A. Mm-hm.</p> <p>18 Q. You discovered that you had missed those calls after you</p> <p>19 received a text message from another individual.</p> <p>20 A. Yes.</p> <p>21 Q. On receiving that text message, you checked the news --</p> <p>22 A. Yes.</p> <p>23 Q. -- and you phoned Teresa back --</p> <p>24 A. Yes.</p> <p>25 Q. -- about 05.30?</p> <p style="text-align: center;">Page 11</p>
<p>1 centre, so that's not me, it would go to them --</p> <p>2 Q. Yes.</p> <p>3 A. -- in order that they could raise formal orders for any</p> <p>4 repairs to be completed as a result of the incident.</p> <p>5 Q. So you are aware of this documentation, aware of the</p> <p>6 pro forma?</p> <p>7 A. Yes.</p> <p>8 Q. Can I move on now to the second heading, which is</p> <p>9 actually the events on the night?</p> <p>10 A. Mm-hm.</p> <p>11 Q. Perhaps linked to what we've just been discussing is</p> <p>12 records, if you kept any records of the night itself.</p> <p>13 Did you keep a contemporaneous record of events when</p> <p>14 you were within the cordon when you arrived that night?</p> <p>15 A. No, I didn't.</p> <p>16 Q. Very soon after, did you make a record of your actions</p> <p>17 within the cordon that night?</p> <p>18 A. No, I didn't.</p> <p>19 Q. Was there a reason why you didn't do that, Mr Webb?</p> <p>20 A. In hindsight, perhaps I should've done. It hadn't</p> <p>21 occurred to me at the time. I was merely trying to</p> <p>22 offer as much assistance as I could. Both on the night</p> <p>23 and immediately in the days following, I was making sure</p> <p>24 that my team were doing everything we could to respond.</p> <p>25 So both in terms of -- for example, there were lots</p> <p style="text-align: center;">Page 10</p>	<p>1 A. Yes.</p> <p>2 Q. Is that a fair summary of how you came to know of the</p> <p>3 Grenfell Tower fire?</p> <p>4 A. Yes, that's fair.</p> <p>5 Q. When you spoke to Teresa Brown at 05.30, what did</p> <p>6 Teresa Brown say to you, can you recall?</p> <p>7 A. She explained the scale of the incident and, you know,</p> <p>8 obviously the terrible events that were unfolding, and</p> <p>9 how we just needed as much support that we could provide</p> <p>10 to people on the scene as we could.</p> <p>11 Q. What did you understand that support to be?</p> <p>12 A. Teresa mentioned, as I recall, that there were rest</p> <p>13 centres and rescue centres being set up that her staff</p> <p>14 were looking to help with. We weren't sure how the rest</p> <p>15 of the day would unfold and what support we might need,</p> <p>16 so I offered to come in and support in any way I could.</p> <p>17 Q. So you mention you offered to attend; were you asked to</p> <p>18 attend or was it an offer to attend?</p> <p>19 A. I can't recall whether Teresa specifically asked me. It</p> <p>20 would be in my natural style to offer to come and</p> <p>21 support and help.</p> <p>22 Q. During those discussions, were you aware whether the TMO</p> <p>23 emergency plan had been activated?</p> <p>24 A. No, I'm not aware. I don't recall that being part of</p> <p>25 the conversation. But what was clear and I do recall is</p> <p style="text-align: center;">Page 12</p>

<p>1 that while Teresa was talking to me, I turned the news 2 on. From the scale of the incident, it became clear 3 that it was a much larger incident than would normally 4 be covered by the TMO emergency plan, and my expectation 5 would've been that the borough emergency plan would've 6 been revoked far earlier. 7 Q. Had you experience of the borough's contingency 8 management plan? 9 A. No. I was aware of its existence but I had no 10 experience of it. 11 Q. You mention that you offered to attend and offered to 12 assist in any way. 13 Was there any specific role allocated to you in your 14 discussions with Teresa Brown before you attended? 15 A. No. 16 Q. Arrival at the scene. If we can turn to paragraph 5, 17 please. 18 So you arrived around 06.30/06.45. 19 A. Something of that order, yes. 20 Q. At paragraph 7 you say that you met Ms Brown at 21 St Clements Church rest centre. 22 A. Yes. 23 Q. That was a sort of rendezvous point; was that the 24 position? 25 A. I knew it was directly opposite the estate and, as</p> <p style="text-align: center;">Page 13</p>	<p>1 Q. You use a phrase later on in your statement "the point 2 of contact". Did you understand from your discussions 3 with Ms Brown that Mr Black at that stage was the point 4 of contact with the LALO? 5 A. That was my understanding, yes. 6 Q. Were you at St Clements with Ms Brown for a long period 7 of time or was it a short period of time? 8 A. It was a short period of time. 9 Q. Very soon after this discussion, you made your way over 10 to the command centre; is that correct? 11 A. Yes. Teresa Brown and I made our way over to the 12 command centre and met with Robert Black. 13 Q. At the time you mention arrival at the command unit, and 14 you mention you met with Robert Black, was there anybody 15 else from the TMO present around the command unit at 16 that point? 17 A. Not that I recall. 18 Q. Did you receive a briefing or an update from Mr Black at 19 that point, meeting him at the command unit? 20 A. I think he added a little bit further to the briefing 21 that Teresa had already given me. He introduced me to 22 the local authority liaison officer, and he was talking 23 about having to leave site fairly soon to attend the 24 Gold Command meeting, I believe, at the town hall. 25 We established that Teresa would focus on supporting</p> <p style="text-align: center;">Page 15</p>
<p>1 I think other people have explained, it was difficult to 2 get to the area on the morning. I ended up using a bike 3 to come from Hammersmith to the area. 4 I called Teresa when I got to that area because she 5 told me there was a rest centre there. She came and 6 found me we went into the rest centre initially. 7 Q. There's roughly about an hour from your time speaking to 8 Ms Brown and your attendance; does that sound about 9 right? 10 A. Something of that order, yes. 11 Q. When you first saw Ms Brown at St Clements Church, did 12 she give you a briefing or update of what the position 13 was? 14 A. Yes, I mean, a brief summary of the scale of the 15 terrible events that were unfolding, and the efforts 16 that her and her team were making in the rest centres, 17 and that Robert Black was inside the cordon and that we 18 were going to go and meet with him shortly afterwards. 19 Q. Did she say what Mr Black was doing inside the cordon at 20 that point? 21 A. From memory, I think she explained that he was acting 22 as support for the local authority liaison officer, or 23 LALO, and any requests that they had from the Fire 24 Brigade or the Metropolitan Police that we could help 25 with.</p> <p style="text-align: center;">Page 14</p>	<p>1 staff in the rest centres, and I would take over from 2 where Robert had stood, supporting any request from the 3 local authority liaison officer. 4 Q. You mention he added a little to the briefing, is there 5 any detail you can recall now in relation to what 6 Mr Black said? 7 A. No, not specifically. I mean, obviously you could see 8 the scale of the events and the terrible tragedy 9 unfolding. You could understand the impact; it didn't 10 need to be articulated. 11 Q. You mention there was a division of roles, one given to 12 you and one given to Ms Brown. 13 Who made that decision? 14 A. I mean, between us it was a fairly natural sense of 15 order. Teresa Brown's team were the people who 16 supported people in the community generally, so they 17 were the best placed to be in the rest centres and 18 Teresa was best placed to support those. You know, with 19 a background in operational roles, I could support what 20 the local authority liaison officers needed. 21 So we talked about it between us. It was a very 22 simple conversation. 23 Q. At this point, you had arrived around 06.30/06.45. 24 There was a short period of time between you being at 25 St Clements and arriving at the command unit.</p> <p style="text-align: center;">Page 16</p>

4 (Pages 13 to 16)

1 **A. Yes.**
 2 Q. Probably closer to 06.50, 07.00 at latest; is that fair?
 3 **A. Probably 07.00, 07.10, something of that order, yes.**
 4 Q. When you were speaking to Teresa Brown and speaking to
 5 Mr Black around the command unit and having this
 6 discussion about division of roles, and having
 7 a briefing in general terms, was there any mention of
 8 any outstanding requests being made to the TMO?
 9 **A. Not that I recall, no.**
 10 Q. At that point, your arrival just after 07.00, anything
 11 specifically regarding building plans at that point?
 12 **A. I know during at the time I was there, certainly during**
 13 **the morning -- I'm talking morning in its overall**
 14 **sense -- there were requests for building plans,**
 15 **asbestos registers and also lists of names. When I was**
 16 **there, it was more what names had our teams identified**
 17 **in the rest centres that could be crossed off of a list**
 18 **of people who lived in the block.**
 19 Q. Yes.
 20 **A. In the tower itself.**
 21 Q. I'll return back to that in a moment, if I may.
 22 Mr Black -- can you recollect the time he left to go
 23 to the Gold meeting at the town hall?
 24 **A. I don't recall the exact time. Certainly we were there**
 25 **together for a period of time and then he left to go to**

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1 **the Gold meeting. I couldn't recall the exact time.**
 2 Q. We heard evidence that it was around 9 o'clock when he
 3 left. Perhaps a little bit before then, but around
 4 9 o'clock. Does that sound about right?
 5 **A. It's possible.**
 6 Q. So we've got a position where you've arrived at the
 7 command unit a little bit after 07.00, and he leaves,
 8 perhaps, a little bit before 9 o'clock or 9 o'clock. So
 9 a period of perhaps a maximum of two hours together.
 10 Does that sound fair?
 11 **A. Maximum, yes. My recollection would be it would be**
 12 **shorter than that, but it was a maximum of that, yes.**
 13 Q. During the time you were together at the command unit,
 14 can you assist us with what you were doing?
 15 **A. So having been introduced to the local authority liaison**
 16 **officer and established there were no immediate**
 17 **requests, I was doing a number of things. I was talking**
 18 **to my team to make sure that -- my background in**
 19 **operations has taught me it's always about the incident**
 20 **you're managing at the time, but it is also about what**
 21 **comes after. So I was making sure that I had tradesmen**
 22 **available to help with anything we might need, so**
 23 **boarding up, providing additional materials, or, you**
 24 **know, anything that might result from that. So time**
 25 **really on the phone to talk to people about that and to**

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1 **make sure that my team were briefed on what was going on**
 2 **and how to deal with the rest of their day.**
 3 Q. So you're making some calls.
 4 **A. Yes.**
 5 Q. Just to picture it, in terms of Mr Black, he was
 6 probably very close beside you; is that a fair
 7 description?
 8 **A. Yes.**
 9 Q. During your time when you were together for this maximum
 10 period of two hours, did you observe Mr Black having any
 11 direct conversations with anybody from the London Fire
 12 Brigade?
 13 **A. I can't recall. I know the local authority liaison**
 14 **officer spoke to us frequently. I can't specifically**
 15 **recall Mr Black talking to anyone from the Fire Brigade**
 16 **directly at that point.**
 17 Q. During this period of time, the LALO, if I could use
 18 that phrase, was speaking with you frequently -- "you"
 19 as in the collective "you", you and Mr Black.
 20 **A. Yes.**
 21 Q. What was the LALO saying?
 22 **A. Again, it was updates on the events that were unfolding.**
 23 **As I say, I know that during the morning there were**
 24 **requests from the LALO for information, but I can't**
 25 **recall if they were before 08.30 or later. But during**

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1 **the morning there were requests for information from the**
 2 **LALO.**
 3 Q. Just trying to revisit that for a moment, and doing the
 4 best you can, there were requests for information; can
 5 you recall whether it was requests for information when
 6 Mr Black was with you before 9 o'clock?
 7 **A. I know he had been requested information before I got**
 8 **there. I can't recall specifically if he was asked for**
 9 **information while we were there together.**
 10 Q. You say "I know he had been requesting information
 11 before I got there"; what do you mean by that? So
 12 that's Mr Black requesting information?
 13 **A. I know that people had asked him for information before**
 14 **I met him, because in his explanation of the role he had**
 15 **been performing, he said they had been asking for**
 16 **information, such as lists of tenants and residents.**
 17 Q. So you're referring to the LALO had been asking for
 18 information already?
 19 **A. Yes, and Robert Black explained to me that the LALO had**
 20 **been asking for that information.**
 21 Q. Okay.
 22 Can you assist us with what information, when
 23 Robert Black was explaining to you that the LALO had
 24 been asking for information, they were looking for?
 25 **A. The one that sticks in mind is the list of known**

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5 (Pages 17 to 20)

<p>1 residents.</p> <p>2 Q. List of known residents?</p> <p>3 A. Yes.</p> <p>4 Q. In relation to plans -- we know there's a reference</p> <p>5 later on in your statement to plans -- did Mr Black</p> <p>6 mention anything in relation to plans at that stage?</p> <p>7 A. I'm sorry, I can't recall specifically. I don't recall</p> <p>8 that he did.</p> <p>9 Q. We know that you take over as point of contact after</p> <p>10 Mr Black leaves.</p> <p>11 Did he, at that point of departure, do any sort of</p> <p>12 handover with you saying: this is how matters are, these</p> <p>13 are the things which are still outstanding?</p> <p>14 A. No, I don't recall.</p> <p>15 Q. If you could turn to your statement at paragraph 9,</p> <p>16 please:</p> <p>17 "9. I remained at the Control Unit to offer</p> <p>18 whatever assistance I could and I took over from Robert</p> <p>19 as the TMO point of contact when he left at about 9am to</p> <p>20 attend a Gold Command meeting. Throughout, I liaised</p> <p>21 verbally with LFB officers, the RBKC Local Authority</p> <p>22 Liaison Officer (LALO) on site and I spent most of my</p> <p>23 time on telephone calls to TMO staff to liaise and give</p> <p>24 briefings and to seek requested information as well as</p> <p>25 to plan going forward ... I helped LFB with the</p> <p style="text-align: right;">Page 21</p>	<p>1 after 8 am I was asked by the LFB about structural</p> <p>2 plans, flat layouts, floor plans, names and numbers of</p> <p>3 residents, and asbestos registers. I answered questions</p> <p>4 verbally where I was able to otherwise I contacted</p> <p>5 others, mostly in the Asset team to provide the</p> <p>6 information which was mostly sent by email to an address</p> <p>7 they gave."</p> <p>8 A. Yes.</p> <p>9 Q. You may have touched upon it already, but who made these</p> <p>10 requests for information?</p> <p>11 A. So normally, from my recollection, the LALO would be</p> <p>12 having the conversation with the fire officer and either</p> <p>13 then came to speak to me to ask for it or called me to</p> <p>14 join their conversation.</p> <p>15 Q. It's after 8 o'clock, so there's an hour period where</p> <p>16 Mr Black is there with you.</p> <p>17 A. Mm-hm.</p> <p>18 Q. Are you able to assist -- I may have asked this already,</p> <p>19 forgive me if I'm asking for perhaps a second or third</p> <p>20 time -- at this stage whether Mr Black was with you when</p> <p>21 these requests were being made?</p> <p>22 A. I cannot recall.</p> <p>23 Q. During these requests for information via the LALO, you</p> <p>24 mention that it was evident from those discussions that</p> <p>25 this information had been requested before; is that</p> <p style="text-align: right;">Page 23</p>
<p>1 information they wanted, ensuring that RBKC were also</p> <p>2 aware of the information from site."</p> <p>3 A. Mm.</p> <p>4 Q. Was the position this: that you were in direct contact</p> <p>5 with the LALO?</p> <p>6 A. Yes.</p> <p>7 Q. Were you in direct contact with the LFB officers there</p> <p>8 as well?</p> <p>9 A. No, they wouldn't ask me directly. It would tend to be</p> <p>10 that they would ask the LALO, and sometimes the LALO</p> <p>11 would call me over to join that conversation if it was</p> <p>12 information they were looking for from the TMO.</p> <p>13 Q. So the picture was contact with LALO first --</p> <p>14 A. Yes.</p> <p>15 Q. -- and it may be that you were party to a three-way</p> <p>16 conversation --</p> <p>17 A. Yes.</p> <p>18 Q. -- with a LALO --</p> <p>19 A. Yes.</p> <p>20 Q. -- fire officer and you?</p> <p>21 A. Yes, on the kerbside. I never went into the command</p> <p>22 unit at all.</p> <p>23 Q. If we can now move on, please, to paragraph 11.</p> <p>24 You say:</p> <p>25 "11. During the time I was at the Command unit and</p> <p style="text-align: right;">Page 22</p>	<p>1 fair?</p> <p>2 A. No. When I arrived, Robert said that he had been asked</p> <p>3 for lists of residents before.</p> <p>4 Q. Yes.</p> <p>5 A. The information I was being requested for, I don't</p> <p>6 recall it being a repeated request or anybody saying,</p> <p>7 "We've been asking for this before"; it was a request</p> <p>8 for information and I went and tried to make sure we</p> <p>9 provided it as quickly as we could.</p> <p>10 Q. You mention that you were trying to get information from</p> <p>11 others.</p> <p>12 A. Yes.</p> <p>13 Q. And you mentioned the assets team.</p> <p>14 A. Yes.</p> <p>15 Q. What's the asset team?</p> <p>16 A. So the assets and regeneration team was headed by</p> <p>17 Peter Maddison. They held all the structural plans for</p> <p>18 the building, and could tap into the asset register and</p> <p>19 provide copies across e-mail for the Fire Brigade to be</p> <p>20 able to examine.</p> <p>21 Q. So in terms of where this information would be stored,</p> <p>22 you mention that that team would have information --</p> <p>23 A. Yes.</p> <p>24 Q. -- electronically.</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 24</p>

1 Q. How difficult would you anticipate getting that
2 information to be, normally?
3 **A. As long as somebody can log in, and if they're either in**
4 **the office or they can log in from home, they can access**
5 **the data and then attach the files to an e-mail and send**
6 **that across.**
7 Q. In relation to those requests for information which were
8 set out at paragraph 11 --
9 **A. Yes.**
10 Q. -- you mention -- moving on to paragraph 12 -- that you
11 liaised with the assets team --
12 **A. Mm-hm.**
13 Q. -- and Teresa Brown, who was able to access the list of
14 tenants and leaseholders, and she had a team of people
15 who supported her.
16 **A. Yes.**
17 Q. Do you know whether that information was obtained in
18 terms of lists of residents as one heading or plans?
19 **A. In most cases the residents' lists that I was referring**
20 **to, as I say, were corresponding the known list of**
21 **residents to the list of people that her team had**
22 **already accounted for in the rest centres.**
23 **Teresa and I liaised heavily throughout. She came**
24 **through the cordon to talk to me, we talked on the phone**
25 **a lot. Her team photocopied those lists and handed them**

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1 **through to the fire service. Other information I know**
2 **was e-mailed direct.**
3 **What I was keen to do in the requests I got was not**
4 **be a choke point in providing that information. So**
5 **I would give them the LFB e-mail address direct to send**
6 **it to, not rely on it coming to me for me to forward.**
7 Q. Which was my next question: as the point of contact, did
8 you have any involvement in relaying that information?
9 But your answer is, well, your rationale was not to
10 choke information; you were giving people information --
11 **A. Exactly.**
12 Q. -- that they could e-mail directly?
13 **A. Exactly. I'm also familiar that sometimes during those**
14 **significant events, mobile networks become very**
15 **congested. Again, I didn't want the information hitting**
16 **my handheld to delay it reaching the fire service.**
17 Q. Is it fair to say that one downside of that approach is
18 that you may not be informed as to what information has
19 arrived with the LFB, whether those requests have been
20 satisfied?
21 **A. Possibly, possibly.**
22 **SIR MARTIN MOORE-BICK: Was that information going to be**
23 **sent by e-mail or in some other form?**
24 **A. In most cases, it was sent by e-mail. The only case**
25 **that I recall being different was the list of names for**

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1 **the rest centres, because it was handwritten. So they**
2 **were photocopying documents and physically bringing them**
3 **through the cordon to hand in.**
4 **SIR MARTIN MOORE-BICK: Thank you.**
5 MR KEATING: In relation to the e-mail traffic, do you know
6 whether you were copied in to that e-mail traffic?
7 **A. I don't recall. My recollection is that I was copied in**
8 **to some of it but not all of it, but my instruction to**
9 **them was to send it direct to the fire service.**
10 Q. You mention in your statement that you were at the
11 command unit as a point of contact for about 15 hours in
12 fact. You left the location at around 21.45 --
13 **A. Yes.**
14 Q. -- that night.
15 **A. Yes.**
16 Q. Is that correct?
17 **A. It is.**
18 Q. So you were there for a significant period of time
19 beyond the 8 o'clock in the morning we discussed as
20 a sort of parameter earlier on?
21 **A. Yes.**
22 MR KEATING: So I'm not going to ask you any questions in
23 relation to those events after that period of time.
24 Mr Chairman, I've come to the end of the questions
25 I wish to ask.

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1 SIR MARTIN MOORE-BICK: Yes, all right.
2 MR KEATING: It may be we have a brief break.
3 SIR MARTIN MOORE-BICK: I think it would be sensible to give
4 you a chance just to check, wouldn't it?
5 MR KEATING: Yes, thank you.
6 SIR MARTIN MOORE-BICK: Mr Webb, once counsel has got to the
7 end of his questions, or thinks he has, we normally have
8 5 minutes to allow him to check that there aren't any
9 more questions. So we'll break now for 5 minutes.
10 I'm going to ask you to go with the usher. Please
11 don't talk to anyone about your evidence while you're
12 out of the room. We'll get you back in, I hope, at
13 10.40. Thank you very much.
14 All right, 10.40, then, please.
15 (10.35 am)
16 (A short break)
17 (10.40 am)
18 SIR MARTIN MOORE-BICK: Yes, Mr Webb. A few more questions.
19 THE WITNESS: Okay.
20 MR KEATING: Thank you, Mr Webb. Not too many, but I'm very
21 grateful for your patience.
22 Three topics.
23 The first topic is training. We touched upon it
24 before about training in relation to the emergency plan.
25 Can you assist us whether you had regular training

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7 (Pages 25 to 28)

<p>1 in relation to the emergency plan?</p> <p>2 A. Not regular formal training, no. I was briefed on it</p> <p>3 not long after I joined the organisation. I was aware</p> <p>4 I had a role in the plan during normal working hours.</p> <p>5 But as I say, I was briefed on it as part of</p> <p>6 a conversation rather than a formal training.</p> <p>7 Q. That really is the summary of your experience in</p> <p>8 relation to training; it was a briefing at the outset</p> <p>9 and no further follow-up in relation to that?</p> <p>10 A. In terms of the emergency plan, yes. I understood my</p> <p>11 role, I understood where I sat in the plan.</p> <p>12 Q. Second topic is in relation to plans. You mentioned</p> <p>13 towards the last part of your evidence Peter Maddison</p> <p>14 had all the structural plans at the asset team and could</p> <p>15 tap into the asset register.</p> <p>16 In relation to that, was this database called</p> <p>17 a Keystone database?</p> <p>18 A. Yes.</p> <p>19 Q. Did it contain also an asbestos register?</p> <p>20 A. The asbestos register, yes, I believe it is on Keystone</p> <p>21 as well, and that interfaced into a number of different</p> <p>22 systems. But, yes, it primarily sat on Keystone.</p> <p>23 Q. Was there any other key information you thought would be</p> <p>24 on the Keystone database in relation to the building?</p> <p>25 A. Not that I can recall specifically.</p> <p style="text-align: right;">Page 29</p>	<p>1 witness, we may wish to have a short break so we can</p> <p>2 arrange ourselves, if that is okay.</p> <p>3 SIR MARTIN MOORE-BICK: Give me a hint, do you mean</p> <p>4 a 10-minute break?</p> <p>5 MR KEATING: I look to Mr Millett, who guides me in all</p> <p>6 these things.</p> <p>7 Yes, could we have 10 minutes. Perhaps --</p> <p>8 SIR MARTIN MOORE-BICK: Then I am going to say 11 o'clock,</p> <p>9 because it's very difficult to work to the odd minute</p> <p>10 here or there.</p> <p>11 So we'll have a break now and resume at 11 o'clock,</p> <p>12 please, thank you.</p> <p>13 (10.48 am)</p> <p>14 (A short break)</p> <p>15 (11.00 am)</p> <p>16 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>17 MR MILLETT: Mr Chairman, good morning.</p> <p>18 I now call Teresa Brown of the TMO.</p> <p>19 SIR MARTIN MOORE-BICK: Thank you.</p> <p>20 TERESA BROWN (affirmed)</p> <p>21 Questions by COUNSEL TO THE INQUIRY</p> <p>22 SIR MARTIN MOORE-BICK: Thank you very much, Ms Brown.</p> <p>23 Can I just say that we can take this as slowly as</p> <p>24 you feel comfortable.</p> <p>25 THE WITNESS: Thank you.</p> <p style="text-align: right;">Page 31</p>
<p>1 Q. Last topic, please, is this: were you aware as of the</p> <p>2 night of the fire of any deficiencies in the building as</p> <p>3 concerned fire safety?</p> <p>4 A. No.</p> <p>5 Q. Did you -- probably not in light of your answer -- or</p> <p>6 anyone else to your knowledge in the TMO share any</p> <p>7 concerns regarding the building with the LFB within the</p> <p>8 cordon that night?</p> <p>9 A. No.</p> <p>10 MR KEATING: Mr Webb, that brings to an end the questions</p> <p>11 I have. Can I thank you again for attending today.</p> <p>12 THE WITNESS: Thank you.</p> <p>13 SIR MARTIN MOORE-BICK: Well, thank you very much for</p> <p>14 coming, Mr Webb. I'm sorry we've disrupted some of your</p> <p>15 arrangements, but I hope not too much.</p> <p>16 THE WITNESS: No, you haven't.</p> <p>17 SIR MARTIN MOORE-BICK: It's been very helpful to hear your</p> <p>18 evidence. It's all part of filling in the jigsaw, if</p> <p>19 I can put it that way.</p> <p>20 THE WITNESS: I understand.</p> <p>21 SIR MARTIN MOORE-BICK: I'm grateful to you for coming along</p> <p>22 to help us. Thank you very much. Now you're free to</p> <p>23 go. Thank you.</p> <p>24 (The witness withdrew)</p> <p>25 MR KEATING: Mr Chairman, before we move on to the next</p> <p style="text-align: right;">Page 30</p>	<p>1 SIR MARTIN MOORE-BICK: If there are any stages at which you</p> <p>2 would like a break, just signal that and you can have</p> <p>3 one.</p> <p>4 THE WITNESS: Thank you.</p> <p>5 SIR MARTIN MOORE-BICK: All right?</p> <p>6 Yes, Mr Millett.</p> <p>7 MR MILLETT: Ms Brown, can I start by asking you, please, to</p> <p>8 give the chairman your full name?</p> <p>9 A. Yes, my name is Teresa Anne Brown.</p> <p>10 Q. I should just say thank you first of all for coming to</p> <p>11 the inquiry and assisting us with our investigations.</p> <p>12 We are extremely grateful.</p> <p>13 As you just heard the chairman say, if you need</p> <p>14 a break at any stage, all you have to do is say and we</p> <p>15 can take a break. I will aim to ask you questions for</p> <p>16 no more than an hour, but if you think that's too long</p> <p>17 and you need a break, you can take a short break.</p> <p>18 A. Thank you.</p> <p>19 Q. I'm going to focus on the events on the night within the</p> <p>20 cordon at Grenfell Tower, and there are other areas in</p> <p>21 which there are questions but which we will cover at</p> <p>22 a later stage of this inquiry.</p> <p>23 My questions are intended to be short and simple;</p> <p>24 sometimes they don't work out that way. So if you want</p> <p>25 me to repeat a question or put it in a different way,</p> <p style="text-align: right;">Page 32</p>

<p>1 I can do that easily.</p> <p>2 A. Thank you.</p> <p>3 Q. Can I start by putting to you your witness statement.</p> <p>4 You've provided one witness statement to the inquiry,</p> <p>5 and that is TMO10048960?</p> <p>6 A. Yes.</p> <p>7 Q. Is that the first page of that statement?</p> <p>8 A. Yes, that is correct.</p> <p>9 Q. Could you please go to page 3?</p> <p>10 A. Yes.</p> <p>11 Q. On that page -- we'll just wait for it to come up on the</p> <p>12 screen -- I should just say, it's easier to look at the</p> <p>13 monitor on the desk. Some people find it easier to use</p> <p>14 that than the document in the file.</p> <p>15 A. It's not changing.</p> <p>16 Q. If we could have page 3 of that, please.</p> <p>17 (Pause)</p> <p>18 SIR MARTIN MOORE-BICK: There we are.</p> <p>19 MR MILLETT: You'll see a signature there under a statement</p> <p>20 of truth --</p> <p>21 A. Yes.</p> <p>22 Q. -- over a date of 21 August 2018.</p> <p>23 Is that your signature?</p> <p>24 A. Yes, that's correct.</p> <p>25 Q. Have you had an opportunity to read this statement</p> <p style="text-align: center;">Page 33</p>	<p>1 responsible for the things you've just referred to just</p> <p>2 now.</p> <p>3 Did you have the most senior responsibility for</p> <p>4 those things?</p> <p>5 A. Yes, that's correct. Reporting in obviously to my line</p> <p>6 manager.</p> <p>7 Q. Who was that?</p> <p>8 A. That's Sacha Jevans.</p> <p>9 Q. Who did Sacha Jevans report to?</p> <p>10 A. Robert Black.</p> <p>11 Q. Directly?</p> <p>12 A. Yes.</p> <p>13 Q. You were a member of the executive team, I think --</p> <p>14 A. No, I wasn't a member of the executive them.</p> <p>15 Q. Sorry.</p> <p>16 Let me ask you this: when did you start as director</p> <p>17 of housing?</p> <p>18 A. February 2014.</p> <p>19 Q. And you held that role until when?</p> <p>20 A. Until I left in June 2018.</p> <p>21 Q. At that stage, did you transfer to RBKC?</p> <p>22 A. I had transferred to RBKC in the March, and then I left</p> <p>23 the June after.</p> <p>24 Q. So there was a period of overlap.</p> <p>25 A. Three months, yes.</p> <p style="text-align: center;">Page 35</p>
<p>1 recently?</p> <p>2 A. Yes, I have.</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 There are no exhibits to this statement, I think.</p> <p>7 I'm going to turn first to your career and your</p> <p>8 position.</p> <p>9 As at June 2017, Ms Brown, you were, I think, the</p> <p>10 director of housing for Kensington and Chelsea Tenant</p> <p>11 Management Organisation, or the TMO, as we call it.</p> <p>12 A. That's correct, yes.</p> <p>13 Q. Were you part of what is termed the TMO executive team?</p> <p>14 A. No, I wasn't.</p> <p>15 Q. Were you part of the team that would ordinarily be</p> <p>16 called out to a major event or incident?</p> <p>17 A. I wasn't on the out-of-hours emergency rota, I was on</p> <p>18 the working hours rota.</p> <p>19 Q. Within the TMO, what was your job title?</p> <p>20 A. I was director of housing. I managed neighbourhood</p> <p>21 housing services, the customer call centre and the</p> <p>22 estates services team, cleaning and grounds maintenance</p> <p>23 contracts.</p> <p>24 Q. At paragraph 2 of your statement -- if we can have that</p> <p>25 up on page 1 of the statement -- you say you were</p> <p style="text-align: center;">Page 34</p>	<p>1 Q. Are you still as at now working for RBKC?</p> <p>2 A. No, I'm not working currently.</p> <p>3 Q. In your capacity as director of housing, with the</p> <p>4 responsibilities that you've identified at paragraph 2</p> <p>5 of your statement, were you familiar with</p> <p>6 Grenfell Tower?</p> <p>7 A. I'd been in a few times. I didn't go on a daily basis,</p> <p>8 that wouldn't have been my role, but I had -- yes, I had</p> <p>9 knowledge of it.</p> <p>10 Q. You had knowledge of it?</p> <p>11 A. Yes.</p> <p>12 Q. Were you familiar with the layout of the building?</p> <p>13 A. Yes. Yes, I'd been in it since the refurbishment.</p> <p>14 I knew the current layout, yes.</p> <p>15 Q. Were you familiar with the refurbishment?</p> <p>16 A. In terms of I knew how the building had changed, yes,</p> <p>17 yes.</p> <p>18 Q. Did you ever have any training in what is called the</p> <p>19 London Resilience Partnership strategic co-ordination</p> <p>20 protocol?</p> <p>21 A. No, I didn't, because that was a council-run training.</p> <p>22 We weren't part of that.</p> <p>23 Q. Were you familiar with or did you ever receive any</p> <p>24 training in the LESLP major incident procedure manual?</p> <p>25 A. No.</p> <p style="text-align: center;">Page 36</p>

<p>1 Q. We'll come to the TMO emergency plan shortly.</p> <p>2 A. Yes.</p> <p>3 Q. Turning to the night of the fire itself, Ms Brown, you</p> <p>4 indicate in your statement at paragraph 4 that you can't</p> <p>5 be certain about all the details and the timings there.</p> <p>6 That was, you say, the case when you signed your</p> <p>7 statement in August.</p> <p>8 Since August, have you seen any documents or records</p> <p>9 which would cause you to be more certain about the</p> <p>10 timings?</p> <p>11 A. No, I think in preparing my statement, I had made</p> <p>12 previous notes shortly after the incident, so I had</p> <p>13 looked at my phone records and e-mails in doing my notes</p> <p>14 after the incident.</p> <p>15 Q. Right.</p> <p>16 A. So I would've referred to those.</p> <p>17 Q. Did you keep any contemporaneous written record of</p> <p>18 events or of your actions on the night? When I say</p> <p>19 contemporaneous, I mean as you were going along.</p> <p>20 A. No, definitely I didn't do that on the night, apart from</p> <p>21 the information that myself and my team collated in</p> <p>22 terms of the register of residents and those who were</p> <p>23 safe and missing. That would've been the most</p> <p>24 comprehensive notes that I would've been responsible for</p> <p>25 that evening.</p> <p style="text-align: right;">Page 37</p>	<p>1 several people, you know, compiling examples of this.</p> <p>2 Q. Did those members of staff in the rest centres hand</p> <p>3 documents like this to you?</p> <p>4 A. Yes, so how I organised it was that there was a manager</p> <p>5 in each of the rest centres, and they would collect the</p> <p>6 information from the staff members there and then</p> <p>7 arrange for that to be brought to me -- I was at</p> <p>8 St Clements -- so that I could pass it on.</p> <p>9 So they weren't doing it individually; it was coming</p> <p>10 through me, co-ordinating that, the conduit for it.</p> <p>11 Q. I see. Would you collate them in some way?</p> <p>12 A. So initially I gave them by hand to the LFB. So</p> <p>13 I literally went to the command unit and I was taken</p> <p>14 to -- sorry, not the main command unit, but there was</p> <p>15 another command unit on Grenfell Road, and I was taken</p> <p>16 there to hand these in physically --</p> <p>17 Q. Right.</p> <p>18 A. -- in the early hours.</p> <p>19 But what I did do was make a call -- I mean,</p> <p>20 obviously there weren't many of us on site originally</p> <p>21 and, you know, I wanted to get going with this, so we</p> <p>22 did it in handwritten form. But I did make a call to</p> <p>23 one of my heads of service who was still at home and</p> <p>24 said, "Please make sure you bring in a laptop, we need</p> <p>25 to get this information onto a spreadsheet and tally it</p> <p style="text-align: right;">Page 39</p>
<p>1 Q. We'll come back to that.</p> <p>2 Just in light of your last answer, though, if</p> <p>3 I understood it correctly, can I just show you</p> <p>4 a document at TMO0084032.</p> <p>5 (Pause)</p> <p>6 Ms Brown, can you tell us what this document is?</p> <p>7 A. Okay, so this is one of many notes like this. So after</p> <p>8 I arrived on site, I mobilised my teams to the rest</p> <p>9 centres and I asked them to collect records of anyone</p> <p>10 who had been in the building, the address, the name,</p> <p>11 household information, and if people were safe or</p> <p>12 missing. My teams recorded that throughout the rest</p> <p>13 centres, and this is an extract of that.</p> <p>14 The purpose of this was for me to provide this</p> <p>15 information directly to the Fire Brigade to help them in</p> <p>16 identifying people.</p> <p>17 Q. So is this an example of contemporaneous records you did</p> <p>18 make on the night?</p> <p>19 A. Well, I personally didn't make these. So this would be</p> <p>20 my team in the rest centre.</p> <p>21 Q. I see.</p> <p>22 A. So, yes. It's not my writing.</p> <p>23 Q. Do you know whose it is?</p> <p>24 A. No, because I had many staff in the rest centres on the</p> <p>25 evening, so this would be one of them. There were</p> <p style="text-align: right;">Page 38</p>	<p>1 up with the tenancy information we already had on which</p> <p>2 tenant was in each property.</p> <p>3 Q. If I was to ask you any detailed questions about these</p> <p>4 particular names and flats on this piece of paper, would</p> <p>5 you be able to help me with the details?</p> <p>6 A. To what extent?</p> <p>7 Q. Well, let's try.</p> <p>8 The first one at the top on the left-hand side.</p> <p>9 A. Yes.</p> <p>10 Q. "Missing/concern.</p> <p>11 "Stephen Power."</p> <p>12 A. Yes.</p> <p>13 Q. "12 or 13th floor."</p> <p>14 And someone's written "RECORDED" next to it.</p> <p>15 A. Yes.</p> <p>16 Q. Do you remember seeing this note with that name on it?</p> <p>17 A. I don't remember this specific one.</p> <p>18 Q. No.</p> <p>19 A. Sorry, can I just say, not all of these would've been</p> <p>20 handed in to the LFB in the early hours. Some of these</p> <p>21 would've come during the day -- it was obviously a very</p> <p>22 long day -- and they would've been put onto the</p> <p>23 spreadsheet and cross-referenced with that. So if there</p> <p>24 was something that I can see isn't clear, if it's 12th</p> <p>25 or 13th floor, we would've been able to cross-reference</p> <p style="text-align: right;">Page 40</p>

<p>1 that and find the actual data.</p> <p>2 Q. So as I understand from your answer, this is not your</p> <p>3 contemporaneous note of what was happening in the rest</p> <p>4 centres, and you've told us what these are.</p> <p>5 Is there a reason why you didn't keep any</p> <p>6 substantive contemporaneous record of what was</p> <p>7 happening?</p> <p>8 A. I just didn't have the opportunity to do that. So my</p> <p>9 role on the day, initially, was to go to St Clements</p> <p>10 rest centre with my colleague, Nicola Bartholomew, and</p> <p>11 initially what we were both doing was literally going</p> <p>12 around everybody in that rest centre, checking that they</p> <p>13 were okay, if there was anything we could do to support</p> <p>14 them, getting their name, their address, finding out if</p> <p>15 all their household was safe and recording that.</p> <p>16 So that was my main priority initially, as well as</p> <p>17 trying to get staff in, speaking to Graham, I was on the</p> <p>18 phone to so many people during the course of the night.</p> <p>19 There wasn't time for me to write any additional notes.</p> <p>20 The evidence was, you know, in --</p> <p>21 Q. Did you make any note or log of the events after the</p> <p>22 event?</p> <p>23 A. I did, because I knew it was going to be important that</p> <p>24 I could recall as many facts as I could from the</p> <p>25 evening. So as I said previously, in the next couple of</p> <p style="text-align: right;">Page 41</p>	<p>1 Q. Do you still have those notes with you? Not today</p> <p>2 necessarily, but in your personal possession.</p> <p>3 A. Yes, I will have a Word document of that, yes.</p> <p>4 Q. Would you object to providing them to the inquiry?</p> <p>5 A. No, no, not at all.</p> <p>6 Q. Thank you.</p> <p>7 A. But as I say, it covers a long period of time.</p> <p>8 Q. In paragraph 4 of your statement, Ms Brown, if we can</p> <p>9 just look at that, please, and have that expanded. It's</p> <p>10 on the screen.</p> <p>11 A. Yes.</p> <p>12 Q. You say:</p> <p>13 "4. I cannot now be certain about all details and</p> <p>14 timings but at about 02.30 am on 14th June 2017</p> <p>15 I received a telephone call from Nicola Bartholomew,</p> <p>16 TMO's Neighbourhood Team Leader Latimer to advise me of</p> <p>17 the fire at Grenfell Tower."</p> <p>18 A number of questions about that.</p> <p>19 First of all, did she tell you how she knew about</p> <p>20 the fire?</p> <p>21 A. I think -- I can't be certain about this -- she said</p> <p>22 that she'd got a call from one of our resident</p> <p>23 caretakers. I think that's how she found out. Yes.</p> <p>24 Q. Was it a long conversation?</p> <p>25 A. So the conversation I had with her initially, she was</p> <p style="text-align: right;">Page 43</p>
<p>1 weeks I did make some more detailed notes of what I'd</p> <p>2 been doing and what my teams had been doing, and that</p> <p>3 was backed up by e-mails and phone records that I'd</p> <p>4 looked at at the time.</p> <p>5 Q. Do you know what happened to those notes?</p> <p>6 A. Well, I utilised -- they were kind of my personal notes</p> <p>7 and I utilised them to write my statement.</p> <p>8 Q. Oh, did you? Right. Okay.</p> <p>9 Well, we'll have to follow that up with somebody</p> <p>10 else then.</p> <p>11 SIR MARTIN MOORE-BICK: Well, before we leave it, did you</p> <p>12 keep your personal notes?</p> <p>13 A. I have them on e-mail -- I had them on e-mail; obviously</p> <p>14 now I've left the organisation, I don't have any access</p> <p>15 to them, but it was a Word document.</p> <p>16 SIR MARTIN MOORE-BICK: It was a Word document?</p> <p>17 A. I just kept a tally of -- it wasn't just on the night,</p> <p>18 so that document, you know, covered the next few weeks</p> <p>19 and the things that we were doing around that time.</p> <p>20 SIR MARTIN MOORE-BICK: That's helpful, thank you very much.</p> <p>21 MR MILLETT: When you prepared your statement, who provided</p> <p>22 you with the notes you're referring to?</p> <p>23 A. I'd kept a copy. I had kept a copy.</p> <p>24 Q. I see. You've kept a copy personally?</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 42</p>	<p>1 really distraught, so it didn't go on very long because</p> <p>2 Robert Black called me on my other phone. So I knew it</p> <p>3 was him because his name came up, and I said to Nicola,</p> <p>4 "I'm going to have to call you back." So I ended the</p> <p>5 conversation with her, spoke to Robert, and then after</p> <p>6 I'd spoken to Robert, I called her back.</p> <p>7 Q. Did Nicola Bartholomew tell you whether she'd spoken to</p> <p>8 anybody else before she called you?</p> <p>9 A. I think just a conversation with the caretaker, I think.</p> <p>10 Q. Do you know who that caretaker was, what the name was?</p> <p>11 A. I'm sorry, I can't recall that at the moment.</p> <p>12 Q. Where were you, do you remember, when you received</p> <p>13 Nicola's call?</p> <p>14 A. I was in bed, and fortunately that day I had my two</p> <p>15 phones in my bag near my bed, so I heard them.</p> <p>16 Q. You say you also received a call from Robert Black at</p> <p>17 the same time. That's what you say in your statement.</p> <p>18 A. Yes.</p> <p>19 Q. You say:</p> <p>20 "He advised me that he was on his way to site and I</p> <p>21 said that I would join him there."</p> <p>22 Similarly, were you in bed or at least at home when</p> <p>23 you got that call?</p> <p>24 A. Sorry?</p> <p>25 Q. Similarly, were you in bed or at home when you got that</p> <p style="text-align: right;">Page 44</p>

1 call?

2 **A. As I've just explained, they were simultaneous calls.**

3 **So, yes, I was in the same --**

4 Q. So you were on the phone to both at the same time, were

5 you?

6 **A. No, sorry. So I was on the phone to Nicola. I could**

7 **see that Robert was calling me, so, as I said, I told**

8 **Nicola I would have to call her back, had the**

9 **conversation with Robert and then called her back.**

10 Q. Apart from him advising you he was on his way to site,

11 did he tell you anything else?

12 **A. He told me that there was obviously a significant fire.**

13 Q. Anything else?

14 **A. No, I don't recall any further details. I mean, you**

15 **know, that in itself was enough to mobilise me into**

16 **knowing I needed to go and do something.**

17 Q. You said you would join him there; did you volunteer

18 that or did he ask you?

19 **A. I can't remember the detail of that. I think I just**

20 **said, well, I'll come in. I've spoken to Nicola as**

21 **well.**

22 Q. You've put the timing of these two calls at about

23 2.30 am.

24 When you did your statement, were you looking at

25 anything to remind you that it was 02.30 or is it

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1 something you just remember?

2 **A. I think this is where I used my phone details to see**

3 **what calls I had had.**

4 Q. So you think you used your phone records?

5 **A. Yes, I think I did, yes.**

6 Q. Those phone records, are those still in your personal

7 possession?

8 **A. No, I don't have any information now.**

9 Q. Do you know who has got your phone records?

10 **A. I would imagine ex-TMO employees would have. I don't**

11 **know how long your mobile phone records stay for, so**

12 **I don't know, actually.**

13 Q. Let me take a step back and clarify something.

14 **A. Yes.**

15 Q. When you did your witness statement in August this year,

16 did you have your phone records in front of you?

17 **A. Yes, sorry. Yes, I did, yes.**

18 Q. You did? Okay.

19 **A. Sorry, when I did my notes, I had my phone records, so**

20 **I would've used those, yes.**

21 Q. When you did your notes -- okay. Then I think you say

22 you used your notes to do the statement; is that how it

23 worked?

24 **A. Yes, to help me.**

25 Q. You didn't have your phone records to do the statement?

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1 **A. But I would already have utilised those in doing my**

2 **notes. As far as I recall, that's how I did it.**

3 Q. Has anybody asked you to hand over a copy of your

4 telephone records?

5 **A. No, not that I recall.**

6 Q. I think, as you said earlier, you don't have your

7 telephone records now, or is that wrong?

8 **A. No, I don't have access to that. So I would probably**

9 **have just used my mobile and, you know, tracked back.**

10 **SIR MARTIN MOORE-BICK: I was wondering, you were telling us**

11 **you had two mobiles in your bag. Was one a work mobile**

12 **and one a private one?**

13 **A. Yes, that's correct.**

14 **SIR MARTIN MOORE-BICK: Thank you.**

15 **A. Yes.**

16 MR MILLETT: Is it the case that you don't any longer have

17 the phone records for either of those mobiles?

18 **A. I will probably have the phone records -- well, I don't**

19 **have the phone records for my mobile phone, I don't know**

20 **if anyone can get those. I've never done that, so**

21 **I don't know the answer.**

22 Q. What about your personal?

23 **A. That's what I'm talking about. I don't know how you**

24 **would get that now, 18 months on, whether your phone can**

25 **register --**

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1 Q. We can take that up with somebody else.

2 **A. Sorry, I don't know that.**

3 Q. Can I ask you to see if you can help us with two

4 documents.

5 First of all, can I ask you, please, to be shown

6 TMO10036956, page 1.

7 That is an e-mail sent by Robert Black to a group,

8 including you.

9 **A. Thank you.**

10 Q. Do you see that?

11 **A. Yes, that's fine now, thank you.**

12 Q. Although the details are lengthy, the names are not.

13 You're one of them, second --

14 **A. Yes.**

15 Q. -- or third line of the list of recipients.

16 "Dear team

17 "We have a major fire at Grenfell Tower. The

18 fire.brigafe[sic] is on site."

19 You can see there's been some mistyping there:

20 "I was told by Sharon our Board member.

21 "RBKC are aware and are preparing red cross

22 shelters.

23 "Hash is on o's[sic] way to the ground and u[sic]

24 have spoken to Terssa[sic]. I am going in.

25 "Robert."

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12 (Pages 45 to 48)

1 I just want to ask you, do you remember receiving
2 this e-mail?
3 **A. Not specifically. I'm aware of the e-mail because I saw**
4 **it -- I have seen this e-mail previously but I'm not**
5 **sure when I read it.**
6 Q. Do you know where you were when you saw it?
7 **A. No, because I can't recall actually when I first saw it.**
8 **I might have been in the cab on the way in. I don't**
9 **know, I'm making assumptions there.**
10 Q. You can see the timing of it, looking at this document,
11 says 02.26.45.
12 There's also another e-mail -- I'm going to show you
13 that as well at the same time, if I can. If we can
14 please have this e-mail kept on the screen, Mr Documents
15 Director, but also on the screen have TMO10031176,
16 page 10.
17 SIR MARTIN MOORE-BICK: I think it will be expanded for us
18 both.
19 MR MILLETT: Apparently this screen is going into a deep
20 sleep, and has now gone into a deep sleep. I don't know
21 whether other people in the room -- they can.
22 SIR MARTIN MOORE-BICK: Can you see that one all right? So
23 none of you have been cut off entirely? All right,
24 good.
25 MR MILLETT: We'll sort this out as we go.

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1 Q. All right. We'll --
2 SIR MARTIN MOORE-BICK: Can I just ask, would you pick up
3 e-mails on one of your mobile phones?
4 **A. I'd pick them up on my work mobile phone.**
5 **SIR MARTIN MOORE-BICK: On your work mobile?**
6 **A. Yes, yes.**
7 **SIR MARTIN MOORE-BICK: Did it alert you when an e-mail came**
8 **in?**
9 **A. No, not particularly, I don't think. But I would**
10 **regularly look at my -- as a matter of course, I would,**
11 **but -- yes.**
12 **SIR MARTIN MOORE-BICK: No, I'm just trying to relate the**
13 **timings to what you told us about the telephone call,**
14 **that was all.**
15 **A. I'm quite certain of my facts on the timing of the**
16 **telephone call, so it would look like it was the first**
17 **one. But I can't really confirm that for you, I'm**
18 **afraid.**
19 **SIR MARTIN MOORE-BICK: That's fine, thank you very much.**
20 **Yes, Mr Millett, sorry to interrupt you.**
21 MR MILLETT: Do you remember whether you had received
22 an e-mail from Robert Black before he called you?
23 **A. I wouldn't have been looking at my e-mails. I was**
24 **asleep until I had my first call, so there's no way**
25 **I would've found it out that way.**

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1 Ms Brown, can I be sure that on your monitor on your
2 desk, you have both documents on your screen?
3 **A. Yes, those ones, yes.**
4 Q. So looking at the left-hand one you've been looking at,
5 that's the one timed at 02.26.45.
6 **A. Yes.**
7 Q. If I can ask you now to look at the document on the
8 right-hand side of the page, that's a single page
9 containing three e-mails. I just want to focus you on
10 the middle e-mail on that page, from Robert Black,
11 14 June 2017, same list of recipients, including you as
12 the third recipient, and the same text of the main
13 message, "major fire at Grenfell Tower", including the
14 same typographical error. So it looks like the same
15 message, but the time, if I can show you that, is at
16 03.27.
17 Can you help us explain why one e-mail is at 02.26
18 and the other is 03.27?
19 **A. I'm afraid I can't. I know it's an issue that you were**
20 **discussing yesterday in the inquiry. I think it's some**
21 **technical thing with timing. But I really, you know --**
22 **I don't know. I'm not an expert.**
23 Q. Is it possible that in fact the e-mail was sent to you
24 and received by you at 03.27 and not 02.27?
25 **A. I wouldn't be able to confirm that.**

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1 Q. I appreciate that. Do you remember, after having woken
2 up and having spoken to him, then seeing that you had
3 received an e-mail from Robert Black?
4 **A. Do you know, I didn't look at my e-mails as the first**
5 **thing I did. I got dressed, got ready, spoke to Nicola,**
6 **mobilised myself, got in a cab. I wasn't looking at my**
7 **e-mail at that stage, I was getting into action.**
8 Q. We'll come back to your journey and arrival shortly.
9 Before I do, can I just ask you one or two questions
10 about the TMO emergency plan.
11 Are you aware of the TMO's emergency plan, the most
12 recent edition of which is February 2016?
13 **A. Yes.**
14 Q. Are you familiar with it?
15 **A. Yes.**
16 Q. Its purpose, I think, is to govern TMO's role in
17 emergencies; is that right?
18 **A. (Nodded assent)**
19 Q. It's divided into two parts, part 1 and 2: part 1
20 details with the details of what should happen in
21 an emergency, and part 2 is specific individual details
22 for individual properties under the management of the
23 TMO.
24 **A. (Nodded assent)**
25 Q. That's right, is it?

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13 (Pages 49 to 52)

<p>1 A. Yes.</p> <p>2 Q. That's your understanding?</p> <p>3 A. That's my recollection.</p> <p>4 Q. Can I just ask you to look at it, please. It's</p> <p>5 TMO10013898.</p> <p>6 I just want to ask you about a couple of pages in</p> <p>7 it.</p> <p>8 First of all, page 23, which is a pro forma for</p> <p>9 recording details of action taken with KCTMO</p> <p>10 emergencies.</p> <p>11 Were you familiar with or did you have knowledge of</p> <p>12 the use of this document as at the night of the fire?</p> <p>13 A. I know it's part -- oh, as at the night of the fire?</p> <p>14 Q. Yes.</p> <p>15 A. Sorry, we wouldn't have used this because this was the</p> <p>16 KCTMO emergency plan information, not the borough</p> <p>17 emergency plan, so we wouldn't have been using this with</p> <p>18 the scale of the emergency.</p> <p>19 Oh, sorry, that's not quite what you're asking me,</p> <p>20 is it? Sorry.</p> <p>21 Q. I may have confused you.</p> <p>22 Let me start this way: first of all, we've heard</p> <p>23 evidence yesterday that the emergency plan that was</p> <p>24 utilised was the council's plan --</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 53</p>	<p>1 As soon as I arrived on site, I saw the LALO and the</p> <p>2 command unit. I've worked in previous organisations</p> <p>3 where I've been part of a team where the whole emergency</p> <p>4 planning role has -- where the team has been responsible</p> <p>5 for that emergency planning role, so I was quite</p> <p>6 familiar with what that would be. So it was really</p> <p>7 obvious to me what was happening on the ground.</p> <p>8 Q. You say in your last answer "as soon as I saw the</p> <p>9 horrible events unfolding". I wonder if we can put</p> <p>10 a bit more precision around the timing of that.</p> <p>11 Was it after you arrived on site that you came to</p> <p>12 learn that the council's emergency plan was in operation</p> <p>13 or was it before that?</p> <p>14 A. I don't remember having a discussion with anyone about</p> <p>15 the council's emergency plan being in action before</p> <p>16 I arrived on site, but it was obvious to me from what</p> <p>17 I'd seen on social media that it was so significant that</p> <p>18 that would be the case.</p> <p>19 Q. Did you look at social media before you arrived?</p> <p>20 A. As I was getting ready, my husband drew up a picture of</p> <p>21 it and I looked at that briefly before I got in the cab.</p> <p>22 Q. Your husband drew a picture?</p> <p>23 A. Not drew a picture -- he's not that clever, I'm</p> <p>24 afraid! -- he drew up a picture on his phone.</p> <p>25 Q. Oh, I see.</p> <p style="text-align: right;">Page 55</p>
<p>1 Q. -- and not the TMO's plan.</p> <p>2 A. Yes.</p> <p>3 Q. Do you agree with that?</p> <p>4 A. Absolutely correct, yes.</p> <p>5 Q. Does that mean that this emergency plan was simply not</p> <p>6 used at all?</p> <p>7 A. Yes.</p> <p>8 Q. Does that mean that this pro forma was simply not used</p> <p>9 at all?</p> <p>10 A. Yes.</p> <p>11 Q. Looking at it, did it occur to you that, actually, given</p> <p>12 the work that you were doing, as you've described, it</p> <p>13 might have been useful to use a pro forma such as this</p> <p>14 to record and collate information?</p> <p>15 A. As I explained to you earlier, I think my role was to</p> <p>16 really be out there, doing what I could in the rest</p> <p>17 centres. There just simply wasn't time to be filling in</p> <p>18 information like this on the day. We were too busy</p> <p>19 trying to do the important things that mattered at that</p> <p>20 time.</p> <p>21 Q. At what point in time did you learn that the RBKC plan</p> <p>22 was in operation?</p> <p>23 A. It was obvious to me as soon as I saw pictures of the</p> <p>24 horrible events unfolding. It was just too major for it</p> <p>25 to be a TMO managed incident.</p> <p style="text-align: right;">Page 54</p>	<p>1 A. Yeah, sorry.</p> <p>2 Q. So at that stage, was it right that you thought this was</p> <p>3 too big for the TMO's plan?</p> <p>4 A. Sorry, can you repeat that again?</p> <p>5 Q. Was it at that stage that you thought this emergency is</p> <p>6 too big for the TMO's plan?</p> <p>7 A. Well, that wasn't my precise first thought. My first</p> <p>8 thought was: this is just so horrendous, the scale of it</p> <p>9 is so large. I don't think I was thinking emergency</p> <p>10 plan or not emergency plan, I was thinking about getting</p> <p>11 to site and doing what we could.</p> <p>12 Q. When you got to site -- I think you touched on this</p> <p>13 a minute ago, but let me clarify -- was there, as you</p> <p>14 recall it, any discussion about whether you should</p> <p>15 instigate the TMO's emergency plan alongside or to</p> <p>16 dovetail with the council's plan?</p> <p>17 A. No, that wouldn't be the purpose of it. It would be</p> <p>18 confusing to do that. It was really obvious to me that</p> <p>19 there was a LALO next to the command unit, that the</p> <p>20 council were taking control of the emergency plan, and</p> <p>21 our role was voluntary within that to assist where we</p> <p>22 could.</p> <p>23 Q. Do you remember whether any positive decision was made</p> <p>24 not to instigate the TMO's emergency plan?</p> <p>25 A. I don't think it was discussed at all.</p> <p style="text-align: right;">Page 56</p>

<p>1 Q. Can I take you back to paragraph 11 of your statement, 2 and I should just say that we'll come back to the 3 emergency plan later on. 4 At paragraph 11, page 2, you say: 5 "11. Our role at site was specifically to respond 6 to requests for information from the police, LFB, LALO, 7 BECC and RBKC and to co-ordinate matters at the rest 8 centres." 9 In that paragraph, when you say "Our role", do you 10 mean the TMO's role or do you mean your role personally? 11 A. I mean my role, plus Graham's role and Robert, when he 12 was on site, and -- yes, that's what I mean by that. 13 Q. So it included Robert Black? 14 A. Yes. So it would've been the people who had some 15 presence outside the command unit or myself in the rest 16 centres as well. 17 Q. Do you recall what Robert Black's own particular role 18 was at the incident on the night? 19 A. He was on site before me, so he was the person outside 20 the command unit when I arrived there. He was the 21 person that continued to be there as I left shortly 22 after I arrived to go to the rest centre, and he stayed 23 there as the main point of contact with the LALO until 24 Graham had joined me at St Clements and I had walked 25 with Graham over to the command unit.</p> <p style="text-align: center;">Page 57</p>	<p>1 Q. Did you ever receive any requests -- yourself 2 personally -- directly from the LFB for information 3 during the night? 4 A. I did, and I referred to that in my statement. 5 Q. Yes, is that paragraph 12? 6 A. Paragraph 12, yes, yes, it was. 7 Q. We'll come back to that. 8 A. And I know that I liaised with them directly around this 9 information on who was safe and missing. 10 Q. So the answer is you did receive requests directly from 11 the LFB? 12 A. Do you know, I can't recall how that started, you know, 13 whether they said, "Collect this information on safe and 14 missing." I think I just took that upon myself as 15 I arrived to go to the rest centres and collect that 16 because it was obvious that that would be significantly 17 useful. So there wasn't a request, I don't think, for 18 that, but people would've been aware that that's what we 19 were doing, and then I later liaised with them to give 20 that information to the LFB, is the best way I can 21 answer that, I think. 22 Q. Did you have direct contact with firefighters at the 23 scene or incident commanders at the scene? 24 A. So they didn't come and ask me direct questions, apart 25 from paragraph 12 of my statement, and when I was</p> <p style="text-align: center;">Page 59</p>
<p>1 Q. I'm not sure that's quite answered my question. My 2 question was -- 3 A. Sorry. 4 Q. It's okay. My question was: what was Robert Black's own 5 particular role, to the best of your understanding, on 6 the night? 7 A. So he was the point of contact with the LALO during the 8 period when he was there -- 9 Q. Right. 10 A. -- on his own, and -- yes, that was his role. 11 Q. Did he at any stage tell you that he was going to leave 12 all communications to and from the LFB to you? 13 A. No. Not that I recall. We didn't have a conversation. 14 Q. Did he tell you that he would leave all communications 15 to and from the LALO to you? 16 A. No. 17 Q. Did he at any stage do anything or say anything to lead 18 you to think that he was relying on you to pass all 19 information to the LFB or the Met or LALOs? 20 A. I know it was clear that my main responsibility was to 21 provide information on residents that we knew were safe 22 and missing, and that was directly to the LFB. That was 23 a major part of what I was doing. 24 Q. Right. 25 A. And he knew that.</p> <p style="text-align: center;">Page 58</p>	<p>1 directly liaising with them about these pieces of paper, 2 when I was in the command unit handing those over. 3 Round the corner, not in the main command unit. 4 Q. I think part of the problem is on the screen we don't 5 have paragraph 12, we have paragraph 11, which is 6 blocking out paragraph 12, which I'm going to come back 7 to. 8 So perhaps the easiest thing is to leave that there, 9 and I'll pick that thread up with you shortly. 10 A. Okay. 11 Q. Let's go back to the chronology. 12 You say in paragraph 5, if we can just go back to 13 that, please, page 1 of the statement. 14 A. Yes. 15 Q. You say -- Ms Brown, are you all right? 16 A. Yes, sorry. I'm just blowing my nose. I'm fine, thank 17 you. 18 Q. At paragraph 5, you say: 19 "5. I left my [redacted] home shortly after to 20 travel to site arriving there at about 03:50 where I met 21 Chief Executive, Robert Black and Head of Housing 22 Support Services, Hash Chamchoun who were standing 23 outside the Fire Service Command Unit in front of 24 Treadgold House." 25 First, how long did it take you to get from your</p> <p style="text-align: center;">Page 60</p>

1 home, where you were first alerted to the fire, to
 2 Grenfell Tower?
 3 **A. About 50 minutes.**
 4 Q. Right.
 5 **A. Possibly.**
 6 Q. So if it was about 50 minutes and you arrived at 03.50,
 7 that obviously means you left home about 3 o'clock?
 8 **A. Yes. I know that that timing is correct because it's**
 9 **an Uber record. I know 03.50 is correct.**
 10 Q. It's an Uber record, is it?
 11 **A. Yes, I have found that time because I looked up the Uber**
 12 **arrival time and you can tell from that.**
 13 Q. So let's just take this in pieces. When you did your
 14 statement and put the time of 03.50 in there, were you
 15 looking at your Uber record on your telephone?
 16 **A. I was actually looking at my husband's Uber record on**
 17 **his telephone, but it's accurate. Yes, it's accurate.**
 18 Q. Okay. But a record in your --
 19 **A. Yes, in possession --**
 20 Q. -- personal possession?
 21 **A. Yes, yes.**
 22 Q. Have you provided that record to anybody?
 23 **A. No.**
 24 Q. Have you been asked for it?
 25 **A. No.**

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1 Q. So when you did your statement -- is this right? -- you
 2 did it from a record that you didn't provide to anybody
 3 else?
 4 **A. I wasn't asked to provide that sort of information.**
 5 **SIR MARTIN MOORE-BICK: As I understand it, it was actually**
 6 **on your husband's telephone.**
 7 **A. Yes, yes, that's correct.**
 8 **SIR MARTIN MOORE-BICK: Yes.**
 9 **MR MILLETT: So let's see if I can understand how this**
 10 **worked.**
 11 When you did your statement, did you ask your
 12 husband for his phone so you could look at his Uber
 13 records and check the time?
 14 **A. Yes. He called the cab for me and he had the detail of**
 15 **when he called and the arrival time, and that's how**
 16 **I know that it's accurate.**
 17 Q. I follow. Fine. So that then means you left home about
 18 3 o'clock?
 19 **A. Yes, roughly, yes.**
 20 Q. Do you know what you were doing between receiving the
 21 call from Robert Black at about 02.30 and leaving home
 22 at 3 o'clock?
 23 **A. I was getting out of bed, getting dressed, speaking to**
 24 **my colleague, Nicola, I had to phone her back. She**
 25 **was -- yes, I had to phone her back, and then I got**

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1 **a cab and made my way in.**
 2 Q. In that telephone call you had with Nicola, which you
 3 just told us about, what did you discuss?
 4 **A. The magnitude of the events unfolding, that I was going**
 5 **in, that she was definitely going to come in. She was**
 6 **the team leader for the area; she had specific knowledge**
 7 **of the area and knew the residents well, and she was**
 8 **determined to come in and she what she could do to help.**
 9 Q. Did you have any specific discussions, do you remember,
 10 about what you were actually going to be doing by way of
 11 collating information?
 12 **A. No, I think at that stage, until we got there, we had no**
 13 **idea about the specific task that we would be**
 14 **performing. I just think we, you know, naturally -- we**
 15 **just wanted to go and do what we could do to help,**
 16 **so ...**
 17 Q. When you arrived at 03.50, as you say, I think you say
 18 Robert Black was already there.
 19 How long do you think or do you recall he had been
 20 there for?
 21 **A. I don't know that.**
 22 Q. Right.
 23 **A. I'm sorry, I just don't know that.**
 24 Q. Did you have a discussion with him?
 25 **A. No -- discussion with him about what time he arrived?**

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1 Q. When you first arrived, did you have a discussion with
 2 him?
 3 **A. Yes. Yes, we spoke to each other. I can't remember the**
 4 **detail of that initial conversation, but it would've**
 5 **been around what was, you know, happening around us**
 6 **really.**
 7 Q. When you had a discussion with him when you first
 8 arrived, did he give you any kind of impression as to
 9 how long he had been there, minutes or hours?
 10 **A. No.**
 11 Q. Were you wearing anything yourself which would identify
 12 you as a member of TMO staff?
 13 **A. Yes, I have a TMO identity badge and I had that on at**
 14 **the time. I had that on throughout the day because**
 15 **I used it to get in and out of the cordons. I was**
 16 **continually going in and out of the cordons, so I used**
 17 **that, wore it in the rest centres, had it on all day.**
 18 Q. Did you have that on as soon as you arrived or did you
 19 put it on after you arrived?
 20 **A. I think I put it on as I was on my way, and I definitely**
 21 **used it straight away to get through the cordons to get**
 22 **to the command unit when I arrived.**
 23 Q. In paragraph 6 of your statement, you say that shortly
 24 after your arrival:
 25 "... three Team Leaders briefly joined us and were

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16 (Pages 61 to 64)

1 dispersed to the Rest Centres soon after their arrival."
 2 And you identify who they were.
 3 I think it's right, is it, that Hash Chamchoun went
 4 with two of the team leaders to the rest centres?
 5 **A. So what happened here is I had three of my team leaders**
 6 **and Hash, and we were aware of the rest centres that**
 7 **were open, and I divided staff amongst those. So**
 8 **I believe Angelique and Hash went together to Latimer,**
 9 **Mandy went to Rugby Portobello and I definitely went**
 10 **with Nicola to St Clements.**
 11 Q. Who told you that these premises were available as rest
 12 centres?
 13 **A. Hash told me that information initially, and there was**
 14 **another rest centre, Belushi's, that was open initially**
 15 **at that stage.**
 16 Q. On Shepherd's Bush Green?
 17 **A. Yes. So I organised for a member of my team to go there**
 18 **as well, but when she got there, it wasn't really being**
 19 **utilised, so she moved to another rest centre.**
 20 Q. Did you talk to the LALO at that early stage initially
 21 when you arrived about where the rest centres were?
 22 **A. I can't remember the exact sequence of events, but**
 23 **I think Hash told me that information. Now, I don't**
 24 **know whether he got it from the LALO -- we were all**
 25 **standing in, you know, a very short space, so I can't**

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1 **recall exactly, but I knew that that information was**
 2 **given to me by Hash.**
 3 Q. Was it you who had overall responsibility for allocating
 4 TMO staff to particular tasks?
 5 **A. Yes. Yes.**
 6 Q. Going on to paragraph 7 of your statement, you say, if
 7 we can just have that expanded:
 8 "7. I spent most of my time throughout the day
 9 either at the Command Unit or the nearby St Clements
 10 Church Rest Centre co-ordinating matters."
 11 I know it's difficult to be precise about these
 12 things, but what percentage of time do you think you
 13 spent at the command unit?
 14 **A. Minimal amount of time. I should have perhaps made that**
 15 **clearer. Because I know that, you know, immediately**
 16 **I joined there, I went to the rest centre with Nicola.**
 17 **I was there a good few hours before returning back,**
 18 **because I know I was, you know, liaising directly with**
 19 **residents there.**
 20 **What we did in St Clements was initially we set up**
 21 **a desk near the entrance so that we could make sure that**
 22 **we took information from everyone coming in, and later**
 23 **that day there was a very kind woman -- I don't even**
 24 **remember her name -- in the church who allowed us to**
 25 **have some office space at the back. So I used that as**

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1 **the sort of co-ordination centre to pull all our data**
 2 **together and, you know, organise my staff.**
 3 **So I spent the majority of the day there, apart from**
 4 **when I popped back to give the information to the Fire**
 5 **Brigade or I went to see if Graham was okay or, you**
 6 **know, when Graham and I were liaising about important**
 7 **information and updating each other.**
 8 Q. Whenever you were at the command unit, was Robert Black
 9 there?
 10 **A. No. So he was only there until 9 o'clock and then he**
 11 **went off to the Gold group. So he -- sorry, can you**
 12 **just repeat that again?**
 13 Q. Yes. I'll try and make it more specific --
 14 **A. Yes.**
 15 Q. -- for you.
 16 So you arrive at 03.50 and Robert Black we know
 17 leaves at 9.00 am or so. During that period of five or
 18 so hours, whenever you went back to the command unit
 19 during that period, was Robert Black always there?
 20 **A. Yes. Yes, he stayed there as the point of contact for**
 21 **the LALO until he left and Graham took over.**
 22 Q. When you first arrived, as you say in your statement,
 23 and went to the command unit, did you see the LALO
 24 there?
 25 **A. Yes.**

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1 Q. Did you have a conversation with the LALO?
 2 **A. I'm sure that I did. I can't remember the exact details**
 3 **of it but we would've introduced ourselves and -- yes.**
 4 Q. Okay. Was Robert Black with you when you were speaking
 5 to the LALO?
 6 **A. I'm assuming he was. We were all just outside the**
 7 **command unit.**
 8 Q. Then you went off and really set up the rest centres, as
 9 you've explained.
 10 In a general --
 11 SIR MARTIN MOORE-BICK: Sorry, did you want to comment on
 12 that?
 13 **A. I'd just say, I didn't have a role in setting up the**
 14 **rest centres, that would've been the RBKC's thing. But**
 15 **I co-ordinated the TMO staff's presence within them,**
 16 **I think almost before everything had kicked in**
 17 **officially, just to --**
 18 Q. All right. So when I say setting up the rest centres,
 19 I mean allocating TMO staff to them and then overseeing
 20 their work?
 21 **A. Yes, yes, yes.**
 22 Q. During the night, as a general matter, how easy was it
 23 for you to be able to speak to Robert Black about
 24 anything you needed?
 25 **A. I don't think I -- well, it would've been easy for me to**

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17 (Pages 65 to 68)

1 walk there and have a conversation. I don't remember
 2 specifically talking to him much between when I went to
 3 St Clements for those first initial hours because I was
 4 so focused on what I was doing there. So I don't
 5 remember having a lot of conversations, but when I come
 6 back to see the Fire Brigade, to pass on information,
 7 I would've seen him then.

8 MR MILLETT: Turning to a different topic -- and,
 9 Mr Chairman, I notice that we've gone quite a long time
 10 with this witness. It's probably time for a break.

11 SIR MARTIN MOORE-BICK: Yes.

12 MR MILLETT: I'm happy --

13 SIR MARTIN MOORE-BICK: That would suit you, would it?

14 MR MILLETT: Yes.

15 SIR MARTIN MOORE-BICK: We were due to have a break around
 16 about this time anyway, Ms Brown.

17 THE WITNESS: Okay.

18 SIR MARTIN MOORE-BICK: I think we'll take it now so that we
 19 can then go to whatever the next topic is without
 20 interruption. All right?

21 THE WITNESS: Okay.

22 SIR MARTIN MOORE-BICK: So we'll break now. I am going to
 23 ask you not to talk to anyone about your evidence while
 24 you're out of the room, and we'll resume at 12 o'clock.

25 THE WITNESS: Thank you.

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1 SIR MARTIN MOORE-BICK: All right? Thank you very much. If
 2 you would like to go with the usher, please, she'll look
 3 after you.

4 Right, 12 o'clock, then, please. Thank you.

5 (11.52 am)

6 (A short break)

7 (12.00 pm)

8 SIR MARTIN MOORE-BICK: Yes, do sit down. All right?

9 THE WITNESS: Yes.

10 SIR MARTIN MOORE-BICK: Happy to carry on?

11 THE WITNESS: Yes, please.

12 SIR MARTIN MOORE-BICK: Yes, Mr Millett.

13 MR MILLETT: Ms Brown, thank you for coming back to us.

14 I'm going to turn to a different topic now, which is
 15 the requests for information on the night.

16 Can I ask you first to look, please, at paragraph 10
 17 of your witness statement, which is on page 2.

18 You say there -- I'll read it all to you:

19 "10. RBKC Emergency Planning process was in
 20 operation. A Borough Emergency Command Centre (BECC)
 21 commenced operation at the RBKC offices."

22 Then you say:

23 "Graham and I became the TMO liaison contact with
 24 the BECC. A Local Authority Liaison Officer (LALO) was
 25 located outside the Command Centre where he was the link

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1 between the BECC and the Command Unit. He along with
 2 the Fire Brigade and the Police made requests for
 3 information from TMO."

4 I've read all of that to you to give you the full
 5 context of what you're saying there.

6 A. Yes.

7 Q. My question is: does this mean that the TMO was the main
 8 source of information on the night, even for the LALO?

9 A. Sorry, the main source of information for -- on the
 10 night? No, we can't have been because there was all
 11 sorts of information coming in from Fire Brigade, from
 12 ambulance, I would imagine, all sorts of people. Am
 13 I answering that correctly?

14 SIR MARTIN MOORE-BICK: I think the question was whether the
 15 TMO was the source of the information which would go to
 16 the LALO insofar as --

17 A. I guess it depends what the LALO was asking. Am
 18 I misunderstanding that completely?

19 SIR MARTIN MOORE-BICK: Let's let Mr Millett --

20 MR MILLETT: Let's focus on the last sentence of that
 21 paragraph. You say:

22 "He [the LALO] along with the Fire Brigade and the
 23 Police made requests for information from TMO."

24 A. Yes.

25 Q. My question is: does that tell us that the TMO was the

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1 main source of whatever information the LALO asked for?

2 A. Yes, I think so. Well, it depends what the TMO was
 3 asking.

4 Q. Well, you've used the word "information" there without
 5 qualifying it and identifying what specific information
 6 you're referring to, and I'm just using your general
 7 word, "information", there.

8 A. Okay.

9 Q. I'll just ask the question again, perhaps in a slightly
 10 different way.

11 Whenever the LALO asked for information, was the TMO
 12 the only source of that information, or were there other
 13 sources of information that you knew that the LALO could
 14 get information from?

15 A. I'm sorry, I'm really not really understanding this
 16 apart from --

17 SIR MARTIN MOORE-BICK: I think you're entitled to be
 18 puzzled.

19 Doesn't it depend on what the information that was
 20 being sought was? I mean, some types of information
 21 probably could only come from the TMO, or primarily from
 22 the TMO, and other types of information, perhaps not.

23 I think what she's saying there is there were
 24 requests for information.

25 MR MILLETT: Yes.

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18 (Pages 69 to 72)

<p>1 Ms Brown, I'll try again.</p> <p>2 In the last sentence of this paragraph you say:</p> <p>3 "He along with the Fire Brigade and the Police made</p> <p>4 requests for information from the TMO."</p> <p>5 A. Okay.</p> <p>6 Q. Let me try it a different way.</p> <p>7 To your understanding, when the LALO made requests</p> <p>8 of information from the TMO, was it your understanding</p> <p>9 that that was the only place he could get the</p> <p>10 information from, or did you understand that whenever he</p> <p>11 asked you for information, that information was also</p> <p>12 available from elsewhere?</p> <p>13 A. I think it depends what it was because, you know, some</p> <p>14 would be specifically from us, other information would</p> <p>15 be from other organisations or people on site I guess.</p> <p>16 Q. I was trying to ask the question in a general way, but</p> <p>17 let's see if we can be a bit more specific.</p> <p>18 At paragraph 12, you say:</p> <p>19 "12. I recall Information being requested by LFB</p> <p>20 about numbers of floors, numbers of flats, details of</p> <p>21 occupants and technical information such as presence of</p> <p>22 asbestos etc."</p> <p>23 You see that?</p> <p>24 A. Yes, I do, yes.</p> <p>25 Q. Just focusing on that information requested by LFB, my</p> <p style="text-align: right;">Page 73</p>	<p>1 Does that mean that when information was requested</p> <p>2 by LFB, about these matters that you knew about, those</p> <p>3 requests had been made to Robert Black?</p> <p>4 A. So the floor numbers I think were something that we were</p> <p>5 asked about really early on. I think that would have</p> <p>6 been Hash, myself and Robert there at that time. So</p> <p>7 that is one that I recall being asked. So this is</p> <p>8 numbers of floors, numbers of properties.</p> <p>9 I don't remember the occupancy details specifically.</p> <p>10 I wasn't there for the asbestos question, but I do know</p> <p>11 that Graham answered that. So that's how I can break</p> <p>12 down that paragraph.</p> <p>13 Q. Do you know who was asking the questions of, for</p> <p>14 example, Graham in relation to asbestos?</p> <p>15 A. I don't know who asked Graham that specific question,</p> <p>16 I'm sorry.</p> <p>17 Q. In the last sentence of paragraph 12, the last part of</p> <p>18 that, you say:</p> <p>19 "... in the early stages most of this information</p> <p>20 was relayed verbally."</p> <p>21 Do you remember to whom in those early stages that</p> <p>22 information was relayed?</p> <p>23 A. So I don't remember the name of the person. I do</p> <p>24 remember somebody asking us the floor numbers. I think</p> <p>25 that was probably with the Fire Brigade and the LALO</p> <p style="text-align: right;">Page 75</p>
<p>1 question is: was Robert Black also receiving those</p> <p>2 requests, do you remember?</p> <p>3 A. I don't specifically know what Robert Black was</p> <p>4 receiving directly because, as I've said previously,</p> <p>5 I wasn't always there. I don't know the answer to that</p> <p>6 question.</p> <p>7 Q. When you say you recall information being requested by</p> <p>8 LFB about those matters, how did those requests come to</p> <p>9 you, by what means of communication?</p> <p>10 A. Okay, so perhaps I should qualify in this paragraph that</p> <p>11 what I'm saying here is that I know requests for that</p> <p>12 information were made. It wasn't specifically made to</p> <p>13 me individually, but just from discussions that I'd had</p> <p>14 with Graham and -- sorry, Robert, I knew that, you know,</p> <p>15 information had been requested from us. This is more</p> <p>16 about, you know, my knowledge.</p> <p>17 I know specifically that I was asked about the</p> <p>18 people who were missing, and I was asked the specific</p> <p>19 information about the 11th floor from them directly.</p> <p>20 So I know my colleague answered some of these</p> <p>21 questions. Graham answered the asbestos question.</p> <p>22 Q. You say in the last answer "it wasn't specifically made</p> <p>23 to me individually, but just from discussions I'd had</p> <p>24 with Graham", then you corrected that to Robert. You</p> <p>25 knew information had been requested.</p> <p style="text-align: right;">Page 74</p>	<p>1 with us. I cannot remember specifically, I'm afraid.</p> <p>2 I can't recall specifically the detail.</p> <p>3 Q. I'm going to turn to a number of things that were</p> <p>4 requested, and you've given some categories of</p> <p>5 information: numbers of floors, numbers of flats,</p> <p>6 details of occupants and technical information about the</p> <p>7 building.</p> <p>8 Turning to paragraph 14 to start with, if I can, you</p> <p>9 say:</p> <p>10 "14. I recall that LFB was anxious to receive</p> <p>11 information about people who might be in the building."</p> <p>12 You go on to explain that:</p> <p>13 "TMO was able to provide details of the registered</p> <p>14 tenants, leaseholders and household members but did not</p> <p>15 hold information on unknown occupants and visitors."</p> <p>16 Can you recall when you were first aware of this</p> <p>17 request?</p> <p>18 A. I can't remember when the general list of tenancy</p> <p>19 information was requested. I do know it was sent to the</p> <p>20 Fire Brigade -- to the -- I do know we passed it on</p> <p>21 specifically to, I think it was -- was it</p> <p>22 Thomas Goodall, I think? I might not be 100 per cent</p> <p>23 accurate about that, but I think that that was right.</p> <p>24 The general tenancy list was passed on to them.</p> <p>25 I think this is also referring to that information</p> <p style="text-align: right;">Page 76</p>

<p>1 that we've spoken about earlier, which was actually more</p> <p>2 up-to-date on who was in the building at that specific</p> <p>3 time and who was missing and who was safe, and that's</p> <p>4 the information that I was passing on to the LFB.</p> <p>5 Q. So I think the answer to my question is you can't</p> <p>6 remember when. I was only asking you a timing question.</p> <p>7 A. Oh, sorry, when we passed it on or when we were asked</p> <p>8 for it?</p> <p>9 Q. When you were first asked.</p> <p>10 A. No, I can't remember when the general list was asked</p> <p>11 for.</p> <p>12 Q. Right.</p> <p>13 A. I know when it was provided.</p> <p>14 Q. Do you remember whom the London Fire Brigade asked for</p> <p>15 that information?</p> <p>16 A. For the general list of tenants?</p> <p>17 Q. Paragraph 14.</p> <p>18 A. Or for any of the information?</p> <p>19 Q. In paragraph 14 you're referring to information about</p> <p>20 people who might be in the building. I'm just asking</p> <p>21 about that.</p> <p>22 Do you remember who it was that the LFB asked for</p> <p>23 information about people who might be in the building?</p> <p>24 A. So I was having an ongoing conversation with them about</p> <p>25 providing them with these pieces of paper about the</p> <p style="text-align: right;">Page 77</p>	<p>1 So that was an ongoing process.</p> <p>2 Q. Yes.</p> <p>3 A. That will be recorded in e-mail trails.</p> <p>4 Q. Taking the first of those kinds of information,</p> <p>5 information about missing persons from the rest centres</p> <p>6 that we saw earlier this morning, do you remember who</p> <p>7 you were giving that to?</p> <p>8 A. Yes. In my statement I've put that. So, sorry,</p> <p>9 paragraph 18. Chris Lines, Vincent Bell. And</p> <p>10 I physically handed it in to the command unit on</p> <p>11 Grenfell Road.</p> <p>12 Q. Right.</p> <p>13 A. Because I went to the main command unit with it and they</p> <p>14 said no. Someone walked me round to the other unit to</p> <p>15 hand it in.</p> <p>16 Q. You say in paragraph 18 "mostly after 08:00 am", which</p> <p>17 is why I'm not asking you about then.</p> <p>18 Looking at the early period of the fire up to</p> <p>19 8.00 am, my question is: do you remember know who it was</p> <p>20 you were providing missing persons information to?</p> <p>21 A. I think it was those people, and I think the handwritten</p> <p>22 things were before 8 o'clock. I think the first -- yes,</p> <p>23 I think they were. I mean, I can't be 100 per cent</p> <p>24 certain about that. I'm hoping that the Fire Brigade</p> <p>25 will have records of that. They had my name on the</p> <p style="text-align: right;">Page 79</p>
<p>1 missing people, and that would've been -- I don't have</p> <p>2 a record of when I first passed that over. I know that</p> <p>3 I started working on it early hours in the morning, and</p> <p>4 I know that I physically went into the LFB van, I would</p> <p>5 say about -- no, I can't be certain.</p> <p>6 But they took a record of everything that I had and</p> <p>7 they will know exactly the timings of when I gave that.</p> <p>8 Q. You say in your last answer, "I was having an ongoing</p> <p>9 conversation with them about providing them with these</p> <p>10 pieces of paper about the missing people".</p> <p>11 Let's just be careful here.</p> <p>12 First of all, these pieces of paper about the</p> <p>13 missing people, is that the kind of record that we</p> <p>14 looked at earlier in the handwriting that wasn't yours</p> <p>15 about missing people in particular flats?</p> <p>16 A. Initially it was.</p> <p>17 Q. Right.</p> <p>18 A. But later on it was obviously much more efficient and</p> <p>19 much more organised. This was when we didn't have</p> <p>20 a laptop on site and we were doing what we could in real</p> <p>21 time to try and assist in any way we could.</p> <p>22 Later on in the day, we cross-referenced that</p> <p>23 information with the tenancy list and we gave that to</p> <p>24 the LFB throughout the day at regular intervals. We</p> <p>25 updated it as we got information from the rest centres.</p> <p style="text-align: right;">Page 78</p>	<p>1 board, you know, they knew when I was delivering that</p> <p>2 information.</p> <p>3 Q. Just going back to paragraph 14, you refer in the second</p> <p>4 sentence to details of the registered tenants,</p> <p>5 leaseholders and household members.</p> <p>6 Who was responsible at the TMO on the night for</p> <p>7 gathering those details?</p> <p>8 A. So that was information that would've been held on our</p> <p>9 systems, so recording of the tenancy details, household</p> <p>10 details is on our system and on our CRM system, and on</p> <p>11 the night that list was extracted by David Noble,</p> <p>12 I believe, and sent to us.</p> <p>13 Q. We'll come to some documents on that in just a moment,</p> <p>14 but in general terms, who had overall responsibility on</p> <p>15 the night -- overall responsibility -- for gathering</p> <p>16 that information?</p> <p>17 A. I don't know who was asked for it. I know that</p> <p>18 I utilised that information. So essentially I used that</p> <p>19 with the missing information and passed that on. So</p> <p>20 I don't know who was specifically asked to provide it.</p> <p>21 I know that I was utilising it and passing it on.</p> <p>22 Q. You were utilising it, but do you know -- maybe the</p> <p>23 answer is you don't -- who had overall responsibility</p> <p>24 for obtaining that information that the Fire Brigade</p> <p>25 were asking for?</p> <p style="text-align: right;">Page 80</p>

<p>1 A. I guess, given that you've got a borough emergency plan 2 and you've got a LALO who is the conduit, then the LALO 3 would be the person making sure that that's delivered, 4 I guess. 5 Q. Who within the TMO would be responsible on the night for 6 responding to the LALO's request and obtaining that 7 information? 8 A. So it would be the people who were there at the specific 9 time. So that would've been Robert, Graham or myself, 10 if I was there, when something was asked. 11 Q. Right. 12 A. Yes. 13 Q. Do you ever recall being specifically asked by anyone at 14 the London Fire Brigade for the specific information 15 about details of registered tenants? 16 A. No, I don't specifically -- no. 17 Q. Do you know who else was asked, if it wasn't you? 18 A. No, I don't know. I do know who provided it, but 19 I don't know who was asked. 20 Q. Yes, we'll come to that in a moment, absolutely. 21 Going back to paragraph 14 of your statement, which 22 I think we've just been on, you have said: 23 "TMO was able to provide details of the registered 24 tenants, leaseholders and household members ..." 25 I just want to see where that information did</p> <p style="text-align: right;">Page 81</p>	<p>1 Q. Do you know who did? 2 A. I'm afraid I don't. I know that David Noble was at home 3 at this time and he was just accessing systems and 4 information. 5 Q. Yes, and I think there's some e-mails that say that. 6 Do you know, who is David Noble? 7 A. Sorry? 8 Q. Who is David Noble? 9 A. He was a -- I'm not going to get the title right, but he 10 was essentially a policy officer with us and helped with 11 our CRM data system. 12 Q. Right. CRM, could you explain? 13 A. Customer relationship management system. 14 Q. Customer relationship -- manager or management? 15 A. Management, CRM, yes. 16 Q. Did he have access to that data system at home? 17 A. Yes. I mean, I think what he was doing was just looking 18 at general records, I don't know whether he was 19 specifically asked for information. 20 Q. So I think you can't help us with what prompted David 21 Noble to send this e-mail. 22 A. I can't -- 23 Q. All right. 24 A. -- I'm afraid. 25 Q. Do you remember whether you received this e-mail before</p> <p style="text-align: right;">Page 83</p>
<p>1 originate from. 2 Can I ask you, please, to be shown, first of all, 3 TMO10031176. 4 This is an e-mail within page 10 of that run of 5 e-mails. 6 At the top of that page -- we have it up there 7 now -- you can see, Ms Brown, that there's an e-mail 8 from David Noble, 14 June 2017 at 05.24, sent to you, 9 Robert Black, Angelique Noble, Louise Nezandonyi and 10 Janice Wray. 11 First of all, can you explain who Angelique Noble 12 is? 13 A. She's one of my team leaders in the neighbourhood team. 14 Q. What about Louise Nezandonyi, if I pronounced it 15 currently? 16 A. She's a rent income team leader. 17 Q. What were their roles on the night? 18 A. So they were helping in the rest centres. 19 Q. You can see that the subject is "Grenfell occupants". 20 The attachment is "Grenfell tower.xlsx", which looks 21 like a spreadsheet, and the text of the message is: 22 "All occupants of Grenfell as at 30 May 2017. Still 23 trying to get live data to run. Looking for plans." 24 Did you ask David Noble for that information? 25 A. No, I didn't.</p> <p style="text-align: right;">Page 82</p>	<p>1 or after you were asked by the LFB, or before you know 2 whether somebody else was asked by LFB, for this kind of 3 information? 4 A. I'm afraid I don't know the answer to that. At this 5 stage, I was in the rest centre at St Clements. 6 Q. When he refers to plans, do you know what plans he was 7 looking for? 8 A. No. 9 Q. Do you know who had made the request for David Noble to 10 look for plans? 11 A. I'm afraid I don't. As I say, I wasn't at the command 12 unit at this stage so I wouldn't have been privy to live 13 requests for information. 14 Q. This e-mail, as we can see, Ms Brown, also went to 15 Robert Black. I should just say, by this time, 16 according to Nick Layton's evidence, 05.24, he had asked 17 Robert Black to obtain a list of residents, and 18 Robert Black, according to Mr Layton, had said that -- 19 and I paraphrase -- he had drawn a blank. 20 Do you have any recollection of those matters? 21 A. No, I'm sorry, I don't. 22 Q. Do you remember whether Robert Black contacted you to 23 ask you to obtain a list of residents? 24 A. No. No. You know, I literally at this time was 25 focusing on what I could do to assist residents in</p> <p style="text-align: right;">Page 84</p>

<p>1 St Clements. So they would've known that I was fully 2 occupied in that and wouldn't be -- yes. 3 Q. Did you respond to this e-mail in any way? 4 A. No, I didn't. I utilised the attachment to help us with 5 our spreadsheet, but I didn't respond to it. So 6 I utilised it to help us provide that live information 7 to the Fire Brigade. 8 Q. I wonder if you could help us identify the attachment. 9 Forgive me, Ms Brown, if I get this wrong, but 10 I wonder if we can just look at it. 11 Can you please be shown RBK00014629. 12 Ignore the post-it note with the writing on it, but 13 do you recall whether this was the attachment to David 14 Noble's e-mail? 15 A. I think this is only part of it. 16 Q. Do you remember what other part there was? 17 A. So there's a much more detailed spreadsheet that has the 18 tenants' name, any mobility/disability features, the 19 bedroom sizes -- oh, yes. Yes. I think there's another 20 detailed bit that has that. 21 Q. All right. Well, we'll look at that in just a moment 22 because there's another e-mail I'm going to show you. 23 But just looking at this at the moment, first of 24 all, do you remember opening the attachment to the 25 e-mail we were just looking at?</p> <p style="text-align: right;">Page 85</p>	<p>1 (Pause) 2 Yes. 3 Q. Do you remember receiving that e-mail? 4 A. I know that I did receive it, yes. 5 Q. Do you remember receiving that information in response 6 to a request that you'd sent to David Noble? 7 A. Yes. He'd sent me an Excel version and I couldn't open 8 it. I asked him to send me a Word to see if I could 9 open it. Yes. 10 Q. Yes. 11 A. That's right. 12 Q. If I could then turn back in this e-mail clip to 13 page 5 -- so TMO10031176, page 5 -- this is, at the 14 bottom of the page, your e-mail -- 15 A. Oh, yes. 16 Q. -- to David Noble at 05.28, and you ask him: 17 "Can you send us word doc and to Nicholas." 18 Is that the -- 19 A. I meant Nicola, Nicola Bartholomew. 20 Q. Right, I was going to ask you about that. Are you sure 21 you meant her and not Nickolas Layton? 22 A. I don't remember having a request from Nickolas Layton 23 for any information at all, so I am making the 24 assumption it's Nicola, because Nicola was with me 25 working on trying to identify the residents, working</p> <p style="text-align: right;">Page 87</p>
<p>1 A. I couldn't open the attachment on my phone and I didn't 2 have a laptop in the early stages, so a head of service 3 who worked for me opened it up on a laptop when he 4 arrived with the laptop I asked him to bring. So 5 I didn't physically open it. 6 Q. When did that person arrive with the laptop? 7 A. I think about 8 o'clock. 8 Q. I see. Does that mean you didn't actually look at this 9 data, this piece of paper, until that stage? 10 A. I didn't because I was focused on providing the live 11 data, but I know that this list was forwarded on around 12 that time. 13 Q. Can you just identify the head of service who worked for 14 you? 15 A. It's Kiran Singh. I have referred to him in the rest of 16 my statement. 17 Q. Yes, okay. 18 Let's then look on to the information that you then 19 received shortly afterwards. 20 There's another e-mail, and this is TMO10031176 at 21 page 9, so back a back in the e-mail run. 22 There are two e-mails on that page. I want to focus 23 on the lower e-mail, which is sent by David Noble, 24 14 June, 05.38. 25 A. Oh, thank you.</p> <p style="text-align: right;">Page 86</p>	<p>1 with me in the rest centre, so I wanted her to have 2 access to the information. 3 Q. Reading it as "Nicholas", that prompted my question, 4 which was: was this information as a result of a request 5 by the LALO, Nickolas Layton? 6 A. I don't remember having any specific request for that 7 information from the LALO. 8 Q. All right. 9 Go back, then, to page 9 of the same exhibit, bottom 10 of the the page, which we were looking at a moment ago, 11 your e-mail of 05.38? 12 A. Sorry ... 13 Q. So TMO10031176, page 9, which we were looking at 14 a moment ago, which is where David Noble comes back to 15 you and others -- Robert Black and Nicola Bartholomew, 16 Janice Wray and Angelique Noble -- attaching 17 "Grenfell tower short list.docx", then the "Grenfell 18 tower updated.xlsx". 19 He says: 20 "This is the Up to date data. Use this one." 21 Just trying to identify what he sent you, can I ask 22 you, please, to look at LFB00024371. 23 This is the first page of a long document and we can 24 see what it does, or says. This is Grenfell Tower, 25 "Address Line 1", and then the "Tenancy Type", "Tenancy</p> <p style="text-align: right;">Page 88</p>

<p>1 Start Reason", number of beds, "Person Ref". Then the</p> <p>2 full names, contact details and mobile number.</p> <p>3 First of all, do you remember opening this document</p> <p>4 when David Noble sent it to you at this time and seeing</p> <p>5 these details?</p> <p>6 A. No, I don't remember opening it because I was just on my</p> <p>7 phone. I know that we utilised it later, but I didn't</p> <p>8 open it on my phone.</p> <p>9 Q. I see.</p> <p>10 A. It was too large a document to view in that way.</p> <p>11 Q. So even though it was a Word document, you still</p> <p>12 couldn't open it on your phone?</p> <p>13 A. It's such a big document, you know, you couldn't see it</p> <p>14 with any clarity on your phone.</p> <p>15 Q. Could you see it at all, even get an impression of the</p> <p>16 kind of information that David Noble was sending you at</p> <p>17 this time?</p> <p>18 A. I mean, I knew what it was, and I knew how we were going</p> <p>19 to utilise it. And I know that it was sent on by</p> <p>20 Robert.</p> <p>21 Q. You knew that it was sent on by Robert?</p> <p>22 A. Yes, I've seen an e-mail trail where Robert sends this</p> <p>23 data. I can't 100 per cent say who it was to, but</p> <p>24 I know it was just before 8 o'clock.</p> <p>25 Q. Just taking it in stages, Ms Brown, if we can, you get</p> <p style="text-align: right;">Page 89</p>	<p>1 A. No, I didn't.</p> <p>2 Q. Is there a reason why you didn't ask him to send it, for</p> <p>3 example, to Robert Black?</p> <p>4 A. I think he did send it to Robert Black, but I didn't ask</p> <p>5 him to do that because I didn't know that anyone was</p> <p>6 asking for it.</p> <p>7 Q. But you could see from the e-mail that Robert Black had</p> <p>8 received it, but you couldn't open it. Did you make</p> <p>9 an assumption at that time about whether Robert Black</p> <p>10 could open it and read it?</p> <p>11 A. I did assume that he would've sent it on, but -- yes.</p> <p>12 Q. So you assumed he would send it on. Who did you assume</p> <p>13 he would send it on to?</p> <p>14 A. Actually, to be fair, I didn't know who had asked for</p> <p>15 it. I knew that he received it. So I think I made the</p> <p>16 assumption, if I'm really right, that if someone had</p> <p>17 needed it, he would've been able to provide it because</p> <p>18 he had it, is the assumption I'm making.</p> <p>19 Q. Did it occur to you at the time to send it or try to</p> <p>20 send it to the LALO, Nick Layton?</p> <p>21 A. No, I didn't, for the reasons that I've given. No.</p> <p>22 Yes.</p> <p>23 Q. Just so I'm clear, could you explain those reasons</p> <p>24 again.</p> <p>25 A. Okay, because I was focusing on providing information</p> <p style="text-align: right;">Page 91</p>
<p>1 this information at, as we've seen, 05.38 from David</p> <p>2 Noble. You say you try to open it -- I think you said</p> <p>3 you could see what kind of information it was.</p> <p>4 A. Yes.</p> <p>5 Q. You knew what it was?</p> <p>6 A. Yes.</p> <p>7 Q. Did you try and send it to anybody else at that stage?</p> <p>8 A. No, I don't think I did. I was focused on trying to</p> <p>9 ascertain through all the teams in the rest centre the</p> <p>10 live data that was really important. Because this is</p> <p>11 data on our system for who is our tenant at a moment in</p> <p>12 time, which I believe is as up-to-date as possible, but</p> <p>13 it wasn't giving us information about who was actually</p> <p>14 there on the night and who was safe and missing. I was</p> <p>15 concentrating on that information from the rest centres</p> <p>16 because that was, in a sense, more helpful than relying</p> <p>17 on data that isn't really telling you if someone is in</p> <p>18 a building on the night.</p> <p>19 I'm not saying it isn't important information, I'm</p> <p>20 just saying that is what I was concentrating on and</p> <p>21 trying to do at this time.</p> <p>22 Q. So I think the answer to my question is no, you didn't</p> <p>23 try and send it to anybody else?</p> <p>24 A. No, I didn't.</p> <p>25 Q. Did you ask David Noble to send it to anybody else?</p> <p style="text-align: right;">Page 90</p>	<p>1 that gave real-time information who was in the building</p> <p>2 that night against these addresses, who was safe and who</p> <p>3 was missing. So that would actually be, you know,</p> <p>4 detail if there were friends or visitors or if people</p> <p>5 weren't there. So we found on the night some people</p> <p>6 were abroad. So that real-time data was, in a way, more</p> <p>7 helpful.</p> <p>8 Q. Did it occur to you that the London Fire Brigade would</p> <p>9 find this information helpful?</p> <p>10 A. Yes, of course so. I wish that we'd sent it, but in</p> <p>11 terms of its significance if we were providing them the</p> <p>12 other more detailed, more live, "This person is safe,</p> <p>13 this is missing", together with the information that</p> <p>14 they were already receiving directly from phone calls to</p> <p>15 them, I was concentrating on that. And I'm sorry if</p> <p>16 that was the wrong choice, but that is what I was doing</p> <p>17 at the time.</p> <p>18 Q. I understand that.</p> <p>19 Did you do anything to follow up to find out whether</p> <p>20 the LFB had received this information?</p> <p>21 A. I know that I -- no, no, I didn't, because I was</p> <p>22 concentrating on other things. I know that they did</p> <p>23 receive it and I know that what I organised with my team</p> <p>24 is that we were comparing our live data with this and we</p> <p>25 were -- we -- sorry, what are the words -- we tallied</p> <p style="text-align: right;">Page 92</p>

1 it. So we had this data and then we had our live data
 2 with comments on about whether the person was in the
 3 property or safe and missing, and we had tabs that
 4 showed that so that the LFB could have that complete
 5 information and understand what that position was.
 6 We also utilised that data to work with our
 7 colleagues in the council, at RBKC, to assist in, you
 8 know, temporarily rehousing those people, and that was
 9 all stuff that was, you know, going on, live actions
 10 that I was involved in and trying to make happen, and
 11 that's what I concentrated on.
 12 Q. Did you know whether any of other recipients of this
 13 e-mail -- for example, Robert Black -- were assuming
 14 that you were going to send this information to the
 15 LALO?
 16 A. I don't know if he was making that assumption.
 17 I couldn't possibly tell.
 18 Q. Did you know at the time, that's what I'm asking?
 19 A. No. As I say, I couldn't possibly have known that.
 20 Q. Did you know at the time that Nickolas Layton had been
 21 pressing Robert Black for this kind of information?
 22 A. No. I was in St Clements rest centre for a considerable
 23 amount of hours really trying to do the best I could.
 24 I didn't know what was happening.
 25 Q. All right. Just take a moment.

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1 (Pause)
 2 Ms Brown, we can take a break if you like.
 3 A. No, no, no, I'll be fine.
 4 SIR MARTIN MOORE-BICK: That's all right. You just take
 5 a moment to settle yourself down.
 6 A. I'm sorry, I don't know what Robert was asked for.
 7 I wasn't there.
 8 MR MILLETT: After you had -- I'm so sorry, I'll wait a few
 9 more minutes.
 10 A. I'm fine, I'm fine, sorry.
 11 Q. After you had left the command unit after your initial
 12 arrival and went to work at the rest centres, do you
 13 remember having any communication at all with
 14 Nick Layton?
 15 A. No. No. No, I don't. He was the first LALO, wasn't
 16 he, Nick Layton?
 17 Q. Yes, he was. He left the site -- just to help you -- at
 18 7 o'clock in the morning, 7.00 am, and a chap called
 19 Mike Rumble then took over as LALO at that stage.
 20 A. I don't recall any specific conversations with him, I'm
 21 afraid. I will have had them at some point, but ...
 22 Q. Moving ahead on this topic in the chronology, we know
 23 that you were copied in to an e-mail -- I think you've
 24 touched on it in your evidence -- where this information
 25 was sent to the LFB. It's TMO10031176 at page 4.

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1 If I can ask you please to be shown that.
 2 A. Yes.
 3 Q. This is the e-mail which starts a third of the way down
 4 the page from Robert Black, 14 June 2017, at 07.56, to
 5 london-fire.gov.uk and it's copied to you. Do you see
 6 that?
 7 A. Yes.
 8 Q. "Subject: Fwd: Grenfell residents."
 9 A. Yes.
 10 Q. "Attachments: Grenfell tower short list.docx;
 11 Grenfell tower updated.xlsx."
 12 And then he says:
 13 "Hi from Teresa[sic] and getting a hard copy."
 14 Underneath, we can see what is forwarded. It is the
 15 David Noble e-mail to Robert Black and you bearing the
 16 time mark of 05.38 we looked at earlier.
 17 Just to help you, it says:
 18 "This is Up to date data. Use this one."
 19 A. Yes.
 20 Q. Do you remember -- I think you do -- receiving the
 21 e-mail from Robert Black and him e-mailing it on to
 22 Thomas Goodall?
 23 A. I can see that that's there, yes.
 24 Q. Can you help me, when Robert Black says to the Fire
 25 Brigade, "Hi from Teresa and getting a hard copy", can

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1 you explain "from Teresa"?
 2 A. No, I can't explain that. I don't understand why it's
 3 from me because it's actually from David and I've not
 4 inputted anything different to that. So I don't really
 5 understand that comment I'm afraid now.
 6 Q. Can you help us with why it took from what appears to be
 7 05.38 am, until what appears to be 07.56 am, for David
 8 Noble's message and attachments to be sent to the Fire
 9 Brigade?
 10 A. I'm afraid I can't answer that any more than you asked
 11 me before. I don't know the answer to that.
 12 Q. When you saw the e-mail from Robert Black to the Fire
 13 Brigade into which you were copied, did it occur to you
 14 at that point that the Fire Brigade had asked for this
 15 information?
 16 A. No, because, as I say, still at this point I'm dealing
 17 with trying to get the live data. I wouldn't have
 18 concentrated on that e-mail. I may not have even seen
 19 that until later. I can't tell you 100 per cent when
 20 I saw that, I just know it was sent.
 21 Q. Let's turn to Mike Rumble, the LALO.
 22 Do you remember being introduced to him?
 23 A. At some point, yes. I can't tell you what time, but
 24 I do remember having some conversation with him at some
 25 point.

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24 (Pages 93 to 96)

<p>1 Q. He says in his witness statement that at or after 2 a meeting which started at 08.20, he asked you for 3 a list of all the occupants of Grenfell Tower. Do you 4 remember that?</p> <p>5 A. I don't specifically.</p> <p>6 Sorry, what time? Because I haven't got his witness 7 statement.</p> <p>8 Q. Let me try and be a bit more specific with that. 9 Let's take a wider time frame: before 9.00 am, do 10 you remember Mike Rumble, the then LALO, asking you for 11 a list of all occupants of Grenfell Tower?</p> <p>12 A. I'm afraid I don't specifically.</p> <p>13 Q. Do you remember telling Mike Rumble or having 14 a conversation with him about the fact that at just 15 before 8 o'clock, Robert Black had sent a list of 16 residents to the LFB?</p> <p>17 A. I don't remember that.</p> <p>18 Q. You don't remember?</p> <p>19 A. (Indicated dissent) I was only fleetingly near 20 Mike Rumble and at the command unit around this time.</p> <p>21 Q. Right.</p> <p>22 A. I'd gone back to take Graham, when Graham arrived, and 23 I think probably that was the first time I'd gone back 24 since I'd left, other than to provide LFB with 25 information.</p> <p style="text-align: right;">Page 97</p>	<p>1 recollection?</p> <p>2 A. I can't absolutely remember that, but I have a vague 3 recollection that that is the case.</p> <p>4 Q. Right.</p> <p>5 A. Yes.</p> <p>6 Q. Before the time when your PA brought you what you've 7 described as the printed version, was there a time when 8 you could view that information, the full list of 9 residents and the details about them, on a laptop?</p> <p>10 A. Sorry, this is by 11.00? So, yes, definitely. By this 11 time, Kiran was on site, because he was on site quite 12 early. He would have been comparing the -- he would've 13 had that list and been utilising that information to 14 overlay the missing information, as we've discussed 15 before. So would I have looked at it in detail? I was 16 relying on him compiling all the information together 17 while I was doing other things.</p> <p>18 Q. So seeing if I can break that down a bit -- I'm sorry to 19 grind into some detail -- Kiran is -- is this right? -- 20 the person who brought the laptop to site?</p> <p>21 A. Yes.</p> <p>22 Q. When was that?</p> <p>23 A. I think it was about 8 o'clock.</p> <p>24 Q. At that stage, did you use the laptop, open it up and 25 look at the information that David Noble had sent to you</p> <p style="text-align: right;">Page 99</p>
<p>1 Q. Mr Rumble also says in his statement -- for the record, 2 this is paragraph 13.2 -- he says at some point before 3 11 o'clock in the morning, he was handed a list of all 4 the tenants of Grenfell Tower by you, Teresa Brown.</p> <p>5 A. Yes. So I think what did happen is my PA came to site 6 with the printed version of that list that had been sent 7 before. Someone had asked her -- I don't remember if it 8 was me, it may have been me -- to bring that to site. 9 I think there's some reference to Robert saying "hard 10 copy coming", and it did come, she brought it to site. 11 She would've given it to me and I would've handed it 12 over, I suspect. I'm absolutely not 100 per cent sure 13 on that, but that's my recollection, I think.</p> <p>14 Q. Yes. The request for hard copy -- or it's actually 15 a statement, "getting a hard copy" -- is contained in 16 the e-mail we can see on the screen still, his e-mail at 17 07.56 to the LFB.</p> <p>18 Does that mean that it took up to a further three 19 hours to get hold of a hard copy of the list of 20 residents?</p> <p>21 A. I don't know specifically, I can't remember whether, 22 like I said, I was asking for that information or 23 whether Robert asked for that information.</p> <p>24 Q. He says that you brought to him a hard copy A3 size 25 computer printout. Does that accord with your</p> <p style="text-align: right;">Page 98</p>	<p>1 earlier in the night?</p> <p>2 A. No, Kiran utilised the information to start our 3 spreadsheet. So that was the basis that we started on. 4 We had the tenancy information, property, bedroom size 5 and then we added the columns with the live data.</p> <p>6 Q. I understand. 7 At the stage at which you first could see the list 8 of residents on Kiran's laptop, was that long after 9 8.00 am or at about 8.00 am?</p> <p>10 A. I'm afraid I don't remember specifically. I was doing 11 a number of other things and I'm not sure how much time 12 I would've spent looking at the laptop and that data on 13 it. I was trusting a really competent officer to put 14 that information together, so I'm not sure how long 15 I would've spent doing that.</p> <p>16 Q. Did you know at that time that this was information that 17 the LALO was after?</p> <p>18 A. No, because I would've been in St Clements, I believe, 19 still. I was definitely in St Clements with Kiran.</p> <p>20 Q. Did you have a discussion with Mike Rumble about this 21 information after you'd seen the information on Kiran's 22 laptop but before you received the hard copy at about 23 11 o'clock?</p> <p>24 A. I honestly can't remember that, I'm afraid.</p> <p>25 Q. Right.</p> <p style="text-align: right;">Page 100</p>

<p>1 A. I don't recall that.</p> <p>2 Q. Turning to, if I can, the details about the building.</p> <p>3 Can I ask you, please, to go back to paragraph 12 of</p> <p>4 your statement.</p> <p>5 I'll just ask you to refresh your memory of what</p> <p>6 that says. That's page 2 of your witness statement.</p> <p>7 So we're in TMO10048960.</p> <p>8 You say there that the LFB requested information</p> <p>9 about the building, technical information such as the</p> <p>10 presence of asbestos, et cetera, is what you say.</p> <p>11 A. (Nodded assent)</p> <p>12 Q. Turning to that kind on information, again, do you</p> <p>13 recall who requested that?</p> <p>14 A. No, I don't. As I explained before, this is the</p> <p>15 collective information that myself and colleagues were</p> <p>16 asked for. I don't remember being specifically asked</p> <p>17 about the asbestos information, but I absolutely know</p> <p>18 that Graham Webb provided that information. So Graham</p> <p>19 and I were, you know, updating each other with</p> <p>20 information.</p> <p>21 Q. He told us a little bit about that earlier this morning</p> <p>22 in his evidence.</p> <p>23 Do you remember there being a particular concern on</p> <p>24 the night about asbestos?</p> <p>25 A. I'm afraid I don't.</p> <p style="text-align: right;">Page 101</p>	<p>1 Q. But you say your assumption is that on the 7(2)(d)</p> <p>2 visits, the plans of this building would've been put in</p> <p>3 the hands of the LFB?</p> <p>4 A. Yes, because I know that several familiarisation visits</p> <p>5 were done, and the refurbishment would've occurred -- or</p> <p>6 as the refurbishment was occurring. So my assumption</p> <p>7 would be that they would be looking at those plans as</p> <p>8 the Fire Brigade are familiarising themselves with</p> <p>9 a building that's changed in layout.</p> <p>10 Q. There's a limit to how far I can follow that up, but</p> <p>11 I just want to ask this question: would anybody within</p> <p>12 the TMO have been responsible for providing those plans</p> <p>13 to the Fire Brigade during those 7(2)(d) visits?</p> <p>14 A. So I think I'm right in saying that our health and</p> <p>15 safety officer would have done those site visits with</p> <p>16 the LFB, or it may have been our assets team as the work</p> <p>17 was going on.</p> <p>18 So I'm not 100 per cent sure, but I believe it was</p> <p>19 health and safety responsibility.</p> <p>20 Q. Okay.</p> <p>21 A. That's not an area that comes under my control, so</p> <p>22 I can't give you that with absolute --</p> <p>23 Q. On the night, did you have any assumption that the</p> <p>24 London Fire Brigade would already have plans in their</p> <p>25 possession for this building?</p> <p style="text-align: right;">Page 103</p>
<p>1 Q. Do you remember what technical information about the</p> <p>2 building other than the presence of asbestos you were</p> <p>3 asked for?</p> <p>4 A. Technical information ... I'm sorry, I don't, but it's</p> <p>5 most likely that it wasn't me who was asked. But</p> <p>6 I can't recall.</p> <p>7 Q. Can I ask you, please, then, to go back to an e-mail we</p> <p>8 looked at a little bit before, TMO10031176 at page 10.</p> <p>9 This is the e-mail at 05.24 from David Noble to you and</p> <p>10 Robert Black and others. Remember, this is the first</p> <p>11 list of Grenfell Tower residents or occupants.</p> <p>12 At the end of that sentence -- we looked at it</p> <p>13 before -- it says:</p> <p>14 "Looking for plans."</p> <p>15 Do you remember how the question of plans first came</p> <p>16 up?</p> <p>17 A. No, no, I don't. I do know that they were sent, and</p> <p>18 I do know that there were a number of familiarisation</p> <p>19 visits with the LFB in advance of the fire, and that was</p> <p>20 after the refurbishment had occurred. My assumption was</p> <p>21 that in those familiarisation visits, plans would've</p> <p>22 been given to them.</p> <p>23 Q. Was there a premises information box at Grenfell Tower</p> <p>24 on the night of the fire?</p> <p>25 A. Not that I know of.</p> <p style="text-align: right;">Page 102</p>	<p>1 A. Absolutely.</p> <p>2 Q. When you saw this e-mail from David Noble, which said</p> <p>3 "Looking for plans", did it occur to you at that stage</p> <p>4 that London Fire Brigade may not have the plans?</p> <p>5 A. Well, I didn't know whether he was looking for plans</p> <p>6 because someone specifically asked him, or whether he's</p> <p>7 just doing a general search of all of our stuff to find</p> <p>8 something useful. That's the type of person he would've</p> <p>9 been, trying to just look for things in case we needed</p> <p>10 it. I don't know whether he had been asked that. But</p> <p>11 definitely my assumption is that they would've had those</p> <p>12 plans in advance.</p> <p>13 Q. Right.</p> <p>14 A. Just because that's a regular thing that happens.</p> <p>15 Q. I take it from many of the answers that you've given me</p> <p>16 this morning that you wouldn't have followed up or</p> <p>17 didn't follow up with David Noble this question of the</p> <p>18 search for plans of this building; is that right?</p> <p>19 A. Yes.</p> <p>20 Q. Do you know who did?</p> <p>21 A. I know from looking at evidence this week that that's</p> <p>22 been covered to a certain extent. I remember Robert's</p> <p>23 evidence to that regard, that --</p> <p>24 Q. We don't --</p> <p>25 A. That's as far as I know specifically. I don't know</p> <p style="text-align: right;">Page 104</p>

<p>1 anything more myself than what you've heard.</p> <p>2 Q. Independent of the evidence of this inquiry, I think the</p> <p>3 answer is no.</p> <p>4 A. No.</p> <p>5 MR MILLETT: Can I then ask you to look at a different</p> <p>6 e-mail.</p> <p>7 Mr Chairman, it's within a topic that I'm not going</p> <p>8 to finish before 1 o'clock and is probably better picked</p> <p>9 up after the break.</p> <p>10 SIR MARTIN MOORE-BICK: Yes. Are you able to give me any</p> <p>11 indication of how much longer you may need with the</p> <p>12 witness?</p> <p>13 MR MILLETT: Yes, probably another 45 minutes or so.</p> <p>14 SIR MARTIN MOORE-BICK: Right.</p> <p>15 Well, I'm sorry, I was hoping that we could finish</p> <p>16 your evidence before we stop for lunch, but I think that</p> <p>17 isn't now going to be possible.</p> <p>18 THE WITNESS: Okay.</p> <p>19 SIR MARTIN MOORE-BICK: I think it's more sensible anyway to</p> <p>20 give you a break.</p> <p>21 So is that a good point to take a break, Mr Millett?</p> <p>22 MR MILLETT: Mr Chairman, it is.</p> <p>23 SIR MARTIN MOORE-BICK: All right.</p> <p>24 Well, we'll stop now, we'll have time for lunch and</p> <p>25 we'll resume at 2 o'clock.</p> <p style="text-align: center;">Page 105</p>	<p>1 from David Noble, as you can see, and it's entitled:</p> <p>2 "Subject: Grenfell Emergency plan section."</p> <p>3 Do you see?</p> <p>4 A. Yes.</p> <p>5 Q. Just to familiarise yourself with this document, it's</p> <p>6 an e-mail that runs over three pages and has some</p> <p>7 information on it.</p> <p>8 If you just cast your eye down it, you'll see that</p> <p>9 it's Grenfell Tower and the address; number of</p> <p>10 dwellings, 120; approximate number of residents, 330 to</p> <p>11 360; indication of likely number of vulnerable</p> <p>12 residents, 8 to 12.</p> <p>13 Then over the page, page 7:</p> <p>14 "INFORMATION USEFUL TO THE EMERGENCY SERVICES:</p> <p>15 "Are basic plans available and if so are these</p> <p>16 attached?"</p> <p>17 Then you can see some further details. Then at the</p> <p>18 bottom of the page:</p> <p>19 "Location of relevant keys.</p> <p>20 "In Reception — ground floor."</p> <p>21 And then if we can turn the page again to page 8,</p> <p>22 please.</p> <p>23 The top of that page, you can see at the top,</p> <p>24 Ms Brown, it says:</p> <p>25 "Stairs exit at walkway level."</p> <p style="text-align: center;">Page 107</p>
<p>1 THE WITNESS: Okay.</p> <p>2 SIR MARTIN MOORE-BICK: And then we'll, I hope, get you away</p> <p>3 as soon as we can.</p> <p>4 So please don't talk to anyone about your evidence</p> <p>5 over the break, and if you would like to go with the</p> <p>6 usher, she'll look after you.</p> <p>7 THE WITNESS: Okay, thank you.</p> <p>8 SIR MARTIN MOORE-BICK: All right? Thank you very much.</p> <p>9 Good, thank you very much. 2 o'clock, then, please.</p> <p>10 Thank you.</p> <p>11 (1.00 pm)</p> <p>12 (The short adjournment)</p> <p>13 (2.00 pm)</p> <p>14 SIR MARTIN MOORE-BICK: All right, Ms Brown?</p> <p>15 THE WITNESS: Yes.</p> <p>16 SIR MARTIN MOORE-BICK: Ready to carry on?</p> <p>17 THE WITNESS: Yes.</p> <p>18 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>19 MR MILLETT: Ms Brown, thank you for coming back to us.</p> <p>20 I'm going to continue on the theme of information</p> <p>21 which you saw or had on the night.</p> <p>22 I am going to ask you, please, next to turn to</p> <p>23 a document TMO10031176, page 6.</p> <p>24 This is an e-mail of 14 June sent at 06.03 to you,</p> <p>25 as well as Janice Wray and Nicola Bartholomew. It comes</p> <p style="text-align: center;">Page 106</p>	<p>1 A. Yes.</p> <p>2 Q. I've shown you this document not completely, but parts</p> <p>3 of it, and I'm happy to show you more of it if you want</p> <p>4 me to to make my questions clearer, but the first</p> <p>5 question I have is: do you remember asking David Noble</p> <p>6 to send you this information on the night?</p> <p>7 A. No, I didn't.</p> <p>8 Q. Do you know why he sent it to you?</p> <p>9 A. No.</p> <p>10 Q. Right.</p> <p>11 A. I think probably he's just trying to be helpful, but</p> <p>12 I don't know, no.</p> <p>13 Q. Do you know where he got the information from?</p> <p>14 A. No.</p> <p>15 Q. Did it appear to you to be in a format that was</p> <p>16 familiar?</p> <p>17 A. It is a document that is attached to our out-of-hours</p> <p>18 procedure. It's part of that, I know that.</p> <p>19 Q. Let's look at that. What I want to show you is the TMO</p> <p>20 emergency plan. I'll show you the first page. I'll</p> <p>21 just take it in stages.</p> <p>22 TMO10013898, page 1.</p> <p>23 That says, as we can see: "KCTMO Emergency Plan".</p> <p>24 Are you familiar with this document and what</p> <p>25 follows?</p> <p style="text-align: center;">Page 108</p>

<p>1 A. Yes.</p> <p>2 Q. If we turn to page 3, within that document, you can see</p> <p>3 that it has version 1 August 2004, revised in May 2009,</p> <p>4 May 2015 and February 2016.</p> <p>5 Just looking on -- I don't think I am going to be</p> <p>6 able to ask you to do this at any speed -- do you know</p> <p>7 that this document is divided into two parts, part 1,</p> <p>8 which is the emergency plan for TMO, and part 2, which</p> <p>9 is property details?</p> <p>10 A. Yes.</p> <p>11 Q. On the night of the fire, were you familiar with that as</p> <p>12 the basic structure of this document?</p> <p>13 A. Yes.</p> <p>14 Q. Right.</p> <p>15 I'm going to ask you to turn, please, to part 2</p> <p>16 within the section dealing with property details and go,</p> <p>17 please, to page 145.</p> <p>18 There we can see the details which are familiar from</p> <p>19 the e-mail we were just looking at, Ms Brown, under the</p> <p>20 first heading, under "GRENFELL TOWER - Lancaster West",</p> <p>21 fourth entry down:</p> <p>22 "Number of dwellings: 120."</p> <p>23 A. Yes.</p> <p>24 Q. As at the night of the fire, did you know that that was</p> <p>25 wrong and that in fact the number of flats in that</p> <p style="text-align: right;">Page 109</p>	<p>1 and people who we were liaising with on the day. So we</p> <p>2 didn't use this.</p> <p>3 Q. So do I take it from that answer, or part of that</p> <p>4 answer, that when you received the e-mail we looked at</p> <p>5 a minute ago with these details in it, you looked at it</p> <p>6 and realised it was out of date?</p> <p>7 A. Yes.</p> <p>8 Q. Yes?</p> <p>9 A. Yes.</p> <p>10 Q. Was that the first time that you discovered that the</p> <p>11 property details for Grenfell Tower were out of date</p> <p>12 within the emergency plan?</p> <p>13 A. Well, I hadn't looked at it, this part of it, for</p> <p>14 a while. Yes, I didn't realise it was out of date.</p> <p>15 Q. Who within the TMO has responsibility for keeping this</p> <p>16 document up to date?</p> <p>17 A. Our health and safety team.</p> <p>18 Q. Who heads that?</p> <p>19 A. It is headed by our executive director, Barbara</p> <p>20 Matthews.</p> <p>21 Q. Barbara Matthews?</p> <p>22 A. Barbara Matthews is our executive director who had</p> <p>23 responsibility for the health and safety team, and she</p> <p>24 obviously had a structure of staff working below her.</p> <p>25 Q. Did you regularly liaise, in your role as head of</p> <p style="text-align: right;">Page 111</p>
<p>1 building was 129?</p> <p>2 A. Yes, absolutely.</p> <p>3 Q. You did know that?</p> <p>4 A. Yes.</p> <p>5 Q. Does it also follow that you also would know that the</p> <p>6 number of vulnerable residents was unlikely to be 8</p> <p>7 to 12?</p> <p>8 A. Yes, that was more likely to be reflected on our tenancy</p> <p>9 information that we discussed earlier.</p> <p>10 Q. Can I also take it -- if you turn to page 146, you can</p> <p>11 see at the top of the page:</p> <p>12 "Other means of escape: Stairs exit at walkway</p> <p>13 level."</p> <p>14 Is it right that there were in fact no stairs exit</p> <p>15 at walkway level as at the night of the fire?</p> <p>16 A. That's correct.</p> <p>17 Q. Then we can see halfway down this page that in fact this</p> <p>18 document was dated 25 February 2002.</p> <p>19 A. This part of it is, yes.</p> <p>20 Q. Yes. As at the night of the fire, did you know that</p> <p>21 this part, this information about Grenfell Tower within</p> <p>22 the emergency plan, was 15.5 years out of date?</p> <p>23 A. I didn't know that, but I did know that this information</p> <p>24 wasn't correct and I didn't utilise it, and we had</p> <p>25 already passed on the correct information to the LALO</p> <p style="text-align: right;">Page 110</p>	<p>1 housing, if I can use a shorthand, with Barbara Matthews</p> <p>2 about the details within the emergency plan for</p> <p>3 properties?</p> <p>4 A. No, no, I didn't.</p> <p>5 Q. Did Barbara Matthews or anybody in her team ever seek</p> <p>6 updated details about properties for the purposes of</p> <p>7 keeping this emergency plan up to date?</p> <p>8 A. Sorry, can you repeat that?</p> <p>9 Q. Certainly.</p> <p>10 Did Barbara Matthews or anybody in her team ever</p> <p>11 come to you and ask for updated details about properties</p> <p>12 for the purposes of keeping this emergency plan up to</p> <p>13 date?</p> <p>14 A. No.</p> <p>15 Q. How involved were you and your team in providing details</p> <p>16 which we find in this emergency plan?</p> <p>17 A. We weren't.</p> <p>18 Q. Do you know where Barbara Matthews and her team would</p> <p>19 get details about properties in order to insert them</p> <p>20 into the emergency plan?</p> <p>21 A. They would be familiar with the works in general, and</p> <p>22 I believe that Janice Wray, who was our health and</p> <p>23 safety officer, will have had involvement with the</p> <p>24 familiarisation with the Fire Brigade and would've</p> <p>25 updated them on this information as it went along -- as</p> <p style="text-align: right;">Page 112</p>

<p>1 the changes to the building happened.</p> <p>2 Q. So the answer is Janice Wray -- is this right? -- was</p> <p>3 the link between --</p> <p>4 A. The LFB --</p> <p>5 Q. -- Barbara Matthews team --</p> <p>6 A. Sorry.</p> <p>7 Q. Well, no, between the LFB and the TMO.</p> <p>8 A. Yes.</p> <p>9 Q. Yes. But also within the TMO, was she the link between</p> <p>10 your team and Barbara Matthews's team?</p> <p>11 A. She reported directly in to Barbara Matthews.</p> <p>12 Q. I see, okay.</p> <p>13 Have you any explanation as to why this emergency</p> <p>14 plan was 15.5 years out of date for Grenfell Tower as at</p> <p>15 the night of the fire?</p> <p>16 A. No, I haven't got an explanation, but I do know we gave</p> <p>17 the right details early in the morning of the numbers of</p> <p>18 properties.</p> <p>19 Q. At what point on the night did you discover that the</p> <p>20 detailed information for Grenfell Tower within the TMO's</p> <p>21 emergency plan was out of date?</p> <p>22 A. I think it was after we had given the correct</p> <p>23 information.</p> <p>24 Q. Was it --</p> <p>25 A. That was quite early on. I remember that was one of the</p> <p style="text-align: center;">Page 113</p>	<p>1 You can see that there's a line that says:</p> <p>2 "INFORMATION USEFUL TO THE EMERGENCY SERVICES:</p> <p>3 "Are basic plans available and if so are these</p> <p>4 attached?"</p> <p>5 That is also repeated verbatim in the e-mail that</p> <p>6 David Noble sent to you.</p> <p>7 Did the fact that there was a gap or blank in the</p> <p>8 e-mail about the attachment of plans trigger any</p> <p>9 thoughts in your head about whether plans were available</p> <p>10 at that stage?</p> <p>11 A. I can't remember the timing of what you've just shown</p> <p>12 me.</p> <p>13 Q. I just showed you an e-mail that came from David Noble</p> <p>14 at 6.03 am?</p> <p>15 A. 6.03. I don't remember. I don't remember my thoughts</p> <p>16 on it, I'm afraid. I just quickly glanced at it and</p> <p>17 thought it's not accurate and then didn't spend any more</p> <p>18 time on it.</p> <p>19 Q. Did you notice that Janice Wray was another recipient of</p> <p>20 this e-mail?</p> <p>21 A. No. I mean, I really didn't spend much time looking at</p> <p>22 the detail of all of these e-mails when I was trying to</p> <p>23 do really live, positive things to assist and running</p> <p>24 around everywhere. I didn't look at that. I</p> <p>25 thought: I know we've given the right information, I'm</p> <p style="text-align: center;">Page 115</p>
<p>1 first questions, how many properties, that we were</p> <p>2 asked, so we would've given that correct information</p> <p>3 early on. So this is -- yes. Yes, sorry.</p> <p>4 Q. Did it surprise you that David Noble was sending</p> <p>5 information that was 15 years out of date and did not</p> <p>6 reflect the refurbishment, as we can see, to the</p> <p>7 incident ground at that time?</p> <p>8 A. So David Noble wasn't a member of the health and safety</p> <p>9 team, he wasn't -- so I'm assuming that he was just</p> <p>10 looking for documents that may have assisted on the</p> <p>11 night. He was trying to do what he could.</p> <p>12 Q. Let me ask my question again. I don't think you</p> <p>13 answered it.</p> <p>14 Did it surprise you that David Noble was sending</p> <p>15 information to the incident ground about Grenfell Tower</p> <p>16 that was 15 years out of date?</p> <p>17 A. Well, I'm not sure he would've known that.</p> <p>18 Q. No, but did it surprise you that he was doing it?</p> <p>19 A. It didn't -- well, I suppose it is surprising that we</p> <p>20 don't have a document that's up to date, but it didn't</p> <p>21 phase me because we'd already given the right</p> <p>22 information.</p> <p>23 Q. We can also see on page 145, if we just go back a page,</p> <p>24 please -- I'll just wait again for the document to come</p> <p>25 up -- page 145, just back one page, please.</p> <p style="text-align: center;">Page 114</p>	<p>1 going to park that and get on with something that is</p> <p>2 really useful to do.</p> <p>3 Q. Does it follow from that, then, that you didn't contact</p> <p>4 Janice Wray and say, "Janice, I've just received these</p> <p>5 details from David Noble, they don't reflect the</p> <p>6 refurbishment, can you please provide us with updated</p> <p>7 information"?</p> <p>8 A. No, it didn't, because I think that's something that we</p> <p>9 could just deal with after. We had so much to deal with</p> <p>10 on the night that that wouldn't have been in my thought</p> <p>11 process right there.</p> <p>12 Q. Were you in contact with Janice Wray during the course</p> <p>13 of your attendance at the incident ground from your time</p> <p>14 of arrival until 8 o'clock?</p> <p>15 A. I'm sure I would've been at some point. I remember</p> <p>16 her -- I spoke to so many people. I can't remember the</p> <p>17 details of all the calls that I made. I remember her</p> <p>18 sending us chargers down for our phones, but I don't</p> <p>19 remember any specific conversations with her. I don't</p> <p>20 recall any at this stage, I'm afraid.</p> <p>21 Q. What about the other recipient of this e-mail apart from</p> <p>22 you and Janice Wray, Nicola Bartholomew? Did you</p> <p>23 contact Nicola and say to her, "Nicola, this information</p> <p>24 is out of date, can we get some up-to-date information,</p> <p>25 please"?</p> <p style="text-align: center;">Page 116</p>

1 **A. No, because it wouldn't have been Nicola's role. Nicola**
2 **reported to me. She was with me in the rest centres.**
3 **So there wouldn't have been any value in doing that and,**
4 **as I say, I know we'd given the right numbers of**
5 **properties previously. And as far as I know, this**
6 **document wasn't handed over to anyone, so we weren't,**
7 **you know, passing on misinformation.**
8 Q. Coming back to the question of plans, did you notice
9 that there were no plans attached to the e-mail that
10 David Noble was sending you?
11 **A. No.**
12 Q. I take it that it would then follow that you didn't then
13 go back to David Noble and say "Where are the plans"?
14 **A. No, for the reasons I've given.**
15 Q. Can I ask you to go back, please, to your witness
16 statement and paragraph 13.
17 This follows on from paragraph 12. I would just
18 like to have both paragraphs, 12 and 13, highlighted if
19 I can, please.
20 Paragraph 12 we've looked at this morning, Ms Brown,
21 and that's all about information being requested by the
22 LFB and we've covered that.
23 Paragraph 13 I'll come back to now for reasons which
24 will become apparent, but that then is an example. You
25 say:

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1 "13. I recall by way of example a senior fire
2 officer asking Graham and myself if he came out of the
3 stairs on the 11th floor and turned left what flat
4 numbers would be there. I was able to telephone a TMO
5 officer very familiar with the block and information was
6 provided. I was not involved in or aware of any
7 strategic Incident Command issues or decisions."
8 SIR MARTIN MOORE-BICK: Are you all right?
9 **A. Yes. Sorry, this paragraph brings back really horrible**
10 **memories.**
11 **SIR MARTIN MOORE-BICK: Just take a moment.**
12 **A. Sorry, I'll be fine.**
13 **SIR MARTIN MOORE-BICK: Just take a moment and you'll feel**
14 **better.**
15 **A. Sorry, your question?**
16 MR MILLETT: Well, Ms Brown, I'll take this slowly and
17 carefully.
18 I'm afraid I do have to ask you questions, and if it
19 gets too much, we can stop and take a break. There's no
20 rush.
21 **A. Yeah, yeah.**
22 Q. You've provided this as an example of LFB asking for
23 information.
24 The first question is: can you remember where you
25 were when this senior fire officer asked Graham and you

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1 this question?
2 **A. Yes, definitely. I was outside the command unit with**
3 **Graham on Bomore Road.**
4 Q. Do you remember even roughly what time that was?
5 **A. Oh, I'm sorry, I don't. It was a significant moment,**
6 **but I don't know the time.**
7 Q. Just take it slowly.
8 You say it was a significant moment. What makes you
9 say that?
10 **A. Well --**
11 **SIR MARTIN MOORE-BICK: Shall we just have a pause?**
12 **A. I'm sorry.**
13 **SIR MARTIN MOORE-BICK: That's all right. It's important**
14 **that you feel comfortable before you answer questions.**
15 **Would you like to have a 5-minute break?**
16 **A. No, I need to -- we need to do this now.**
17 **SIR MARTIN MOORE-BICK: I understand that. Well, just take**
18 **your time.**
19 **A. Okay. It's because the Fire Brigade -- sorry, the man,**
20 **whoever he was, I don't know who it was -- he came out**
21 **and he said to Graham and I that there are a number of**
22 **bodies on the 11th floor and we need to know what**
23 **numbers are on that floor. I just remember the**
24 **circumstances in which he was asking for the**
25 **information. I knew it was really urgent and I knew it**

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1 **had to be absolutely accurate.**
2 **That was one of -- yeah, one of a number of really**
3 **awful moments.**
4 MR MILLETT: All right.
5 **A. Sorry.**
6 Q. It's okay. Take this slowly.
7 In terms of timing -- I know you can't be
8 accurate -- do you remember whether it was still dark or
9 whether it was getting light or light?
10 **A. I remember that Graham was there, obviously, and he was**
11 **there 06.30/07.00. So it was summer, it was probably**
12 **light by then. I'm making assumptions, sorry, I don't**
13 **know.**
14 Q. Did the fact that he was asking you these questions --
15 I know it was very upsetting -- about the layout of the
16 11th floor trigger any thoughts in your mind about
17 whether they had had plans or hadn't had plans yet?
18 **A. So in my mind they already had plans. But when someone**
19 **asks you a significant question like this in the moment,**
20 **you know, you're not asking them whether they already**
21 **knew or didn't know; you're just trying to find the**
22 **answer as quickly as you can because you know it's**
23 **really important, and that's what I did. I didn't have**
24 **any other thoughts about it than that, apart from the**
25 **sheer horror of the conversation.**

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30 (Pages 117 to 120)

<p>1 Q. You say it was a senior fire officer. Was it a male?</p> <p>2 A. It was a male, yes. I'm sorry, I don't know who it was.</p> <p>3 Q. No, we may be able to do better.</p> <p>4 I'm going to ask you about some evidence that's been</p> <p>5 given to the inquiry by a firefighter called Station</p> <p>6 Manager Peter Johnson. Does that name ring a bell to</p> <p>7 you?</p> <p>8 A. No, it doesn't.</p> <p>9 Q. First of all, do you remember whether the firefighter</p> <p>10 you spoke to was wearing a red T-shirt?</p> <p>11 A. Sorry, I don't.</p> <p>12 Q. Okay.</p> <p>13 He's given evidence to the inquiry -- and for our</p> <p>14 record, it's 5 September 2018, at pages 104 to 107 --</p> <p>15 and he told us that he specifically remembers going out</p> <p>16 and speaking to a lady at 07.30 and again after that to</p> <p>17 try to find out where the plans were. He says that's</p> <p>18 later on at about 09.30.</p> <p>19 Do you remember that?</p> <p>20 A. I don't remember specifically being asked for plans at</p> <p>21 any stage. I don't remember that.</p> <p>22 Q. Right.</p> <p>23 A. I remember this vividly, but I don't remember that.</p> <p>24 Q. I'm not asking you to speculate, but given what you</p> <p>25 recall of the night, is it possible that the firefighter</p> <p style="text-align: right;">Page 121</p>	<p>1 which floor. I think that that was on the ground floor,</p> <p>2 but --</p> <p>3 Q. Next to the lifts?</p> <p>4 A. Sorry?</p> <p>5 Q. Next to the lifts?</p> <p>6 A. I can't remember specifically, but I just thought that</p> <p>7 that was the case, that there was, you know, information</p> <p>8 on the floors.</p> <p>9 Q. Are you referring to a silver metal grid with --</p> <p>10 A. Yes, that's what I was thinking of.</p> <p>11 Q. So if you went to a floor, it would have the flat</p> <p>12 numbers?</p> <p>13 A. Yes, with the floor numbers. Yeah, yeah.</p> <p>14 Q. I follow.</p> <p>15 A. Flat numbers. Flats on each floor.</p> <p>16 Q. Going back to your statement at paragraph 13, you say</p> <p>17 you were able to telephone a TMO officer very familiar</p> <p>18 with the block and information was provided.</p> <p>19 First of all, do you remember who you telephoned?</p> <p>20 A. I phoned Nicola Bartholomew first, I think, and she got</p> <p>21 Janice Jones, who was the neighbourhood officer, to call</p> <p>22 me. So it was really quick. It was in quick time.</p> <p>23 Q. Just to be clear, you phoned --</p> <p>24 A. I think I phoned Nicola.</p> <p>25 Q. -- Nicola Bartholomew and then Janice Jones; is that</p> <p style="text-align: right;">Page 123</p>
<p>1 you spoke to was Peter Johnson who, as well as asking</p> <p>2 you about the 11th floor, was also asking you about</p> <p>3 plans?</p> <p>4 A. I mean, I don't know. In the back of my mind, as I've</p> <p>5 said previously, I knew that they had already been given</p> <p>6 plans in familiarisation visits, so --</p> <p>7 Q. As you say.</p> <p>8 A. I didn't give it any further thought, to be fair.</p> <p>9 I just -- because this was so important, you know, there</p> <p>10 was a template down in Grenfell giving floor numbers,</p> <p>11 but what I did to make sure this was actually accurate</p> <p>12 was phone the officer who would've been really familiar</p> <p>13 with that and could've given the exact, accurate</p> <p>14 information. Because they were saying when you turn</p> <p>15 right, what's the specific -- oh, turn left, sorry --</p> <p>16 what's the specific information.</p> <p>17 Q. Yes.</p> <p>18 A. So I did that and gave the information and ...</p> <p>19 Q. You said a moment ago there was a template down in</p> <p>20 Grenfell giving floor numbers. What are you referring</p> <p>21 to?</p> <p>22 A. I thought that there was a -- what do you call it? --</p> <p>23 sorry, I can't think of the word.</p> <p>24 Q. Take a moment and collect your thoughts.</p> <p>25 A. Just floor numbers. It would say what flats would be on</p> <p style="text-align: right;">Page 122</p>	<p>1 right?</p> <p>2 A. Janice Jones called me straight back and said: this is</p> <p>3 the information.</p> <p>4 Q. Yes, okay, so she called you. And Janice Jones, who is</p> <p>5 she? What does she do?</p> <p>6 A. She was a neighbourhood officer for the area and</p> <p>7 would've been very familiar with that.</p> <p>8 Q. Was she on site or not?</p> <p>9 A. Do you know, at that stage, I can't tell you whether she</p> <p>10 was or -- I can't remember, I'm sorry.</p> <p>11 Q. And you say that the information was provided.</p> <p>12 A. Yes.</p> <p>13 Q. First of all, do you remember what information was</p> <p>14 provided?</p> <p>15 A. I gave the flat numbers but -- yes, I gave the flat</p> <p>16 numbers, but I can't tell you now what those flat</p> <p>17 numbers were.</p> <p>18 Q. Right. Okay.</p> <p>19 A. I didn't write it down. I stood next to the person as</p> <p>20 I got the information and passed it on, I believe.</p> <p>21 Q. So this conversation with Janice Jones, were you still</p> <p>22 at the command unit?</p> <p>23 A. Yes, yes, it was all, you know, live time as I remember.</p> <p>24 Q. And Janice gave you -- is this right? -- the flat</p> <p>25 numbers on the telephone?</p> <p style="text-align: right;">Page 124</p>

<p>1 A. Yes, and I passed it on.</p> <p>2 Q. To?</p> <p>3 A. Well, I can't remember the name of the man.</p> <p>4 Q. To that same fire officer?</p> <p>5 A. That same person, yes, the same person who asked me the</p> <p>6 information.</p> <p>7 Q. Again, these are points of fine detail, but do you</p> <p>8 remember whether you spoke to the fire officer through</p> <p>9 the window of the command unit or --</p> <p>10 A. No, he was outside.</p> <p>11 Q. He was outside?</p> <p>12 A. He came and stood outside. He was definitely next to</p> <p>13 us.</p> <p>14 Q. So he came out from the command unit?</p> <p>15 A. Yes. Yes, he was a very tall man, if I remember.</p> <p>16 Q. Ah, right. Did he have a close-shaven head?</p> <p>17 A. I couldn't be 100 per cent sure but it's slightly</p> <p>18 ringing bells.</p> <p>19 Q. Not narrowing it down very much, but we know Peter</p> <p>20 Johnson, we know what he looks like and what he was</p> <p>21 wearing slightly earlier in the night, and we're looking</p> <p>22 for a closely-shaven man with a red T-shirt. Does that</p> <p>23 ring a bell?</p> <p>24 A. I think he didn't have much hair and I think he was very</p> <p>25 tall -- he was quite tall, but I'm not going to</p> <p style="text-align: center;">Page 125</p>	<p>1 says that he asked you for plans after a meeting which</p> <p>2 began at 07.10 and finished 15 or so minutes after that.</p> <p>3 Do you recall having a discussion with Mike Rumble</p> <p>4 about plans at around that time?</p> <p>5 A. No, I don't. I think Graham would've been with me at</p> <p>6 that stage. I don't specifically remember that.</p> <p>7 Q. Do you remember being asked to provide an electoral</p> <p>8 roll?</p> <p>9 A. No.</p> <p>10 Q. Or at least assist in the obtaining of an electoral</p> <p>11 roll?</p> <p>12 A. No.</p> <p>13 Q. Okay, let's have a look at an e-mail. RBK00001468.</p> <p>14 This is an e-mail dated 14 June 2017, sent at what</p> <p>15 appears to be 05.16.23 from Robert Black to John Allen</p> <p>16 at RBKC forwarding fire access plans from the refurb,</p> <p>17 and there are some attachments to it.</p> <p>18 You can see the e-mail below it which is being</p> <p>19 forwarded. It is an e-mail from David Noble timed at</p> <p>20 06.14 to Janice Wray, Robert Black and Nicola</p> <p>21 Bartholomew.</p> <p>22 You're not copied in on this e-mail, so you may not</p> <p>23 be able to help me with this, but did you know that</p> <p>24 around this time fire access plans of the building were</p> <p>25 being sent to Mr Black?</p> <p style="text-align: center;">Page 127</p>
<p>1 100 per cent say that that is the case.</p> <p>2 Q. Did you have any estates services assistants on site</p> <p>3 with you during the night?</p> <p>4 A. They were on the ground, yes, they were helping.</p> <p>5 Q. Who were they? Or, rather, what were their names?</p> <p>6 A. Erm ... I'm sorry, it's completely gone, who their names</p> <p>7 are. I should know this. I'm really sorry. I'm sorry</p> <p>8 to them that I can't remember their names, but I just</p> <p>9 can't now.</p> <p>10 Q. It's not a memory test, this, it's just --</p> <p>11 A. No, I know.</p> <p>12 Q. -- an attempt to get --</p> <p>13 A. But it's --</p> <p>14 Q. The reason I'm asking you that question, Ms Brown, is</p> <p>15 because the emergency plan says itself that estate</p> <p>16 services assistants, ESAs, who have local knowledge</p> <p>17 should attend. I'm just trying to see whether --</p> <p>18 A. Whether they were there. They would've been there, yes.</p> <p>19 I do remember, you know, people who had local knowledge</p> <p>20 were there, and they were part of Nicola's team at</p> <p>21 Lancaster West. They were there. I did see them, and</p> <p>22 they did bring me information during the course of the</p> <p>23 day.</p> <p>24 Q. Still on the subject of plans, Mike Rumble, who had</p> <p>25 taken over the principal LALO role at or by 7.00 am,</p> <p style="text-align: center;">Page 126</p>	<p>1 A. No, I didn't.</p> <p>2 Q. Can you assist us with how it was that David Noble came</p> <p>3 to send those plans? Do you know whether he was asked?</p> <p>4 A. I'm sorry, I don't -- I --</p> <p>5 Q. Can you assist with whether you know whether</p> <p>6 Robert Black sent these plans or gave these plans to the</p> <p>7 LFB or the LALO?</p> <p>8 A. It looks like that is him sending the plans to</p> <p>9 John Allen.</p> <p>10 Q. Yes.</p> <p>11 A. But I -- sorry, did I know if he gave it to the LALO,</p> <p>12 did you say?</p> <p>13 Q. I asked you two questions. First of all, the LFB. We</p> <p>14 can see it goes to John Allen who is of RBKC, but do you</p> <p>15 know whether he sent those plans to the LFB?</p> <p>16 A. I think I've heard that he did. But, you know, I wasn't</p> <p>17 involved in this, so I can't tell you at what stage.</p> <p>18 But ... no, I can't say more than that.</p> <p>19 Q. The same, I imagine, would apply to my question in</p> <p>20 relation to whether or not Robert Black provided these</p> <p>21 to the LALO.</p> <p>22 A. I think he did, just overhearing conversations, but</p> <p>23 I can't tell you when or what.</p> <p>24 Q. You say you think he did overhearing conversations; are</p> <p>25 those conversations you overheard on the night?</p> <p style="text-align: center;">Page 128</p>

<p>1 A. No, no, no, that would just be literally from evidence 2 that I've been watching. 3 Q. I'm not asking you about that. 4 A. Yes. 5 Q. Do you remember being shown or seeing any floor plans 6 for Grenfell Tower on somebody's mobile phone? 7 A. No. 8 Q. I'm going to ask you to look, please, next at an e-mail 9 at TMO10031176, page 9. 10 This is an e-mail sent by Robert Black to a number 11 of recipients, Peter Maddison, Barbara Matthews, 12 Janice Wray and Yvonne Birch, and it's copied to you and 13 Hash Chamchoun. Do you see that? 14 A. Yes. 15 Q. The time of it is exactly 06.00: 16 "Subject: Fire 17 "To update 18 "Teresa and Hash are mangling [managing, I think] 19 resources at the respite centres 20 "RFM and NPB are here.and[sic] making statements 21 saying very little." 22 We were told yesterday that's a reference to 23 Rock Feilding-Mellen and Nick Paget-Brown. 24 A. (Nodded assent) 25 Q. Then: questions about the cladding and spec.</p> <p style="text-align: right;">Page 129</p>	<p>1 I can make that check. 2 THE WITNESS: Okay, thank you. 3 SIR MARTIN MOORE-BICK: We'll rise until 2.45, to give us 4 time to get adjusted. 5 THE WITNESS: Okay. 6 SIR MARTIN MOORE-BICK: Would you like to go with the 7 ushers, they'll look after you. Thank you very much. 8 2.45, then, please. Thank you. 9 (2.40 pm) 10 (A short break) 11 (2.45 pm) 12 SIR MARTIN MOORE-BICK: Yes, Mr Millett. Well, I imagine 13 you've found a few questions. 14 MR MILLETT: One or two, but not none. 15 SIR MARTIN MOORE-BICK: Ah, I think we've been asked to wait 16 for 2 minutes. 17 MR MILLETT: Right, sure. 18 (Pause) 19 SIR MARTIN MOORE-BICK: You all right? 20 THE WITNESS: Yes. 21 SIR MARTIN MOORE-BICK: Okay. 22 Yes, Mr Millett. 23 MR MILLETT: Ms Brown, thank you for coming back to us. 24 I only have a very few questions for you. 25 First of all, you mentioned in your evidence I think</p> <p style="text-align: right;">Page 131</p>
<p>1 "Question S[sic] about the cladding and spec. 2 "Questions about how it spread." 3 Then two lines down from that: 4 "We need all the information about the refurbishment 5 as this will be a primary focus (Peter. And his team)" 6 Do you remember receiving this e-mail? 7 A. No, I don't. 8 Q. Do you remember questions arising or being asked on the 9 night about cladding and spec? 10 A. No. That's only -- no, it wasn't something that was 11 discussed with me. I was, as I've said before, focusing 12 on the things that I needed to do. 13 Q. On the night, were you, yourself, aware of any 14 deficiencies in the building so far as concerns fire 15 safety? 16 A. No. 17 Q. Did you on the night ask Janice Wray or anybody else at 18 the TMO about whether there were any deficiencies so far 19 as concerns fire safety? 20 A. No. 21 MR MILLETT: Ms Brown, thank you very much. I've come to 22 the end of my questions. 23 I may need to double check to make sure I've asked 24 all the questions I need to ask of you, but for the 25 moment, I'm going to ask the chairman to rise just so</p> <p style="text-align: right;">Page 130</p>	<p>1 this morning a resident caretaker. You mentioned there 2 was a caretaker for Grenfell Tower. 3 What was that person's name, do you know? 4 A. This is the same question you've just asked me and 5 embarrassingly I can't remember his name. I'm so sorry, 6 I should know that. It will be on record. I'm sorry. 7 Q. When you describe it as a resident caretaker, was there 8 actually a caretaker resident there or just nearby? 9 A. No, we didn't have many resident caretakers left, so it 10 would be just somebody who lived in the area. There 11 were two estate services assistants who were familiar 12 with the area. 13 Q. That's what you refer to as caretaker? 14 A. They're called estate service assistants, but 15 effectively they're known as caretakers in -- 16 Q. I follow. 17 The next question relates to keys. 18 Did you know from your own knowledge that 19 Grenfell Tower could only be accessed by somebody with 20 a key fob? 21 A. People used key fobs there, but there would've been 22 a drop-down, there would've been an access. 23 Q. Are you saying an access for the Fire Brigade? 24 A. Yes, there would've been arrangements for them to get to 25 through -- there's usually a drop-down key that enables</p> <p style="text-align: right;">Page 132</p>

<p>1 fire brigades to enter any of our buildings.</p> <p>2 Q. Right.</p> <p>3 A. But those arrangements would've been made known to the</p> <p>4 Fire Brigade in terms of the familiarisation of how to</p> <p>5 get into a building.</p> <p>6 Q. Did you make any assumptions on the night, after you</p> <p>7 were alerted to this fire, about how it was that the</p> <p>8 Fire Brigade could get into the building?</p> <p>9 A. I didn't spend time thinking about it. I thought they'd</p> <p>10 get in any which way they could, given the seriousness</p> <p>11 of the situation. But I also, in the back of my mind,</p> <p>12 knew that there had been familiarisation visits and they</p> <p>13 would know how to get into a building.</p> <p>14 Q. Are you aware that in the emergency plan, the TMO's own</p> <p>15 plan, there is a provision for availability of keys and</p> <p>16 that duty estate staff would have their own keys so as</p> <p>17 to be able to access buildings?</p> <p>18 A. Yes, yes, yes, and they would.</p> <p>19 Q. You say "and they would".</p> <p>20 A. Yes, the ESAs are on a rota and they do have keys to</p> <p>21 access buildings.</p> <p>22 Q. Do you happen to know whether there was an ESA on site</p> <p>23 at a time earlier than you arrived?</p> <p>24 A. Yes, there was. Yes, there was.</p> <p>25 Q. Do you know how long before you arrived -- because you</p> <p style="text-align: center;">Page 133</p>	<p>1 A. No, I don't -- well, I didn't ever try to utilise</p> <p>2 an office space there.</p> <p>3 Q. I think you told us this morning that office space was</p> <p>4 offered to you at St Clements Church --</p> <p>5 A. Yes, but I didn't try and read any documents on that</p> <p>6 because Kiran Singh was already using the laptop to look</p> <p>7 at that data and to provide additional -- you know, to</p> <p>8 overlay the additional information that we'd got in live</p> <p>9 time across that. So I was looking at that screen with</p> <p>10 him throughout the day as we were making continuing</p> <p>11 calls to people who were still missing. So I didn't</p> <p>12 seek to try and look at that on something else.</p> <p>13 Q. Were you offered office space at St Clements Church</p> <p>14 prior to Kiran arriving with the laptop you then used to</p> <p>15 access that information?</p> <p>16 A. No, we weren't, because at that time there was only</p> <p>17 a few of the staff there, and Nicola Bartholomew and</p> <p>18 myself were still, you know, very much trying to get</p> <p>19 round all of the residents in there. We set up a little</p> <p>20 desk just near the entrance to make sure that people</p> <p>21 registered with us, and that was our focus at that time.</p> <p>22 So I wasn't, you know, looking at office space at that</p> <p>23 time. Yes.</p> <p>24 MR MILLETT: Right.</p> <p>25 Ms Brown, thank you very much for those answers.</p> <p style="text-align: center;">Page 135</p>
<p>1 arrived at about 03.50 -- that ESA had been there?</p> <p>2 A. I have seen an e-mail that says that one of our ESAs was</p> <p>3 on site from 02.30 with another colleague. I've seen</p> <p>4 that e-mail. I didn't see that particular ESA on the</p> <p>5 night.</p> <p>6 Q. Do you remember whether that ESA had a set of keys for</p> <p>7 Grenfell Tower and could sort out any key problem that</p> <p>8 there might be?</p> <p>9 A. I would imagine he did, but I'm --</p> <p>10 Q. Do you know?</p> <p>11 A. I don't know 100 per cent.</p> <p>12 Q. All right.</p> <p>13 Next question: you described late on this morning,</p> <p>14 just before lunch, the difficulties that you had in</p> <p>15 reading the list of residents that came through on your</p> <p>16 phone on two occasions.</p> <p>17 You also said that you'd been offered office space</p> <p>18 at St Clements Church.</p> <p>19 Do you remember whether the office space at</p> <p>20 St Clements Church had computer facilities?</p> <p>21 A. No. We used our own laptop in that office space.</p> <p>22 The laptop that I had described earlier, that</p> <p>23 Kiran Singh brought, we utilised that in the office</p> <p>24 space at St Clements.</p> <p>25 Q. Did the office space have a computer you could've used?</p> <p style="text-align: center;">Page 134</p>	<p>1 You'll be glad to know I have no further questions for</p> <p>2 you. It remains for me only to say thank you very much</p> <p>3 to you for coming to the inquiry and assisting us with</p> <p>4 our investigations. We're extremely grateful.</p> <p>5 SIR MARTIN MOORE-BICK: I'd like to add my thanks to those</p> <p>6 of Mr Millett. It's really important that we hear from</p> <p>7 people that were there during the night in question. It</p> <p>8 all helps us to build up the full picture.</p> <p>9 You've given your evidence over quite a long period</p> <p>10 of time very patiently and, if I may say so, very</p> <p>11 careful. I'm sorry it's been a difficult experience for</p> <p>12 you, but we are very grateful for you coming along, so</p> <p>13 thank you very much.</p> <p>14 THE WITNESS: It's nothing to what is experienced by the</p> <p>15 residents who have lost people, so, you know, it goes</p> <p>16 without saying that we're happy to help in any way we</p> <p>17 can.</p> <p>18 SIR MARTIN MOORE-BICK: We're very grateful. Thank very</p> <p>19 much.</p> <p>20 If you would like to go with the usher, she'll look</p> <p>21 after you.</p> <p>22 (The witness withdrew)</p> <p>23 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>24 MR MILLETT: Mr Chairman, we have one more witness this</p> <p>25 afternoon whom Mr Keating is going to call. I think we</p> <p style="text-align: center;">Page 136</p>

1 need a very short break just to rearrange the furniture,
2 but very short.
3 SIR MARTIN MOORE-BICK: I'll rise for a minute and you send
4 the usher for me when you're ready.
5 MR MILLETT: Thank you.
6 (2.57 pm)
7 (A short break)
8 (3.00 pm)
9 SIR MARTIN MOORE-BICK: Yes, Mr Keating.
10 MR KEATING: Mr Chairman, can I call Mr Chamchoun, please.
11 SIR MARTIN MOORE-BICK: Thank you.
12 HASH CHAMCHOUN (affirmed)
13 Questions by MR KEATING
14 SIR MARTIN MOORE-BICK: Thank you very much indeed.
15 Yes, Mr Keating.
16 MR KEATING: Could you give the inquiry your full name,
17 please.
18 **A. Hash Chamchoun.**
19 Q. Mr Chamchoun, if I could invite you to keep your voice
20 up as best you can.
21 **A. Sure.**
22 Q. Thank you very much for attending today and
23 accommodating us. Apologies for keeping you waiting
24 also; I know you've been very patient as the timetable
25 has shifted.

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1 **A. No problem.**
2 Q. A few words by way of introduction before we start.
3 The focus of the questions are really on the lead-up
4 to events on the night before 8.00 am. I know you leave
5 about 6.00 am to do other work at a rest centre, so
6 that's not going to be a difficulty.
7 Secondly, the questions are designed to be short and
8 simple, but if I fail in that task, please do ask me to
9 rephrase.
10 **A. Thank you.**
11 Q. Lastly and importantly, we are revisiting an eventful
12 incident which can be upsetting, and if you need a break
13 at any stage, do ask for one.
14 Firstly, just by way of a formality, your witness
15 statement is going to be brought up, which is dated
16 22 August 2018.
17 That's TMO10048960[sic] [TMO10048962].
18 It's also in the blue folder in front of you,
19 perhaps you could have a look at that whilst it's going
20 to be brought up on the system, dated 22 August 2018.
21 Have you had an opportunity to read that statement?
22 **A. I have, yes.**
23 Q. Can you confirm that that statement is true to the best
24 of your recollection and knowledge?
25 **A. Yes, to the best of my recollection.**

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1 Q. You have it in front of you, but also on the screen in
2 front of you as well, there is -- in fact, I don't think
3 that's the right statement.
4 SIR MARTIN MOORE-BICK: No, that's not.
5 MR KEATING: It's not your signature. I think even I can
6 identify it's not your signature.
7 The signature in front of you of your statement --
8 we can check that reference in a moment -- dated
9 22 August 2018, can you confirm on the documentation
10 before you that's your signature?
11 **A. Correct, yes.**
12 Q. I'm just going to check that reference number. We'll
13 have the reference corrected to make sure we bring up
14 the right document so everyone can participate.
15 The last matter by way of introduction is -- I just
16 want to deal with evidence in three broad headings, if
17 I may: firstly, your background experience briefly;
18 secondly, focusing on notification in relation to the
19 fire and your attendance at the scene; and, lastly, the
20 focus will be on your actions on the night before you
21 went to the rest centre.
22 In terms of the reference for the statement --
23 SIR MARTIN MOORE-BICK: It's up.
24 MR KEATING: Wonderfully done. Thank you so much. It's now
25 in front of us.

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1 If we just go to page 2, it shows your signature and
2 your declaration.
3 First heading, Mr Chamchoun: your position and
4 career.
5 In June 2017 -- if we perhaps go back to
6 paragraph 1, page 1 -- you were head of supported
7 housing at the TMO; is that correct?
8 **A. That's correct, yes.**
9 Q. You were responsible for older people's services and
10 sheltered housing and the care line service?
11 **A. That's correct.**
12 Q. How long had you been working for the TMO as
13 of June 2017?
14 **A. Since 2003.**
15 Q. So approximately 14 years --
16 **A. Yes.**
17 Q. -- before June 2017.
18 You now have transferred those duties. You're now
19 with RBKC; is that correct?
20 **A. I am, since March of this year.**
21 Q. Before asking you about 14 June, you mention in your
22 statement at paragraph 3 that you cannot be precise on
23 timings, before dealing with your notification.
24 **A. Mm-hm.**
25 Q. Did you make any contemporaneous notes on the night of

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35 (Pages 137 to 140)

<p>1 your actions?</p> <p>2 A. No, I didn't.</p> <p>3 Q. In the short period afterwards, did you make any notes</p> <p>4 after the event or log after the event?</p> <p>5 A. No, I didn't.</p> <p>6 Q. Just to assist us -- I'm sure it's probably a good</p> <p>7 reason -- is there a reason why you didn't do that?</p> <p>8 A. Well, on the night I attended, I received a call and</p> <p>9 I left home with my staff ID badge and my phone and</p> <p>10 nothing else.</p> <p>11 Q. Nothing else?</p> <p>12 A. Mm-hm.</p> <p>13 Q. Could I ask you to look at the TMO emergency plan which</p> <p>14 we've seen already today. That's TMO10013898.</p> <p>15 That's going to be brought up in a moment, but are</p> <p>16 you aware of the TMO emergency plan?</p> <p>17 A. Yes, I'm aware of it.</p> <p>18 Q. If we go to page 1, please, for the moment.</p> <p>19 Have you ever had to apply the TMO emergency plan?</p> <p>20 A. No.</p> <p>21 Q. You're listed, I think, at page 19, from recollection,</p> <p>22 on the cascade for out-of-hours.</p> <p>23 A. Correct.</p> <p>24 Q. Is that correct --</p> <p>25 A. That's correct.</p> <p style="text-align: right;">Page 141</p>	<p>1 Q. On those occasions, the TMO emergency plan wasn't</p> <p>2 utilised because, as I understand it, the RBKC --</p> <p>3 A. They were both major incidents and the RBKC emergency</p> <p>4 plan would've come into effect.</p> <p>5 Q. In relation to reverting back to the TMO emergency plan</p> <p>6 just for a moment, you had been there for a number of</p> <p>7 years at the TMO before moving across.</p> <p>8 How regular was the training you had in relation to</p> <p>9 the emergency plan?</p> <p>10 A. I didn't have any training on the emergency plan, I had</p> <p>11 a briefing. So I'm not familiar with the content of the</p> <p>12 emergency plan itself, but I am familiar with the</p> <p>13 cascade because there would've been some negotiations</p> <p>14 with the health and safety team around my involvement on</p> <p>15 the cascade.</p> <p>16 Q. So just to draw out a few points there.</p> <p>17 In your 14 or so years at the TMO, you had</p> <p>18 a briefing of the plan but no training?</p> <p>19 A. No.</p> <p>20 Q. You weren't familiar with the content of the emergency</p> <p>21 plan itself, but there had been some discussions about</p> <p>22 you being placed on the cascade?</p> <p>23 A. That's correct, yes.</p> <p>24 Q. You referred to the Kensington and Chelsea contingency</p> <p>25 management plan, their own emergency plan.</p> <p style="text-align: right;">Page 143</p>
<p>1 Q. -- from your recollection?</p> <p>2 A. Yes.</p> <p>3 Q. Even though you're on the cascade, it's not the case, on</p> <p>4 your evidence, that you've ever been called out?</p> <p>5 A. I've been called out for major incidents in the past,</p> <p>6 but on both occasions they were major incidents, and the</p> <p>7 RBKC emergency plan had come into effect.</p> <p>8 Q. Which major incidents were they?</p> <p>9 A. There was a major incident of a fire at Adair Tower when</p> <p>10 I was called out, and a few years back -- I can't</p> <p>11 remember exactly, but I think it was about 10/11 years</p> <p>12 ago -- there was a gas explosion on the Worlds End</p> <p>13 Estate.</p> <p>14 MR KEATING: Okay.</p> <p>15 Can I check the acoustics, whether the voice is</p> <p>16 being amplified enough? Is everyone hearing?</p> <p>17 I wonder if we can have some assistance just</p> <p>18 bringing forward the microphone a little bit, if</p> <p>19 possible, or moved. I think yesterday we had it moved</p> <p>20 to the side. It's important we hear what you say.</p> <p>21 SIR MARTIN MOORE-BICK: Oh, absolutely.</p> <p>22 MR KEATING: So you're on a cascade and you've told us that</p> <p>23 you've been called out twice when it's a major</p> <p>24 emergency.</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 142</p>	<p>1 A. Mm.</p> <p>2 Q. Did you have any training or knowledge of that actual</p> <p>3 plan?</p> <p>4 A. I had knowledge of how to escalate the plan, but not the</p> <p>5 plan itself.</p> <p>6 Q. I'm going to move on now to our second heading, which is</p> <p>7 notification, when you became aware of the fire that</p> <p>8 night.</p> <p>9 A. Yes.</p> <p>10 Q. If we could revert back to your statement just for</p> <p>11 a moment, paragraph 3, just to help you to follow.</p> <p>12 You received a telephone call at home from</p> <p>13 Robert Black at about 01.30.</p> <p>14 A. That's correct.</p> <p>15 Q. In terms of timings, is there any particular reason how</p> <p>16 that timing has stuck in your memory when making this</p> <p>17 statement a year later?</p> <p>18 A. No, when I made this statement, it was in August, and it</p> <p>19 was best on my recollection, and my recollection was</p> <p>20 I was called at approximately around 01.30.</p> <p>21 Q. Thank you.</p> <p>22 When you received that call at 01.30 from</p> <p>23 Robert Black, what did he say to you, can you recollect?</p> <p>24 A. Yes, he called me and he asked me if I was aware that</p> <p>25 there was a fire at Grenfell, which I wasn't. He asked</p> <p style="text-align: right;">Page 144</p>

1 **me if I would be happy to go down. I live locally.**
 2 Q. Yes.
 3 **A. And you heard me saying that I've attended previous**
 4 **incidents in the past, so I had no hesitation in**
 5 **volunteering to go down.**
 6 Q. Yes.
 7 **A. He explained that he was making his way down, and would**
 8 **I mind going down in advance of him as TMO**
 9 **representative, which is what I did.**
 10 Q. Were there any discussions about whether the TMO
 11 emergency plan had been activated --
 12 **A. No.**
 13 Q. -- or not?
 14 **A. No.**
 15 Q. Were you aware whether a major incident had been called
 16 at that stage by any of the emergency services?
 17 **A. No. No, at that stage I was going blind. It was only**
 18 **as I was making my way that the full horror of what was**
 19 **unfolding that night was presented in front of me.**
 20 Q. So you were asked to go down there to be the
 21 representative of the TMO at that stage and he informed
 22 you he was going to make his way as well to attend.
 23 **A. Yes.**
 24 Q. Am I right in understanding that -- it's touched upon at
 25 paragraph 9 of your statement -- prior to the events of

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1 14 June, you had very little knowledge about
 2 Grenfell Tower as a building; is that correct?
 3 **A. As a building, yes, no knowledge at all. Of the area,**
 4 **I'm very familiar with the area, and have -- so if I can**
 5 **backtrack a little bit, I've now lived in the area for**
 6 **50-odd years, and part of that time included living on**
 7 **Lancaster West Estate. My parents lived there for**
 8 **25 years. A significant number of my extended family --**
 9 **aunts, uncles, nephews, cousins -- still live there and**
 10 **were directly impacted, and I have a number of friends**
 11 **who also live on the estate who were directly impacted.**
 12 **So just to put it into context, even if Robert**
 13 **hadn't have called me, I probably would've gone down as**
 14 **soon as I became aware that there was a fire.**
 15 Q. You mentioned the word "volunteered" in your statement,
 16 and that perhaps chimes with what you're saying about
 17 why you attended --
 18 **A. Yes.**
 19 Q. -- if you have got strong links to the community.
 20 **A. Of course, yes.**
 21 Q. It also mentions in your statement, as I understand it,
 22 that you cycled.
 23 **A. I did, yes.**
 24 Q. Perhaps a reflection of your proximity to the location?
 25 **A. Mm.**

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1 Q. How long did it take you to get by bike from your home
 2 to Grenfell Tower?
 3 **A. Normally no more than 10 minutes, but on this particular**
 4 **night I cycled down Talbot Road, I crossed Portobello,**
 5 **and it was as I was cycling down Talbot Road at the**
 6 **junction of Portobello that I could see the full horror**
 7 **of what was happening because Grenfell was in the**
 8 **skyline and the flames were climbing up the side of the**
 9 **building, and at that point I knew how serious**
 10 **an incident -- that this was a major incident.**
 11 **I reached the junction of Ladbroke Grove, I think it**
 12 **was either near Blenheim Crescent or the next road which**
 13 **I can't remember the name of, and I think there was**
 14 **an initial cordon there.**
 15 **I then --**
 16 Q. Pausing for a moment.
 17 **A. Yes.**
 18 Q. In terms of the cordons at that stage, you were able to
 19 get past the cordon, self-evidently. Did you have any
 20 identification with you?
 21 **A. Yes, I took my staff ID with me. My recollection is**
 22 **I don't think I was able to take my bike beyond the**
 23 **initial cordon, so I chained my bike up, I presented**
 24 **myself to one of the police officers at the cordon,**
 25 **I identified myself, showed my ID badge and said that**

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1 **I needed to get to the nearest command unit.**
 2 Q. Yes.
 3 **A. It was the officer at that initial cordon who directed**
 4 **me to the command unit that I subsequently arrived at,**
 5 **which was on Bomore Road.**
 6 Q. Pausing there for a moment.
 7 Phone call at 01.30 in terms of notification.
 8 **A. Yes.**
 9 Q. And after that phone call, how long did it take you
 10 approximately to leave the house?
 11 **A. I was in bed, so it took me about 10 minutes to sling**
 12 **something on, make sure I had my phone, make sure I had**
 13 **my house keys and make sure I had my staff ID badge.**
 14 Q. So 10, perhaps 15 minutes to departure, 01.45
 15 approximately.
 16 **A. Yes.**
 17 Q. You say it would normally take 10 minutes but there were
 18 these delays.
 19 **A. There were delays, yes, so it probably took me**
 20 **5/6/7 minutes to get to Ladbroke Grove. I then had to**
 21 **engage with the police officers at the cordon, and at**
 22 **that point I was then on foot.**
 23 Q. Yes.
 24 **A. So I realised -- I was made aware that I needed to make**
 25 **my way to the vicinity of the sports centre, which**

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37 (Pages 145 to 148)

1 I did. I don't remember which road I went down, but
 2 I ended up on Clarendon Road, and there's a short
 3 passage on the estate there that cuts through to the
 4 back of the sports centre, and it links you to
 5 Walmer Road and Bomore Road.
 6 When I arrived at Walmer Road, there was a second
 7 police cordon and, again, I strolled up to the police
 8 officer there, showed my ID badge and informed them of
 9 who I was and why I was there.
 10 Again, this is just based on my recollection,
 11 I think one of the officers actually then walked me down
 12 to the command unit.
 13 Q. So from your departure from your home at approximately
 14 01.45 and getting through the cordons, as you described
 15 it, how long do you think?
 16 A. I'd say about 20 -- anything between 20 to 30 minutes,
 17 yes, by the time I managed to navigate my way through.
 18 Q. Around 02.15, if we break it down the way you have.
 19 You mentioned you used your ID card, your TMO
 20 identification.
 21 A. Yes.
 22 Q. Did you have anything else visible, such as a tabard or
 23 jacket?
 24 A. No, I literally slung on the nearest items of clothing
 25 that I could find because I was in bed asleep when I was

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1 contacted.
 2 Q. Of course.
 3 A. And my recollection, I think it was a warm summer
 4 evening, I think I put a pair on jeans on and a T-shirt
 5 and I had my phone and my ID badge with me.
 6 Q. On the way, as the scale of what was occurring became
 7 apparent to you, did you call anybody else from the TMO
 8 on your way to Grenfell Tower?
 9 A. No, not on the way, but when I arrived I did.
 10 Q. On the scene approximately 02.15.
 11 In your statement you mention -- I'm going to look
 12 for the reference now -- at paragraph 5:
 13 "I would say that I arrived at the Command Unit at
 14 about 2am or shortly after."
 15 A. Yes.
 16 Q. So approximately --
 17 A. Yes.
 18 Q. -- consistent with what you said.
 19 A. I'm just approximating, yes, but based on my
 20 recollection, that sounds about correct.
 21 Q. By the time you got to the command unit -- and you
 22 mention that you were accompanied to the command unit.
 23 A. Yes.
 24 Q. Did you see anybody from the local authority there at
 25 that point?

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1 A. Not at that point. The first thing that I did was
 2 I knocked on the door of the portacabin, and my
 3 recollection is I think I went in, because I remember
 4 seeing three, possibly four LFB officers in there.
 5 Again, I showed my card, I identified who I was, and
 6 I explained that the chief executive and other members
 7 of the TMO were on their way, and that I was there on
 8 behalf of the TMO.
 9 Q. What did they say to you after you explained who you
 10 were and who was coming from the TMO?
 11 A. One of the officers informed me that the LALO officers
 12 were on site and were around in the vicinity.
 13 Q. Sure.
 14 A. I made it known that I was there to help, and so if
 15 there was anything that they needed, I would be
 16 available. I explained that I would wait outside, you
 17 know, in the vicinity of the portacabin, and if they
 18 needed anything, they could come and call me.
 19 Q. Was there any request at that point direct to you when
 20 you arrived and offered your assistance?
 21 A. No. Understandably so. I mean, we're talking about the
 22 first hour or couple of hours of the fire.
 23 Q. Yes.
 24 A. The fire had taken significant hold of the tower block.
 25 I think the best way to describe it is horrific chaos.

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1 I mean, there were a number of emergency services
 2 around, police, paramedics, LFB, moving backwards and
 3 forwards. I mean, it was a truly frightening sight.
 4 I've never seen anything like that in my life.
 5 Q. Within that horrific chaos you described, you're there
 6 at 02.15, you've spoken and made yourself known at the
 7 command unit.
 8 A. Yes.
 9 Q. You've been told that there was a LALO on site.
 10 A. Mm-hm.
 11 Q. When was the first time you saw the LALO?
 12 A. Again, I can't be sure of the exact times, but it was --
 13 once I placed myself outside of the command unit,
 14 someone came and presented himself as a LALO officer to
 15 me. Now, I'm not sure if he'd been informed that
 16 someone from the TMO was there, but he came and
 17 presented himself.
 18 I again confirmed who I was. I explained that I had
 19 been called by my chief executive and that the chief
 20 executive was on his way, and obviously I was there to
 21 assist in any way that I could.
 22 Q. We know there's footage which the inquiry saw yesterday
 23 and, indeed, before then of Nick Layton, the first LALO
 24 on the scene. Do you recall speaking to Nick Layton?
 25 A. I think Nick was the first person that I made contact

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38 (Pages 149 to 152)

<p>1 with. I believe at some stage I did subsequently speak</p> <p>2 to Mike Rumble as well.</p> <p>3 Q. That's correct.</p> <p>4 A. Yes. But the first LALO officer I came into contact</p> <p>5 with would've been Nick.</p> <p>6 Q. The footage has him arriving at 02.47, approximately.</p> <p>7 A. Okay.</p> <p>8 Q. That's his arrival.</p> <p>9 A. Okay.</p> <p>10 Q. Which I believe was shown yesterday.</p> <p>11 A. Right.</p> <p>12 Q. Do you think that you were there before or after his</p> <p>13 arrival at 02.47 on the scene?</p> <p>14 A. Well, he wasn't on the scene when I arrived, but I was</p> <p>15 definitely informed by the LFB officers that the LALO</p> <p>16 officers were on site.</p> <p>17 Q. Okay.</p> <p>18 A. Which, again, may be a reflection of my own recollection</p> <p>19 of the timings.</p> <p>20 Q. Yes. Well, you're doing the best you can from your</p> <p>21 recollection.</p> <p>22 I wanted to move on to the point perhaps when you</p> <p>23 first met Mr Nick Layton, which was probably some time</p> <p>24 after 02.47, that's when he arrived.</p> <p>25 There was a period of time when only him and you</p> <p style="text-align: right;">Page 153</p>	<p>1 down in advance of other staff from the TMO, the</p> <p>2 chief executive and other staff from the TMO, who were</p> <p>3 on their way.</p> <p>4 Q. In essence, pretty much what you've said to us already.</p> <p>5 A. Yes.</p> <p>6 Q. Was there anything from Mr Layton at that stage as a</p> <p>7 LALO, any requests from him to you?</p> <p>8 A. No.</p> <p>9 Q. I want to deal with arrival of the next TMO</p> <p>10 representative, which I'm just going to deal with now,</p> <p>11 which is Mr Black.</p> <p>12 A. Yes.</p> <p>13 Q. Can you assist with what time he arrived at?</p> <p>14 A. Again, to the best of my recollection, I think it was</p> <p>15 between 03.00 and 03.30.</p> <p>16 Q. Perhaps we could bring up paragraph 8 of your statement,</p> <p>17 which is in front of you at the first page.</p> <p>18 Paragraph 8, please, page 1.</p> <p>19 You mention there:</p> <p>20 "8. Robert Black arrived some time later at about</p> <p>21 3.30 ..."</p> <p>22 A. Mm.</p> <p>23 Q. Does that sound about right?</p> <p>24 A. That sounds about right, yes, yes.</p> <p>25 Q. Then you mention Teresa Brown shortly after that.</p> <p style="text-align: right;">Page 155</p>
<p>1 were outside.</p> <p>2 A. Mm.</p> <p>3 Q. Is that correct?</p> <p>4 A. Yes.</p> <p>5 Q. Can you give us any estimate of the duration for how</p> <p>6 long the two of you were the sole representatives of the</p> <p>7 TMO and RBKC?</p> <p>8 A. I think my conversation with Nick was literally a matter</p> <p>9 of 2 or 3 minutes and then he disappeared. Again,</p> <p>10 I can't be 100 per cent sure, but he disappeared.</p> <p>11 The command unit was located in Bomore Road and</p> <p>12 there is a passage that goes directly in front of the</p> <p>13 experts centre. To the best of my recollection, he went</p> <p>14 in that direction after I'd introduced myself and let</p> <p>15 him know that I was available to assist.</p> <p>16 Q. In that sort of initial introductory period when you</p> <p>17 spoke to him for up to 2 or 3 minutes, what was</p> <p>18 discussed?</p> <p>19 A. I introduced myself.</p> <p>20 Q. Yes.</p> <p>21 A. I said who I was. I explained that I was the head of</p> <p>22 supported housing.</p> <p>23 Q. Yes.</p> <p>24 A. That I'd been contacted by the chief executive to inform</p> <p>25 me that there was a fire, and that I volunteered to come</p> <p style="text-align: right;">Page 154</p>	<p>1 A. Yes.</p> <p>2 Q. So at that time, around about 3.30, to use the</p> <p>3 phraseology in your statement, did you have an initial</p> <p>4 discussion with Mr Black at that point?</p> <p>5 A. Yes. Yes. I did call him when I arrived at the command</p> <p>6 unit to say, "Robert, I'm on site, and this is where I'm</p> <p>7 located", because I knew he was travelling down so</p> <p>8 I needed to give him directions as to where to go.</p> <p>9 And I think when he arrived, he actually called me</p> <p>10 because he wasn't sure exactly how to get there. And</p> <p>11 again, to the best of my recollection, I think he ended</p> <p>12 up at the cordon in Walmer Road. My recollection is</p> <p>13 I actually went up to the cordon and walked him down to</p> <p>14 the command unit.</p> <p>15 Q. So by this stage, it's 03.30, Mr Black is there on</p> <p>16 behalf of the TMO, you were there.</p> <p>17 A. Yes.</p> <p>18 Q. Before Teresa Brown arrives. Were there any discussions</p> <p>19 about what you on behalf of the TMO were there to do?</p> <p>20 A. No. I gave Robert an update, which was to confirm that</p> <p>21 I'd introduced myself to the LFB command unit and that</p> <p>22 I'd met the LALO officer. The LALO officer wasn't</p> <p>23 around at that stage, but I believe he turned up some</p> <p>24 time after, and I think I introduced him to Robert and</p> <p>25 then he and Robert had a discussion.</p> <p style="text-align: right;">Page 156</p>

<p>1 Q. Did you hear what that discussion was?</p> <p>2 A. No.</p> <p>3 Q. We know Ms Brown attends reasonably shortly thereafter.</p> <p>4 A. Yes. Before Teresa attended, Councillor Feilding-Mellen</p> <p>5 had also showed up, so he was with Robert when he turned</p> <p>6 up, yes.</p> <p>7 Q. Any estimation as to when that councillor attended?</p> <p>8 A. It would've been between Robert's arrival and Teresa's</p> <p>9 arrival, but any time I give you would be, you know,</p> <p>10 pure guessing on my part.</p> <p>11 Q. In relation to arrival of Teresa Brown, do you have</p> <p>12 an independent recollection of her arriving?</p> <p>13 A. Again, just to try to pinpoint it in relationship to</p> <p>14 when Robert arrived, I would say it was probably about</p> <p>15 20 to 30 minutes after.</p> <p>16 Q. Probably some time before 04.00; would that be fair?</p> <p>17 A. Yes.</p> <p>18 Q. So at the time where you have yourself, Mr Black and</p> <p>19 Ms Brown outside the command unit, what was the position</p> <p>20 then? Was there a plan of action discussed?</p> <p>21 A. Well, during the period I was waiting, I was trying to</p> <p>22 garner as much information as I could. Again, I don't</p> <p>23 remember which LALO officer, but I was made aware at</p> <p>24 that stage that some ad hoc rest centres had been opened</p> <p>25 up in the vicinity.</p> <p style="text-align: right;">Page 157</p>	<p>1 A. Yes.</p> <p>2 Q. Did there come a time where you were provided with</p> <p>3 a radio by one of the LALOs? Do you recall that?</p> <p>4 A. I may well have been, but I'll be entirely honest with</p> <p>5 you, I have no recollection of being provided with or</p> <p>6 using a radio.</p> <p>7 Q. Mr Rumble said he provided you with a radio to assist</p> <p>8 with communication. Does that assist your recollection</p> <p>9 now?</p> <p>10 A. Not really, no. I mean, I can't dispute his statement,</p> <p>11 it may well have happened, but that would then sort of</p> <p>12 beg the question: what did I do with the radio?</p> <p>13 I certainly didn't have it with me for the remainder of</p> <p>14 the day once we were at the rest centres.</p> <p>15 Q. You mention what you anticipated your role was going to</p> <p>16 be.</p> <p>17 A. Mm.</p> <p>18 Q. Were there any discussions or directions from anybody</p> <p>19 else as to what your role was?</p> <p>20 A. I mean, sorry to reiterate what I said earlier, but it</p> <p>21 was absolute carnage. I mean, the emergency services</p> <p>22 clearly had their hands full at the time.</p> <p>23 Q. Yes.</p> <p>24 A. It looked to me like the LALO officers had their hands</p> <p>25 full at the time, so I was really just trying to glean</p> <p style="text-align: right;">Page 159</p>
<p>1 The ones that came to mind at that particular moment</p> <p>2 were the rest centre in St Clements, I was also made</p> <p>3 aware that there was a rest centre at a nearby pub in</p> <p>4 Shepherd's Bush, which I knew the location of, and</p> <p>5 I think I was made aware that there was a potential rest</p> <p>6 centre on the other side of the sports centre at the</p> <p>7 Lancaster West Methodist Church.</p> <p>8 Q. So at this stage, discussions with the other LALO</p> <p>9 I think you mentioned, that's Mike Rumble.</p> <p>10 A. Yes. Again, I can't be sure if it was Nick or Mike, but</p> <p>11 that information would've come to me through the LALO</p> <p>12 officers.</p> <p>13 Q. So information at this stage, on your account, is really</p> <p>14 more about these rest centres --</p> <p>15 A. Yes.</p> <p>16 Q. -- which have been set up?</p> <p>17 A. Yes.</p> <p>18 Q. In the locality?</p> <p>19 A. Yes, and in the context of my role, I mean, when</p> <p>20 I volunteered, that's what I was anticipating would be</p> <p>21 my role; it would be to assist with the survivors and</p> <p>22 the evacuees and any rest centres that would be set up</p> <p>23 that day.</p> <p>24 Q. In terms of communications with LALOs, you've obviously</p> <p>25 had face-to-face conversations.</p> <p style="text-align: right;">Page 158</p>	<p>1 as much information as I could before my colleagues</p> <p>2 arrived.</p> <p>3 I became aware obviously that there were some rest</p> <p>4 centres being set up, but at that point I was the sole</p> <p>5 TMO representative, so there was no sense in me trying</p> <p>6 to get to any of those rest centres. I had to wait, for</p> <p>7 want of a better word, for reinforcements until we had</p> <p>8 enough bodies on the ground to disperse across the rest</p> <p>9 centres.</p> <p>10 Q. Drawing that together, it's coming up to 4 o'clock,</p> <p>11 Ms Brown has arrived.</p> <p>12 A. Mm-hm.</p> <p>13 Q. Shortly after she arrived, did other members of staff</p> <p>14 arrive from the TMO?</p> <p>15 A. Yes, I gave Teresa a handover of the information that</p> <p>16 I had, specifically around the location of the rest</p> <p>17 centres.</p> <p>18 I do recall that Teresa made me aware that</p> <p>19 Mandy Warrior, Nicola Bartholomew, Kiran Singh, I think</p> <p>20 Angelique Noble and Maria Sharples were on their way.</p> <p>21 I remember there was some discussion that Maria was</p> <p>22 going to try to gain access via Shepherd's Bush, so</p> <p>23 I contacted Maria, I phoned Maria, and I explained to</p> <p>24 her that we'd been informed that there was a rest centre</p> <p>25 at Belushi's pub would she mind popping in to see what</p> <p style="text-align: right;">Page 160</p>

<p>1 the state of play was, you know, how many survivors or</p> <p>2 how many evacuees were at that rest centre.</p> <p>3 Q. Which is a rest centre which really didn't take off in</p> <p>4 the end due to distance.</p> <p>5 A. No. And, again, I don't recall if Maria called me back</p> <p>6 directly or whether she fed through Teresa, but</p> <p>7 I subsequently found out that Maria did go to the pub</p> <p>8 and there was no one there.</p> <p>9 Q. Was there an occasion where, once Angelique Noble and</p> <p>10 Mandy Warrior attended within the cordon, you then left</p> <p>11 with them?</p> <p>12 A. Yes. Once we had enough bodies on the ground, we</p> <p>13 gathered together to agree where we were going to deploy</p> <p>14 our resources.</p> <p>15 In terms of where I went, my recollection is I went</p> <p>16 with Angelique, and at that point we were made aware</p> <p>17 that there was a rest centre at Latimer.</p> <p>18 Again, because of my familiarity with the local</p> <p>19 area, in the context of the other rest centres that were</p> <p>20 being opened up, Latimer was probably the furthest away</p> <p>21 because it's near the Westway Sports Centre on Bramley</p> <p>22 Road. So I offered to go there with Angelique because</p> <p>23 Angelique didn't know exactly where it was.</p> <p>24 Q. The arrival of Teresa, coming up to 4 o'clock, how soon</p> <p>25 after can you recollect you left the vicinity of the</p> <p style="text-align: right;">Page 161</p>	<p>1 but I wanted to ask you questions about that time where</p> <p>2 you were outside a command unit, when you arrived --</p> <p>3 A. Mm-hm.</p> <p>4 Q. -- to the time you went to the rest centres.</p> <p>5 Did you recall receiving or hearing any requests in</p> <p>6 relation to details of residents from the LALO or the</p> <p>7 LFB?</p> <p>8 A. No, no. I didn't receive any requests personally and</p> <p>9 I wasn't aware of any requests.</p> <p>10 Q. The same question: did you receive or did you hear</p> <p>11 anyone else receive any requests for plans of the</p> <p>12 building --</p> <p>13 A. No.</p> <p>14 Q. -- or any of that like at all?</p> <p>15 A. (Indicated dissent)</p> <p>16 Q. During that time period when you were outside the</p> <p>17 command unit, were you, yourself, aware of any</p> <p>18 deficiencies in the building at Grenfell so far as</p> <p>19 concerns the fire safety?</p> <p>20 A. No.</p> <p>21 Q. Again, same question, slightly different way: did you</p> <p>22 hear anyone else from the TMO discuss whether there were</p> <p>23 any deficiencies as to fire safety?</p> <p>24 A. On the night itself, no.</p> <p>25 MR KEATING: Mr Chamchoun, I'm coming to the end of the</p> <p style="text-align: right;">Page 163</p>
<p>1 command unit and went to Latimer?</p> <p>2 A. Again, it's very, very difficult to recollect exact</p> <p>3 times. I mean --</p> <p>4 Q. If it assists you -- forgive me if I'm speaking across</p> <p>5 you -- at paragraph 10 you say:</p> <p>6 "10. I left the Command Unit before 6 am to go to</p> <p>7 the Rest Centres to assist with recording of people</p> <p>8 arriving there."</p> <p>9 A. Mm.</p> <p>10 Q. Perhaps it's open to interpretation, it doesn't mean at</p> <p>11 6.00 am --</p> <p>12 A. Absolutely, and that was deliberate because I knew it</p> <p>13 was before 6.00 am but I couldn't be any more specific</p> <p>14 than that.</p> <p>15 Again, my best guess would be sometime between 05.00</p> <p>16 and 06.00.</p> <p>17 Q. Yes. I think perhaps the gist of Teresa Brown's</p> <p>18 evidence was it would probably be earlier in that time</p> <p>19 period rather than later in that time period.</p> <p>20 A. Mm.</p> <p>21 Q. Does that assist your recollection?</p> <p>22 A. Not really.</p> <p>23 Q. Just focusing for a moment -- I'm not going to ask you</p> <p>24 at this stage in relation to rest centres and what you</p> <p>25 did, that doesn't form part of this part of the inquiry,</p> <p style="text-align: right;">Page 162</p>	<p>1 questions I have.</p> <p>2 What I'm going to ask, Mr Chairman, is just for</p> <p>3 a brief perhaps 5 minutes.</p> <p>4 SIR MARTIN MOORE-BICK: Yes, a chance to check your notes?</p> <p>5 MR KEATING: Check my notes and really to give the</p> <p>6 opportunity if there's any further follow-up questions.</p> <p>7 SIR MARTIN MOORE-BICK: Well, Mr Chamchoun, we'll have</p> <p>8 a short break. Counsel need an opportunity just to make</p> <p>9 sure they've covered everything, so I think, for</p> <p>10 convenience, I'll say 3.40.</p> <p>11 I shall ask you, please, not to talk about your</p> <p>12 evidence while you're out of the room.</p> <p>13 THE WITNESS: Of course.</p> <p>14 SIR MARTIN MOORE-BICK: If you go with the usher, she'll</p> <p>15 look after you. All right?</p> <p>16 Thank you very much.</p> <p>17 All right, 3.40, then, please.</p> <p>18 (3.33 pm)</p> <p>19 (A short break)</p> <p>20 (3.40 pm)</p> <p>21 SIR MARTIN MOORE-BICK: All right, Mr Chamchoun?</p> <p>22 THE WITNESS: Yes.</p> <p>23 SIR MARTIN MOORE-BICK: I think counsel has found a couple</p> <p>24 of questions.</p> <p>25 Yes.</p> <p style="text-align: right;">Page 164</p>

1 MR KEATING: Not to detain you much longer.
 2 Thank you very much for attending.
 3 Just two discrete topics, if I may.
 4 Could we bring up your statement, paragraph 12,
 5 which is the last paragraph of your statement at page 2,
 6 please.
 7 Whilst that's being brought up, I'm going to read it
 8 out. It says:
 9 "12. I made and received several telephone calls
 10 throughout my time on site and mostly with TMO Staff. I
 11 did not keep a record of these call which are too
 12 numerous to identify."
 13 In relation to the latter part, we've covered that
 14 already, haven't we?
 15 In relation to those telephone calls, were you using
 16 your own personal mobile or was it a work mobile?
 17 **A. My personal and work mobile are one and the same.**
 18 Q. At the same time?
 19 **A. No, I have one phone which doubles up as personal and**
 20 **work.**
 21 Q. Forgive me, I misheard.
 22 In terms of the bills for that phone, do you still
 23 have access to that bill?
 24 **A. I'm sure they're available online. I don't receive**
 25 **paper bills, but all the bills would be on my online**

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1 **account.**
 2 Q. Did you check your phone when you were trying to check
 3 times or arrival times of other people when --
 4 **A. No, I didn't.**
 5 Q. In relation to that billing, would that be something
 6 that you would be willing to disclose to the inquiry if
 7 need be?
 8 **A. Of course, yes.**
 9 Q. Thank you.
 10 Call records, yes. When I say billing, I'm
 11 referring to the call records. You refer to a number of
 12 times having phone contact with people just as they
 13 arrive or just before they arrive.
 14 **A. That's correct, yes.**
 15 Q. Thank you.
 16 Second point really is mentioning the topic where
 17 Mr Black arrives.
 18 **A. Mm-hm.**
 19 Q. You mention that he was with a councillor when he
 20 arrived.
 21 **A. I think Robert arrived first and then the councillor**
 22 **arrived maybe 5/10 minutes later.**
 23 Q. That's the question I wanted to clarify, as to the
 24 order.
 25 **A. Mm.**

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1 Q. Could you tell us again the name of that councillor?
 2 **A. I believe it was Councillor Feilding-Mellen.**
 3 Q. When he arrived after Robert Black, 10 minutes or so
 4 later, did you see what they were doing, Mr Black and
 5 the councillor?
 6 **A. To be honest, I have a recollection of the two of them**
 7 **chatting together, slightly away from the command unit,**
 8 **but what the content of that discussion was, I couldn't**
 9 **tell you.**
 10 Q. In terms of the duration of that conversation?
 11 **A. Again, I have no recollection.**
 12 THE WITNESS: Those are all the questions I have. Thank you
 13 so much again for attending today. It's very much
 14 appreciated.
 15 SIR MARTIN MOORE-BICK: I'd add my thanks, Mr Chamchoun.
 16 Can I just ask you, have you been waiting all day to
 17 give your evidence here?
 18 THE WITNESS: I am happy to have been of help -- if I have
 19 been of help.
 20 SIR MARTIN MOORE-BICK: Well, you have, and it's very good
 21 of you. I'm sorry we kept you waiting around so long.
 22 It's difficult to avoid that to some extent, but anyway.
 23 THE WITNESS: It's a horrendous tragedy and there were a lot
 24 of people impacted on that day. My thoughts remain with
 25 the survivors and everyone that was affected.

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1 SIR MARTIN MOORE-BICK: Well, we are very grateful to you
 2 for coming to tell us what you can about what was going
 3 on. It all adds to the big picture, and so thank you
 4 very much indeed for coming.
 5 THE WITNESS: Thank you.
 6 SIR MARTIN MOORE-BICK: Now you're free to go. Would you
 7 like to go with the usher.
 8 (The witness withdrew)
 9 MR KEATING: Mr Chairman, thank you so much for your
 10 patience today and for sitting so late. That's all the
 11 business that there is for today.
 12 SIR MARTIN MOORE-BICK: Right, thank you very much. Then
 13 we're going to start on Monday, I think -- maybe
 14 Mr Millett --
 15 MR KEATING: Mr Millett will probably know better.
 16 SIR MARTIN MOORE-BICK: -- will probably have as good an
 17 idea as anyone.
 18 MR MILLETT: I hope so, yes. We're going to start on Monday
 19 with the evidence of Control Room Officer Sarah Russell,
 20 who is an LFB control room officer.
 21 We will then proceed to hear evidence from other
 22 control room staff from non-London control rooms who
 23 will be able to assist with some details about buddy
 24 control rooms and things of that nature.
 25 SIR MARTIN MOORE-BICK: Thank you very much.

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42 (Pages 165 to 168)

1 Well, we'll break there and resume at 10 o'clock on
2 Monday morning, then, please.
3 Thank you very much.
4 (3.45 pm)
5 (The hearing adjourned until Monday, 19 November 2018
6 at 10.00 am)
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