

<p>1 Tuesday, 13 November 2018</p> <p>2 (10.00 am)</p> <p>3 SIR MARTIN MOORE-BICK: Good morning, everyone. Welcome to</p> <p>4 today's hearing.</p> <p>5 We are going to begin by hearing the rest of</p> <p>6 Commander Jerome's evidence.</p> <p>7 MR MILLETT: Good morning, Mr Chairman. Yes, we are.</p> <p>8 Can I please call Commander Jerome back.</p> <p>9 NEIL JEROME (continued)</p> <p>10 Questions by COUNSEL TO THE INQUIRY (continued)</p> <p>11 MR MILLETT: Commander, good morning.</p> <p>12 <b>A. Good morning.</b></p> <p>13 Q. Thank you very much for coming back to us this morning.</p> <p>14 <b>A. Thank you.</b></p> <p>15 Q. I am going to turn now to your involvement on the night,</p> <p>16 or, rather, to turn back to it.</p> <p>17 Can I ask you, please, to go to page 13 of your</p> <p>18 witness statement and look at paragraph 46.</p> <p>19 You say that you arrived at the special operations</p> <p>20 room at 4.10 am, and you were briefed by Chief Inspector</p> <p>21 Barrett.</p> <p>22 I think it's right, isn't it, that this was your</p> <p>23 second briefing, having had the first substantive</p> <p>24 briefing at 02.30?</p> <p>25 <b>A. That's right, yes.</b></p> <p style="text-align: center;">Page 1</p>	<p>1 <b>an incident, and at that point I was neither in</b></p> <p>2 <b>a position to have good communications, neither had</b></p> <p>3 <b>I been properly briefed as I would be at 04.10 when</b></p> <p>4 <b>I came in. And also my location in a vehicle on</b></p> <p>5 <b>a motorway was difficult as well.</b></p> <p>6 Q. You say in paragraph 46:</p> <p>7 "He briefed me on the nature of the incident, the</p> <p>8 command structure put in place, the resources being</p> <p>9 deployed, and the current status of the activations</p> <p>10 initiated on my earlier call."</p> <p>11 During that briefing, did he give you any further</p> <p>12 new information about the incident?</p> <p>13 <b>A. Would it be okay to refer to my notes?</b></p> <p>14 Q. Yes, of course.</p> <p>15 <b>A. Thank you.</b></p> <p>16 Q. Just so we know what those are, I think you're referring</p> <p>17 to the Jerome log, which is at MET00023289.</p> <p>18 Is that what you're referring to as your notes?</p> <p>19 <b>A. Yes, it is, yes.</b></p> <p>20 Q. Okay. And they start, just so we're all keeping up with</p> <p>21 you, on page 14 internally, and, indeed, the Relativity</p> <p>22 reference.</p> <p>23 I think the part that you want to refer to is on</p> <p>24 page 15, a quarter of the way down the page at the --</p> <p>25 <b>A. I'm sorry, so I'm on page 8 of that document.</b></p> <p style="text-align: center;">Page 3</p>
<p>1 Q. Before you arrived at the incident room, which was at</p> <p>2 Lambeth, were you receiving any updates about the</p> <p>3 incident?</p> <p>4 <b>A. So on my way in I received a phone call from Chief</b></p> <p>5 <b>Inspector Barrett just giving me an update in terms of</b></p> <p>6 <b>just the extent of the fire. But clearly at that point,</b></p> <p>7 <b>travelling at speed in a vehicle, there was no way of</b></p> <p>8 <b>making any notes, and certainly no way that I could make</b></p> <p>9 <b>any decisions at that point.</b></p> <p>10 Q. Did Inspector Barrett tell you, while you were en route,</p> <p>11 about the change in stay-put advice?</p> <p>12 <b>A. No.</b></p> <p>13 Q. Did he tell you anything about the number of casualties</p> <p>14 or fatalities that were being experienced?</p> <p>15 <b>A. No, no.</b></p> <p>16 Q. What did he tell you?</p> <p>17 <b>A. Just that the fire was continuing to spread and that it</b></p> <p>18 <b>was a very serious incident.</b></p> <p>19 Q. Did you take any actions or make any decisions en route</p> <p>20 as a result of what he told you?</p> <p>21 <b>A. I did not. I wasn't in the position with a telephone</b></p> <p>22 <b>line, which was very difficult to make any decisions at</b></p> <p>23 <b>that point. And it wouldn't have been appropriate to do</b></p> <p>24 <b>so. Elsewhere in my statement I set out what the</b></p> <p>25 <b>command protocols are for assuming command of</b></p> <p style="text-align: center;">Page 2</p>	<p>1 Q. Right.</p> <p>2 <b>A. That's the one, yes.</b></p> <p>3 Q. That says:</p> <p>4 "0420 briefing from ..."</p> <p>5 Is that Duane Barrett?</p> <p>6 <b>A. Yes, that's right.</b></p> <p>7 Q. "... CAD482."</p> <p>8 So what would you like to refer us to?</p> <p>9 <b>A. So during the course of that he's telling me that</b></p> <p>10 <b>clearly the call came in at 01.16. He's given me the</b></p> <p>11 <b>CAD reference, that it was initially a six-pump fire.</b></p> <p>12 <b>The timing of our first units on the scene, the number</b></p> <p>13 <b>of MPS units, its location. The Gold commander, which</b></p> <p>14 <b>is Paul Warnett at that point. And then talking through</b></p> <p>15 <b>the resources that we've got at the scene. Updating me</b></p> <p>16 <b>that we believe there to be at least tragically four</b></p> <p>17 <b>people that have died, the number of people that we</b></p> <p>18 <b>believe had evacuated. The fact that we'd put our</b></p> <p>19 <b>callers onto the 999 system so that we didn't have</b></p> <p>20 <b>anybody waiting to come through, that was to give</b></p> <p>21 <b>support to the London Fire Brigade, the additional</b></p> <p>22 <b>resources that we've got going to that.</b></p> <p>23 And then also on some of the activations, so GT</p> <p>24 staff coming in means that we've got control room staff</p> <p>25 that are making their way in to activate the special ops</p> <p style="text-align: center;">Page 4</p>

<p>1 <b>room.</b></p> <p>2 Q. Just a couple of things on that page. First of all,</p> <p>3 a third of the way down the page, you record:</p> <p>4 "Everyone onto 999 ..."</p> <p>5 Then there's, "no" --</p> <p>6 <b>A. "... no waiters ..."</b></p> <p>7 Q. "No waiters", so that means you have nobody waiting for</p> <p>8 999 calls?</p> <p>9 <b>A. That's right.</b></p> <p>10 Q. Does that mean a command had been given to the</p> <p>11 Metropolitan Police control room, MetCC, to take</p> <p>12 Grenfell calls?</p> <p>13 <b>A. Yes, that was my understanding, and that we had put</b></p> <p>14 <b>members of the control room onto the telephone systems</b></p> <p>15 <b>to prioritise the 999 calls.</b></p> <p>16 Q. Right. We'll come back to that shortly.</p> <p>17 It then goes on to say, "SO19". What is that?</p> <p>18 <b>A. SO19 is our armed response vehicles. So we spoke</b></p> <p>19 <b>yesterday that the Territorial Support Group have</b></p> <p>20 <b>enhanced training as well as building entry skills. Our</b></p> <p>21 <b>armed officers have clearly an advanced training as</b></p> <p>22 <b>well, and also means of -- method of entry into</b></p> <p>23 <b>buildings as well, should they be required in order to</b></p> <p>24 <b>gain access.</b></p> <p>25 <b>They weren't there in an armed capacity, I'd like to</b></p> <p style="text-align: center;">Page 5</p>	<p>1 you which led you to write that down there?</p> <p>2 <b>A. So I can't remember specifically, but it's very much</b></p> <p>3 <b>into the life-saving phase of an incident. So</b></p> <p>4 <b>an incident will have a number of different phases, and</b></p> <p>5 <b>clearly we were still in a life-saving phase at that</b></p> <p>6 <b>point.</b></p> <p>7 Q. Did he tell you at that stage that the stay-put advice,</p> <p>8 as we've come to call it, had been revoked and that the</p> <p>9 advice to all residents was to self-evacuate if they</p> <p>10 could?</p> <p>11 <b>A. I haven't made a record of that, and so I can't recall</b></p> <p>12 <b>that off the top of my head.</b></p> <p>13 Q. Is there anything else you would like to tell us about</p> <p>14 that briefing, over and above what we can see there on</p> <p>15 that page?</p> <p>16 <b>A. No, those are my notes that I've made as he's going</b></p> <p>17 <b>through briefing me.</b></p> <p>18 Q. Just going back a little bit to the timing of this</p> <p>19 briefing, this briefing, as you've recorded, starts, as</p> <p>20 we can see at the top of this page, at 04.20, which is</p> <p>21 10 minutes after you arrived --</p> <p>22 <b>A. Yes.</b></p> <p>23 Q. -- because you put your arrival time at 04.10.</p> <p>24 What allowed you to remember that your arrival time</p> <p>25 was 04.10, as you said in your statement?</p> <p style="text-align: center;">Page 7</p>
<p>1 <b>emphasise that, they're there purely in the case of</b></p> <p>2 <b>getting as many resources there as possible in order to</b></p> <p>3 <b>have that option available to us should we need to get</b></p> <p>4 <b>into people's houses and save their lives.</b></p> <p>5 Q. It says here:</p> <p>6 "... SO19 going to go, due to building collapse."</p> <p>7 How would you deploy those officers in the event of</p> <p>8 the collapse of the building or the imminent threat of</p> <p>9 the building's collapse?</p> <p>10 <b>A. So, in making that note -- clearly they wouldn't go into</b></p> <p>11 <b>a collapsing building, but the danger then to the</b></p> <p>12 <b>surrounding area if the building comes down, if we can</b></p> <p>13 <b>get people out to save their lives in the buildings</b></p> <p>14 <b>around the tower itself.</b></p> <p>15 Q. I follow. So this wasn't a question of sending these</p> <p>16 particular officers into Grenfell Tower itself --</p> <p>17 <b>A. Absolutely not.</b></p> <p>18 Q. -- it was the surrounding area that needed to be</p> <p>19 cleared?</p> <p>20 <b>A. Absolutely, yes, it was.</b></p> <p>21 Q. Just a little bit lower down that page, I don't think</p> <p>22 you got there, but four entries up from the bottom,</p> <p>23 under the same time mark which starts at 0420 at the</p> <p>24 top, it says, "Still in rescue mode."</p> <p>25 Can you remember what Chief Inspector Barrett told</p> <p style="text-align: center;">Page 6</p>	<p>1 <b>A. I think it was a case of I checked my watch to see what</b></p> <p>2 <b>time I'd actually arrived in the special ops room.</b></p> <p>3 Q. You did that, did you?</p> <p>4 <b>A. Yes.</b></p> <p>5 Q. You have a clear, independent recollection of it being</p> <p>6 04.10?</p> <p>7 <b>A. Yes.</b></p> <p>8 Q. You told us yesterday that your phone call with Chief</p> <p>9 Inspector Barrett which he'd had with you while you were</p> <p>10 still at home started at 02.30, and I think you said</p> <p>11 yesterday ended at 02.40/02.45. That meant it took you</p> <p>12 1 hour and 20 minutes to get from your home to the GT</p> <p>13 room at Lambeth; is that right?</p> <p>14 <b>A. That's right.</b></p> <p>15 Q. Is that time period a function of the distance between</p> <p>16 your home and Lambeth?</p> <p>17 <b>A. So it will be a combination of the distance and also the</b></p> <p>18 <b>fact of then just getting in a position where I'm ready</b></p> <p>19 <b>to go.</b></p> <p>20 <b>I did consider -- so I have a staff officer who</b></p> <p>21 <b>lives a reasonable closeness to me, whether I would use</b></p> <p>22 <b>him to convey me in or whether I would divert a resource</b></p> <p>23 <b>to come down and pick me up and then convey me back in,</b></p> <p>24 <b>and certainly my view at that time was to divert</b></p> <p>25 <b>a resource that was sorely needed on the night to save</b></p> <p style="text-align: center;">Page 8</p>

<p>1 people's lives would not be appropriate, and therefore</p> <p>2 I made the decision that I would call my staff officer.</p> <p>3 Q. Were you delayed in any way in getting to the special</p> <p>4 operations room following the end of your call with</p> <p>5 Chief Inspector Barrett?</p> <p>6 A. Only making your way through south London, even at that</p> <p>7 time of the morning, making your way through traffic</p> <p>8 does impede your progress a little.</p> <p>9 Q. Do you think there should've been someone of your rank</p> <p>10 available in the GT room at an earlier stage?</p> <p>11 A. This is something which I have given a lot of thought to</p> <p>12 in terms of those timings. But I was reassured by my</p> <p>13 phone call early on with Chief Inspector Barrett that</p> <p>14 certainly the police command structure was in place, we</p> <p>15 had a Gold with an experienced superintendent who was</p> <p>16 actually on duty at the time, and the call-out</p> <p>17 procedures for a chief officer to arrive.</p> <p>18 Whilst clearly I will be making command decisions</p> <p>19 that are looking forward and how we would be managing</p> <p>20 the incident going forward, I was confident we'd got</p> <p>21 a command structure in place, Gold and Silver, and that</p> <p>22 that was appropriate at that time.</p> <p>23 Q. Going back to your statement, and going back to what you</p> <p>24 told us a moment ago based on your note -- we may need</p> <p>25 to have both open -- you say in paragraph 49 of your</p> <p style="text-align: center;">Page 9</p>	<p>1 in a consultation and a conversation with the London</p> <p>2 Fire Brigade, because you wouldn't know the volumes of</p> <p>3 999 calls and the fact that you had people dialling in</p> <p>4 on the 999 system.</p> <p>5 Q. Do you know whether Chief Inspector Barrett found out</p> <p>6 from his opposite number or from the LFB control room</p> <p>7 staff at Stratford what advise the control room staff</p> <p>8 were giving to 999 callers from Grenfell Tower?</p> <p>9 A. I'm sorry, I don't know.</p> <p>10 Q. Do you know whether he instructed the Met control room</p> <p>11 staff himself or whether he delegated that to somebody</p> <p>12 else?</p> <p>13 A. I'm sorry, I would assume that there was a delegation</p> <p>14 involved, but I don't know for certain.</p> <p>15 Q. You have exhibited as exhibit number 2 to your</p> <p>16 statement -- and it's MET00023291 -- a summary, if we</p> <p>17 can just have a look at that. It's a summary of 999</p> <p>18 calls handled by the MPS control room, or MetCC.</p> <p>19 You've put a column in, as we can see, the second</p> <p>20 column from the right, which says "ADVICE", and then we</p> <p>21 can see it tends to vary: evacuate, stay, evacuate,</p> <p>22 stay, evacuate, evacuate, stay, et cetera.</p> <p>23 When you compiled this summary, did you yourself</p> <p>24 study each transcript?</p> <p>25 A. No, so that was produced for me. So I didn't go through</p> <p style="text-align: center;">Page 11</p>
<p>1 statement on page 14:</p> <p>2 "Chief Inspector Barrett further informed me that he</p> <p>3 had deployed the MPS control room staff onto 999 calls.</p> <p>4 This meant that there were no callers waiting for their</p> <p>5 call to be answered."</p> <p>6 We covered that a moment ago very briefly, but</p> <p>7 I want to explore that a bit more with you, commander.</p> <p>8 First of all, was this deployment something that had</p> <p>9 been done exceptionally by Chief Inspector Barrett?</p> <p>10 A. So it doesn't happen as a matter of routine, but it</p> <p>11 certainly does happen when there is an exceptional</p> <p>12 volume of calls coming through that we would work with</p> <p>13 the other emergency services in order to assist them.</p> <p>14 We also do the same with other police forces as well.</p> <p>15 So it's not unusual but it's not common.</p> <p>16 Q. Do you know what time Chief Inspector Barrett had</p> <p>17 deployed the MPS control staff to deal with</p> <p>18 Grenfell Tower 999 calls?</p> <p>19 A. No, I do not.</p> <p>20 Q. Did he tell you?</p> <p>21 A. No.</p> <p>22 Q. Do you know whether he had done so in liaison with the</p> <p>23 London Fire Brigade?</p> <p>24 A. So whilst I don't know what the precise procedure is, my</p> <p>25 assumption is you could only do that once you had been</p> <p style="text-align: center;">Page 10</p>	<p>1 each and every one, no.</p> <p>2 Q. Did you go through any of them?</p> <p>3 A. Not each transcript, no, I went through the summary that</p> <p>4 was produced for me.</p> <p>5 Q. So you didn't cross-check the summary with the</p> <p>6 underlying transcripts?</p> <p>7 A. No, I did not.</p> <p>8 Q. Who prepared this for you, do you know?</p> <p>9 A. That would have been one of our legal professionals,</p> <p>10 I believe.</p> <p>11 Q. When you were given this summary and looked at it, as</p> <p>12 you said you did, did you note that the advice appears</p> <p>13 to have varied as between MPS control room staff prior</p> <p>14 to 2.00 am?</p> <p>15 A. That's right, it does vary.</p> <p>16 Q. What did you take away from noting that?</p> <p>17 A. So my reflections on that are that clearly our operators</p> <p>18 are listening to individuals on the telephone, and</p> <p>19 clearly they're wanting to save life as well and they're</p> <p>20 wanting to save their lives. And I think that each</p> <p>21 individual is making an assessment based upon what</p> <p>22 they're hearing and the call at the time.</p> <p>23 So whilst I can see that there is stay-put advice</p> <p>24 that people are following, I can also see that there are</p> <p>25 individuals, there are call-takers, that are probably</p> <p style="text-align: center;">Page 12</p>

<p>1 listening to those people on the other end of the line 2 and making an assessment with them to say, "Look, 3 I think that you do have a chance to get out." 4 So I can see that they're making those flexible 5 decisions based upon what they're hearing at the time, 6 and clearly not rigidly adhering to the advice that had 7 been given to them. 8 I suspect that in many of those cases they would've 9 actually have saved people's lives as well. 10 Q. From your knowledge, do you know whether or not MetCC 11 control room staff are trained in how to advise a caller 12 who is calling from a burning building? 13 A. I don't know. 14 Q. Do you know whether they're trained in or have any 15 knowledge of any of the London Fire Brigade's policies 16 on that subject? 17 A. I don't know. 18 Q. You don't know? 19 A. I don't know. 20 Q. On the night itself, did you know or come to learn that 21 the advice that was being given by MetCC control room 22 staff tended to vary from operator to operator and 23 caller to caller? 24 A. No, it wasn't until subsequently. 25 Q. Would you have expected there to be a consistent</p> <p style="text-align: center;">Page 13</p>	<p>1 a decision-making model, and one of those is clearly 2 taking into account policies and procedures, but also 3 making sure that you apply those to the circumstances 4 that are presented before you. But there is 5 a consistency in how you arrive at that decision-making 6 process. 7 Q. Well, it may be, commander, you can't help me with this, 8 but in your experience, in general terms, how 9 experienced is the MetCC as a control room in giving 10 advice to callers from burning buildings? 11 A. That would be, certainly in this instance, quite rare, 12 albeit that, as I said in my evidence yesterday, it is 13 not uncommon to receive fire calls about tower blocks. 14 But in these circumstances, this is very, very rare. 15 Q. Normally -- is this right? -- when the MetCC receives 16 a call from a caller in a burning tower block, that 17 would be handed over to the LFB and it would be dealt 18 with by their control room? 19 A. So I don't know, but certainly in my experience it 20 wouldn't be quite as cold as that. So the operator 21 clearly is going to take some information from the 22 caller in order to maximise the chances of saving 23 people's lives, before then, indeed, maybe transferring 24 it over. 25 Q. Let me be a bit more specific. Is this right: although</p> <p style="text-align: center;">Page 15</p>
<p>1 approach adopted by MetCC control room staff? 2 A. So our operators are having to make decisions, often 3 life and death -- I'm not talking with regards to the 4 fire, but life and death decisions when they're talking 5 to distressed members of the public, and are making 6 those decisions in the very best interests of those 7 individuals they're talking to. 8 So clearly London has been through a very traumatic 9 period in the last 18 months, and many of those 10 operators will have spoken to individuals at the time. 11 They will know what the advice is within those 12 circumstances, but they'll also be assessing and using 13 that advice and applying it to the circumstances that 14 they hear at the time. 15 So our operators are making very fluid judgement 16 calls based upon what they're actually hearing at the 17 time and not rigidly following a script or a procedure. 18 They're making sure that they're giving the very best 19 advice in the circumstances that they hear because those 20 circumstances will vary. 21 Q. Yes, the circumstances will vary, but you wouldn't 22 expect, would you, the policy or the basic ground rules 23 of how to give advice to vary, would you? 24 A. So there would be -- clearly they make an assessment, 25 and one of the things that we are trained in using is</p> <p style="text-align: center;">Page 14</p>	<p>1 the operator might well take initial details -- name, 2 address, perhaps the conditions, matters of that 3 nature -- when it came to specific advice to the caller, 4 would the MetCC operator then hand the call to the LFB 5 control room, or would they go further and take upon 6 themselves the giving of the advice as to whether to 7 stay or to get out and to assist the caller in assessing 8 whether it was safe to get out? 9 A. I don't know that level of detail, sorry. 10 Q. Would you expect the London Fire Brigade to be in 11 contact itself with the Metropolitan Police control 12 room, MetCC, supervisor so as to ensure that the advice 13 that was being given by the MetCC's control room about 14 whether to stay or to leave was consistent with the 15 LFB's advice? 16 A. So I would expect those conversations to take place and 17 I would expect that the LFB supervisor would be in 18 contact with us. I don't know on the night in terms of 19 whether those checks in terms of consistency -- but 20 clearly I would expect those conversations to be taking 21 place. 22 Q. Do you remember being told during the night that the 23 stay-put advice had changed and that the advice was now 24 to evacuate? 25 A. I do recall that happening. It was sometime later on,</p> <p style="text-align: center;">Page 16</p>

<p>1 <b>sometime between 04.20 and later, but I can't recall</b>  2 <b>exactly when that took place.</b>  3 Q. Your recollection is that that took place after 04.20,  4 so after your briefing with Chief Inspector Barrett?  5 <b>A. Yes. I can recall, but I haven't made a note of it,</b>  6 <b>that someone did mention that the stay-put advice had</b>  7 <b>changed during the course of that night.</b>  8 Q. And you put your learning moment at after 04.20?  9 <b>A. Yes.</b>  10 Q. Do you remember whether you were told at that time that  11 it had changed earlier or that it had now changed?  12 <b>A. No, that it had changed much earlier.</b>  13 Q. Did you discover when that was at the time?  14 <b>A. No.</b>  15 Q. You didn't?  16 <b>A. No.</b>  17 Q. Looking at your schedule, if you look at, for example --  18 it's not really an example, but it's the last of them on  19 the page where it says "stay". 932 is the CAD  20 reference, time of call: 03.05, advice: stay:  21 "Caller this is the police. I'm trying to get  22 someone to you but you need to tell me where you are."  23 Whoever has read the transcript has interpreted that  24 as a stay. Assuming that's right, because I don't think  25 you can help us with that, were you aware that that was</p> <p style="text-align: center;">Page 17</p>	<p>1 I'm not going to go through CAD932 because you  2 didn't, and therefore I'm not going to do it with you  3 here now, but I note your answer.  4 Can I turn, then, to the heli-tele downlink and go  5 back to paragraph 49 of your statement, please,  6 commander.  7 You say, four lines down from the start of that  8 paragraph:  9 "The National Police Air Service were requested by  10 the control room to provide assistance. Emergency  11 services are allowed to deploy into such temporary  12 flight restriction zones to help assist with dealing  13 with the incident in accordance with the rules laid down  14 by the Civil Aviation Authority."  15 Do you know what specific assistance NPAS, the  16 National Police Air Service, were asked to provide?  17 <b>A. So I know that the request was provided to the National</b>  18 <b>Police Air Service to lift earlier on in the evening.</b>  19 <b>I don't know precisely what they were told in terms of</b>  20 <b>the assistance that they would be given -- they would</b>  21 <b>ask to be given.</b>  22 Q. When you say, I think, in that last answer the request  23 was provided to "lift" earlier on in the evening --  24 that's what the transcriber has taken from your answer.  25 Did you say that?</p> <p style="text-align: center;">Page 19</p>
<p>1 some 15 minutes or so at least after the LFB had revoked  2 the stay-put advice and was now advising all callers to  3 leave?  4 <b>A. Yes, that's right.</b>  5 Q. Can you account for that? Can you account for why that  6 advice was being given by your control room even at that  7 stage?  8 <b>A. No, I'm sorry, I can't.</b>  9 Q. This is to some extent a hypothetical question, but if  10 in fact the MetCC was giving stay-put advice at or  11 around this time, 03.05, then assuming that that was not  12 the same advice as the advice now being given by the  13 LFB, my question is: is that consistent with the  14 approach required by the principles of joint working as  15 set out in the JESIP document, the joint doctrine  16 interoperability framework?  17 <b>A. So, again, if -- so I think it would be useful to</b>  18 <b>actually look at 932, if we do have it available, to go</b>  19 <b>through that CAD. But if not, then clearly in the</b>  20 <b>interests of JESIP and that joint working and the</b>  21 <b>sharing of information, that clearly should've taken</b>  22 <b>place.</b>  23 Q. I'm sorry, I didn't catch that last part.  24 <b>A. Then that should've taken place.</b>  25 Q. It should've taken place. Yes.</p> <p style="text-align: center;">Page 18</p>	<p>1 <b>A. Yes. So that's a technical term --</b>  2 Q. What does that mean?  3 <b>A. -- for the deployment of a helicopter.</b>  4 Q. Oh, I see, right. So the request --  5 <b>A. Take off.</b>  6 Q. -- to deploy?  7 <b>A. Yes, the common phrase would be to take off.</b>  8 Q. I follow. Because that might cause confusion. It  9 caused confusion with me.  10 <b>A. Sorry.</b>  11 Q. Not lift people off a building --  12 <b>A. Absolutely not.</b>  13 Q. -- but to lift off and go to the building?  14 <b>A. So as I said yesterday, certainly the police helicopters</b>  15 <b>do not have a rescue function.</b>  16 Q. Was the deployment of an NPAS helicopter an automatic  17 JESIP response by the police to a major incident?  18 <b>A. So it would be a consideration, and certainly in my</b>  19 <b>experience, using helicopters does provide you with</b>  20 <b>an additional perspective on an incident, whether you're</b>  21 <b>dealing with public order or whether you're dealing with</b>  22 <b>a major incident such as this.</b>  23 Q. I think I take from your last answer that it's not  24 an automatic JESIP response to a major incident. Does  25 that mean that somebody would then have to apply their</p> <p style="text-align: center;">Page 20</p>

<p>1 mind and make a specific decision --</p> <p>2 <b>A. Yes.</b></p> <p>3 Q. -- in the context of a major incident whether to deploy</p> <p>4 a helicopter?</p> <p>5 <b>A. Yes.</b></p> <p>6 Q. Do you know who that was?</p> <p>7 <b>A. I don't, no.</b></p> <p>8 Q. Do you know why it was?</p> <p>9 <b>A. No, I do not.</b></p> <p>10 Q. Can I just ask you to look at CAD482. I want to ask you</p> <p>11 about the heli-tele downlink itself.</p> <p>12 If you go to CAD482, please, and turn in it to</p> <p>13 page 22, just above the bottom of the page at a time</p> <p>14 mark of 03.23.36, you can see:</p> <p>15 "GT^ASU - FYI OE21N HAVE TWO PORTABLE DOWNLINKS</p> <p>16 ONBOARD AND ENROUTE TO SCENE FOR LFB AND POLICE TO VIEW</p> <p>17 HELTELI PICUTRES."</p> <p>18 First of all, I think it's right that, as Inspector</p> <p>19 Thatcher told us yesterday, GT ASU was the GT control</p> <p>20 room at Lambeth?</p> <p>21 <b>A. That's right.</b></p> <p>22 Q. And FYI -- we know what that means -- OE21N -- what is</p> <p>23 that?</p> <p>24 <b>A. So I certainly know what FYI is, which is "for your</b></p> <p>25 <b>information", but the rest of it, I would presume that's</b></p> <p style="text-align: center;">Page 21</p>	<p>1 <b>A. Clearly we would expect those to work. I wouldn't</b></p> <p>2 <b>expect that information to come directly to me in my</b></p> <p>3 <b>role of Gold. I would expect that to be resolved at</b></p> <p>4 <b>other levels.</b></p> <p>5 <b>But clearly having a helicopter and having the</b></p> <p>6 <b>ability to view the downlink would be of great</b></p> <p>7 <b>assistance.</b></p> <p>8 Q. Do you know, even now, why the command units at the LFB</p> <p>9 were not able to receive the heli-tele downlink?</p> <p>10 <b>A. No, I do not.</b></p> <p>11 Q. Do you know why the LFB were not put in direct radio</p> <p>12 contact with the helicopter pilot?</p> <p>13 <b>A. No, sorry, I do not.</b></p> <p>14 Q. Do you know whether they should've been?</p> <p>15 <b>A. So on our Airwave systems -- and clearly I don't know in</b></p> <p>16 <b>detail the LFB ones -- there is a facility from ground</b></p> <p>17 <b>to air to patch in and speak to the air support unit.</b></p> <p>18 Q. Do you know why it wasn't used?</p> <p>19 <b>A. No, I do not.</b></p> <p>20 Q. You said a moment ago in your answer that you would</p> <p>21 expect the curing of the defect with the non-operating</p> <p>22 heli-tele downlink to be resolved at other levels.</p> <p>23 Who would you expect to have resolved that issue on</p> <p>24 the night?</p> <p>25 <b>A. So if there's the ability clearly for individuals who</b></p> <p style="text-align: center;">Page 23</p>
<p>1 <b>a call sign.</b></p> <p>2 Q. Right, okay.</p> <p>3 They have two portable downlinks as we can read</p> <p>4 there.</p> <p>5 Were you made aware at any point that the LFB were</p> <p>6 not receiving the heli-tele downlink from the</p> <p>7 helicopters?</p> <p>8 <b>A. No.</b></p> <p>9 Q. So at this point, 03.23, you'd finished your</p> <p>10 conversation with Chief Inspector Barrett and were</p> <p>11 en route to Lambeth.</p> <p>12 Did Chief Inspector Barrett, during his first</p> <p>13 substantive call with you at 02.30, tell you that there</p> <p>14 were difficulties in receiving the heli-tele downlink?</p> <p>15 <b>A. No.</b></p> <p>16 Q. Did you get any information while en route that this</p> <p>17 problem had emerged?</p> <p>18 <b>A. No.</b></p> <p>19 Q. Did you get any briefing from Chief Inspector Barrett</p> <p>20 when you arrived at GT Lambeth that this problem had now</p> <p>21 emerged?</p> <p>22 <b>A. No.</b></p> <p>23 Q. Does it come as a surprise to you to find out that there</p> <p>24 was no operating heli-tele downlink between the</p> <p>25 helicopter and the LFB's command units?</p> <p style="text-align: center;">Page 22</p>	<p>1 <b>know how to operate the technical aspects of that to</b></p> <p>2 <b>have done so. My reading of that is that people were</b></p> <p>3 <b>trying to find a workaround in order to work around some</b></p> <p>4 <b>of those technical difficulties that were being</b></p> <p>5 <b>experienced.</b></p> <p>6 Q. Do you know what these portable downlinks are?</p> <p>7 <b>A. No.</b></p> <p>8 Q. You don't?</p> <p>9 <b>A. No.</b></p> <p>10 Q. Right, okay. So you won't be able to help me with my</p> <p>11 next question, then, which is why they weren't taken</p> <p>12 into the command unit and used by the LFB.</p> <p>13 <b>A. No, I do not.</b></p> <p>14 Q. Do you know if the Airwave channel on which NPAS</p> <p>15 messages were being communicated was available to the</p> <p>16 LFB?</p> <p>17 <b>A. So I don't know for certain, no. But I do know on our</b></p> <p>18 <b>police handsets there is a ground-to-air channel and</b></p> <p>19 <b>I would assume that would be the same for the London</b></p> <p>20 <b>Fire Brigade as well.</b></p> <p>21 Q. Yes.</p> <p>22 <b>A. But certainly each handset is programmed slightly</b></p> <p>23 <b>differently.</b></p> <p>24 Q. Can I ask you to go to your log of the night, which is</p> <p>25 MET00023289, and go to page 8.</p> <p style="text-align: center;">Page 24</p>

<p>1 Near the bottom of the page you can see, just above 2 0500, it says: 3 "Arranging briefing with Paul Warnett." 4 I think he was the Gold from whom you took over. 5 <b>A. Yes, yes.</b> 6 Q. You had taken over from him. 7 Had you taken over from him prior to 5.00 am? 8 <b>A. Yes, I had.</b> 9 Q. So was it that briefing during which you took over from 10 him? 11 <b>A. So I took over -- I received the briefing from Chief 12 Inspector Barrett. That was at 04.20. So I then 13 considered that I was within the special operations 14 room, that I'd received the briefing, that I was then in 15 a position to assume command as Gold.</b> 16 Q. I am just going to tie this up, then, with your 17 statement, paragraph 50 at page 14. Just go back to 18 that. 19 You say there: 20 "50. Once I had arrived at GT and received the 21 briefing from Chief Inspector Barrett at 04:10, I was of 22 the view that command could now transfer to me. 23 I undertook the role of gold commander at that point." 24 Did you do so after having had a briefing from 25 Superintendent Warnett?</p> <p style="text-align: right;">Page 25</p>	<p>1 <b>A. Then he would become Silver.</b> 2 Q. He became Silver? 3 <b>A. Yes.</b> 4 Q. Does that mean Inspector Thatcher became Bronze or did 5 he come out of the structure? 6 <b>A. So because of the Gold, Silver, Bronze structure, what 7 you could have with an inspector such as Nick Thatcher 8 is he could then become effectively working with Silver. 9 So you would only ever have one Silver, but clearly 10 because of the continuity, because of everything that 11 was taking place, because of the complexity, the 12 fast-paced nature of the incident, Nick Thatcher could 13 then assist Mr Warnett with his discharge of his 14 functions as Silver.</b> 15 Q. Right. I see. 16 Once you had assumed Gold Command, what was your 17 plan? 18 <b>A. So my plan was very simply to preserve and protect life 19 as much as we could, and I think I detailed in my notes 20 just very, very briefly what that initial plan was.</b> 21 Q. Is that at page 8 of MET00023289? 22 <b>A. Yes. So the initial plan is very simply, in those very, 23 very early stages, that you would go straight to our 24 core duty, protect and preserve life, and then provide 25 assistance to those individuals who were injured, as</b></p> <p style="text-align: right;">Page 27</p>
<p>1 <b>A. No, so I assumed command before I had that briefing from 2 Superintendent Warnett.</b> 3 Q. When you assumed that role, therefore, you were working 4 on the basis of the briefing given to you by Chief 5 Inspector Barrett? 6 <b>A. Yes.</b> 7 Q. When you had your briefing with Superintendent Warnett, 8 was it a detailed briefing? 9 <b>A. It was sufficiently detailed for me to confirm what I'd 10 received from Chief Inspector Barrett and enough for me 11 to confirm that I was making command decisions.</b> 12 Q. Did he say anything to you about stay-put advice at that 13 stage? 14 <b>A. Not at that stage.</b> 15 Q. Did he say anything to you about the problems with the 16 heli-tele downlink? 17 <b>A. No.</b> 18 Q. Do you remember what he did tell you? 19 <b>A. So I do think I've got a later conference call that I've 20 recorded with him. I didn't record that initial 21 briefing that I took before 5 o'clock, which was the 22 first strategic co-ordinating group with Paul Warnett. 23 So I haven't recorded that, unfortunately.</b> 24 Q. Do you know what Superintendent Warnett's role was once 25 you'd assumed Gold Command?</p> <p style="text-align: right;">Page 26</p>	<p>1 well as providing assistance to those individuals who 2 had evacuated. 3 Q. You say that your role essentially was to attend and 4 chair the strategic co-ordinating group meetings, and 5 you did those at 5.00 am and 6.30 am. 6 <b>A. That's right, and then continuing throughout that day 7 and the rest of the days.</b> 8 Q. In addition to those meetings, did you carry out any 9 other actions in your role as Gold Commander? 10 <b>A. So everything would come through the strategic 11 co-ordinating group. There would be elements where the 12 police Silver would come to me, and we would then agree 13 whatever it was that they come to me, and they would 14 keep a separate record of those.</b> 15 Q. Turning to the strategic co-ordination meetings, you 16 cover these from paragraph 54 onwards of your statement 17 at the foot of page 15. If I can just ask you, please, 18 to go to that, commander, page 15 of your statement. 19 You say: 20 "54. The first meeting of the strategic 21 co-ordinating group took place at 05:00. This initial 22 meeting was focused on ensuring there was a common 23 shared situational awareness of the incident and was 24 largely concerned with each agency providing a situation 25 report of their response and putting in place an initial</p> <p style="text-align: right;">Page 28</p>

<p>1 multi-agency strategy."</p> <p>2 When you say an initial multi-agency strategy, do we</p> <p>3 take from that that there was, until that point,</p> <p>4 5.00 am, no multi-agency strategy?</p> <p>5 <b>A. So my understanding is that there was, but clearly what</b></p> <p>6 <b>I would need to do is make sure that that multi-agency</b></p> <p>7 <b>strategy was appropriate given the timescale and the</b></p> <p>8 <b>information that we were receiving.</b></p> <p>9 <b>A strategy is not a fixed point; it remains flexible</b></p> <p>10 <b>and must change according to the updated information</b></p> <p>11 <b>that's coming in.</b></p> <p>12 Q. Yes. I just wonder why you use the word "initial" there</p> <p>13 in your statement.</p> <p>14 <b>A. So, for me, because that would be my first strategic</b></p> <p>15 <b>co-ordinating group, that would be the first</b></p> <p>16 <b>multi-agency strategy of bringing all of the London</b></p> <p>17 <b>Resilience Forum together. That would be the first</b></p> <p>18 <b>opportunity for that to take place.</b></p> <p>19 <b>Clearly, that does not prevent that earlier on there</b></p> <p>20 <b>is that joint strategy of working together to save</b></p> <p>21 <b>people's lives.</b></p> <p>22 Q. So does that mean that before 5.00 am there was a joint</p> <p>23 strategy, it just wasn't, as it were, a London</p> <p>24 Resilience Forum joint strategy?</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: right;">Page 29</p>	<p>1 <b>putting in place this is as you're moving into a stage</b></p> <p>2 <b>where more and more partners are coming around the</b></p> <p>3 <b>table, what you need to be absolutely clear of is -- and</b></p> <p>4 <b>my role as the chair of the strategic co-ordinating</b></p> <p>5 <b>group is making sure that we're all aligned and we know</b></p> <p>6 <b>what our priorities are. That's the purpose of making</b></p> <p>7 <b>sure that we have this in place.</b></p> <p>8 Q. At this point, 5.00 am, did you know that the council</p> <p>9 had already triggered their own emergency response in</p> <p>10 accordance with their own policy?</p> <p>11 <b>A. Yes, I must have done, because I know that there were</b></p> <p>12 <b>local authority representatives at that meeting.</b></p> <p>13 Q. At Lambeth at 5.00 am?</p> <p>14 <b>A. At 5 o'clock.</b></p> <p>15 Q. Who was there?</p> <p>16 <b>A. Can I refer to the --</b></p> <p>17 Q. We can go to your note if you like.</p> <p>18 (Pause)</p> <p>19 <b>A. So from the local authority there was a Stuart Priestly,</b></p> <p>20 <b>David Kerry and Mark Sawyer.</b></p> <p>21 Q. Just to be clear, can I ask you to look, please, at</p> <p>22 MET00023287 and turn in that document to page 3. That's</p> <p>23 the London Resilience SCG minutes, the 5.00 am meeting.</p> <p>24 <b>A. That's right.</b></p> <p>25 Q. If you go to page 3 of that document, you can see the</p> <p style="text-align: right;">Page 31</p>
<p>1 Q. Could you explain the difference?</p> <p>2 <b>A. So the London Resilience Forum brings together other</b></p> <p>3 <b>responders other than the blue-light emergency services.</b></p> <p>4 <b>So clearly before that point, the initial part</b></p> <p>5 <b>would've been mainly first responders. The London</b></p> <p>6 <b>Resilience Forum is wider than just the first</b></p> <p>7 <b>responders.</b></p> <p>8 Q. Would the METHANE message, which would normally be sent</p> <p>9 at the point at which a major incident is declared, not</p> <p>10 engage agencies wider than the blue-light agencies?</p> <p>11 <b>A. Certainly at that point, not necessarily. It would be</b></p> <p>12 <b>very much focused on what the primary objectives are and</b></p> <p>13 <b>the resources you've got available. And in</b></p> <p>14 <b>a fast-moving complex where people's lives are at risk,</b></p> <p>15 <b>then I would expect that it would be focused on those</b></p> <p>16 <b>arrangements.</b></p> <p>17 <b>We're all absolutely clear as emergency responders</b></p> <p>18 <b>what our first duty is, and that's to save people's</b></p> <p>19 <b>lives.</b></p> <p>20 Q. So do I take it from that that at this point, you didn't</p> <p>21 have a multi-agency strategy under the umbrella of the</p> <p>22 London Resilience Forum; did that mean that up until</p> <p>23 that point there was no shared agency strategy outside</p> <p>24 the blue-light or emergency services?</p> <p>25 <b>A. So I believe that there would be. The purpose of</b></p> <p style="text-align: right;">Page 30</p>	<p>1 local authority representatives, Stuart Priestly,</p> <p>2 David Kerry and Mark Sawyer.</p> <p>3 Were they physically present at Lambeth or were they</p> <p>4 patched in by telephone?</p> <p>5 <b>A. I can't remember.</b></p> <p>6 Q. Right.</p> <p>7 <b>A. No, I can't remember.</b></p> <p>8 Q. Was this the first time that you'd engaged with those</p> <p>9 individuals or those representatives?</p> <p>10 <b>A. Yes.</b></p> <p>11 Q. Going back to a page in the document, you can see item</p> <p>12 1.1:</p> <p>13 "1.1. LFB requested attendance by a structural</p> <p>14 engineer due to concerns over the structural integrity</p> <p>15 of the building. The engineer is now confirmed on</p> <p>16 scene."</p> <p>17 To your knowledge, was that the first time that the</p> <p>18 LFB had requested attendance or earlier on in the night?</p> <p>19 <b>A. So that would've come from the London Fire Brigade</b></p> <p>20 <b>representative.</b></p> <p>21 Q. Richard Mills?</p> <p>22 <b>A. Yes, that's right.</b></p> <p>23 Q. Right.</p> <p>24 <b>A. So clearly I don't know at what time they made that</b></p> <p>25 <b>call.</b></p> <p style="text-align: right;">Page 32</p>



<p>1 Q. At paragraph 3.1, under the title "Situation brief", you 2 can see it says: 3 "3.1. At 0:55 LFB was called to the incident in 4 North Kensington, a block of flats with 24 floors, 5 Grenfell Tower, W1. The building is alight from 2nd to 6 24th floor, approximately 100 individuals involved, LFB 7 has declared a major incident." 8 Did anybody say at that meeting that in fact the 9 Metropolitan Police had also declared a major incident? 10 <b>A. Let me just read down through.</b> 11 <b>(Pause)</b> 12 <b>No, they did not, but then I was aware that we had,</b> 13 <b>so within my knowledge I was clearly aware that the</b> 14 <b>police had also declared it a major incident.</b> 15 Q. And had done so some 35 minutes before the LFB had done? 16 <b>A. Yes.</b> 17 Q. How was this meeting updated with the priorities that 18 were being adopted at that time on the incident ground 19 itself? 20 <b>A. So at the end of my note, which I've got as MET00023289,</b> 21 <b>and page 9 of that --</b> 22 Q. Yes. 23 <b>A. Probably about a third of the way down, it says:</b> 24 <b>"Save life, inform public, welfare of staff."</b> 25 <b>So there will have been a conversation during that</b></p> <p style="text-align: center;">Page 33</p>	<p>1 time, and Inspector Thatcher, who was Silver at that 2 time -- and I say "time", it was about 02.40 -- 3 DAC O'Loughlin identifies as the first and biggest thing 4 that the LFB needed from the Metropolitan Police was 5 identifying the people and the casualties. 6 I can show you a clip of the body-worn video if you 7 like, but take it from me that that is what is said. 8 By the time of your involvement and by the time of 9 this first meeting at 5.00 am of the SCG, did you 10 appreciate the importance of that function, 11 identification of people and casualties, to LFB's search 12 and rescue function? 13 <b>A. Yes. So yesterday I described the role of a casualty</b> 14 <b>bureau and taking information from a number of different</b> 15 <b>sources -- that includes the hospital, includes the</b> 16 <b>survivor reception centres -- so that we have</b> 17 <b>an accurate picture of individuals that may or may not</b> 18 <b>still be within Grenfell Tower.</b> 19 Q. It took time, I think, for that casualty bureau to be 20 set up, as we heard yesterday. 21 <b>A. (Nodded assent)</b> 22 Q. I think some four hours. 23 <b>A. That's right.</b> 24 Q. We were told it was instructed to be set up at 02.30 and 25 got set up about 06.30.</p> <p style="text-align: center;">Page 35</p>
<p>1 <b>0500 meeting that was not recorded in the minutes around</b> 2 <b>the priorities.</b> 3 Q. It also says: 4 "... difficulty gaining access, 15th floor above, 5 awaiting sit update." 6 Do you know how long after this meeting you had to 7 wait to get a situational update? 8 <b>A. So during the course of that night there were</b> 9 <b>situational updates coming in incredibly regularly.</b> 10 Q. Right. 11 <b>A. So it wasn't as though you have these periodically every</b> 12 <b>hour or every hour and a half, they would've been coming</b> 13 <b>in pretty instantly.</b> 14 Q. Going back to the role of the RBKC representatives, 15 Priestly, Kerry and Sawyer, do you know what their 16 duties entailed, or rather what they were actually 17 doing? 18 <b>A. So the role of the local authority are there primarily</b> 19 <b>to provide the humanitarian assistance. So they would</b> 20 <b>be opening up casualty and survivor reception centres.</b> 21 Q. Did anybody at the meeting mention the fact that the 22 London Fire Brigade had asked for plans of the building? 23 <b>A. No.</b> 24 Q. At an earlier meeting in the command unit between 25 DAC O'Loughlin, who was the incident commander at that</p> <p style="text-align: center;">Page 34</p>	<p>1 <b>A. That's right.</b> 2 Q. That period of four hours, let me put it to you, was 3 rather long, was it not, if in fact what was supposed to 4 be happening was that the LFB were trying to know who 5 had been cleared from particular flats and who had not? 6 <b>A. So whilst the casualty bureau is a formal process and</b> 7 <b>a very formal structure in terms of gathering that</b> 8 <b>information in, clearly in the meantime of that taking</b> 9 <b>place, officers on the ground and working with the</b> 10 <b>London Fire Brigade and also with the London Ambulance</b> 11 <b>Service getting those records of who has come out,</b> 12 <b>that's clearly going to be difficult, because there will</b> 13 <b>be individuals who will have self-evacuated and not gone</b> 14 <b>to a recognised centre.</b> 15 <b>The community were absolutely outstanding in helping</b> 16 <b>one another, and clearly bringing that assistance to</b> 17 <b>other human beings who are in peril is one of the things</b> 18 <b>that really does stand out from this absolute tragedy.</b> 19 <b>So there isn't a clean and clinical way of gathering</b> 20 <b>all of that information. It's going to be complex, it's</b> 21 <b>going to be multiple sources, multiple places, just</b> 22 <b>trying to understand who has come out and who may well</b> 23 <b>be remaining in there.</b> 24 <b>Certainly I'm aware that officers on cordons were</b> 25 <b>speaking to people on the cordons to try and get that</b></p> <p style="text-align: center;">Page 36</p>

<p>1 <b>information through.</b></p> <p>2 Q. What was your understanding of how survivors from the</p> <p>3 tower were actually being identified?</p> <p>4 <b>A. So it would be my understanding that we would be taking</b></p> <p>5 <b>names and addresses from people as we would engage with</b></p> <p>6 <b>them.</b></p> <p>7 Q. So, what, your officers would speak to evacuees?</p> <p>8 <b>A. Yes.</b></p> <p>9 Q. And what was the system for doing that? Was there</p> <p>10 a system for doing that?</p> <p>11 <b>A. So I think it would be, certainly in those</b></p> <p>12 <b>circumstances, dealing with it as it happened, as you</b></p> <p>13 <b>came across people.</b></p> <p>14 Q. Who was doing that?</p> <p>15 <b>A. So I think that would be a whole host of different</b></p> <p>16 <b>officers who were coming in contact with people.</b></p> <p>17 <b>I think the priority at that point, though, was</b></p> <p>18 <b>clearly people have come out, but also identifying</b></p> <p>19 <b>individuals who remain within the tower and seeing what</b></p> <p>20 <b>we could do to try and save them.</b></p> <p>21 Q. What did your officers actually do together with the LFB</p> <p>22 to facilitate that aim?</p> <p>23 <b>A. So I don't know.</b></p> <p>24 Q. You don't know?</p> <p>25 <b>A. In absolute detail.</b></p> <p style="text-align: right;">Page 37</p>	<p>1 Q. If we can just go back to it MET00023287:</p> <p>2 "3.8. Shelter and care (including access to</p> <p>3 medication) to be provided for evacuated people. RBKC</p> <p>4 adult social care arrangements to be developed, 2 rest</p> <p>5 centres open, further 3 premises to be opened to shelter</p> <p>6 people. Likely to consolidate later in the morning."</p> <p>7 Then you can see the reference to the casualty</p> <p>8 bureau under 3.10.</p> <p>9 My question is: what involvement did your officers</p> <p>10 have in the establishment of those centres?</p> <p>11 <b>A. So specifically, I don't know.</b></p> <p>12 Q. What involvement did your officers have in going to</p> <p>13 those centres and assisting evacuated people with</p> <p>14 identifying themselves and those loved ones who were</p> <p>15 still in the tower so as to be able to relay that back</p> <p>16 to the LFB to assist with their search and rescue?</p> <p>17 <b>A. So, again, specifically, I don't know precisely the</b></p> <p>18 <b>answer to that, but it would be my understanding that</b></p> <p>19 <b>our officers would be going there, albeit recognising</b></p> <p>20 <b>that our primary focus is to save life as well.</b></p> <p>21 Q. Do you know what your officers' role was, if any, in</p> <p>22 overseeing the documentation of the survivors and</p> <p>23 gathering or providing information in relation to</p> <p>24 residents who may be still in the tower or who were</p> <p>25 missing?</p> <p style="text-align: right;">Page 39</p>
<p>1 Q. Right.</p> <p>2 We know that the LESLP major incident manual</p> <p>3 document provides for survivor reception centres and</p> <p>4 friends and relatives reception centres to be set up so</p> <p>5 that survivors can be met by police and other services,</p> <p>6 and enable survivors to be documented and missing</p> <p>7 persons then to be identified and have information</p> <p>8 submitted about them.</p> <p>9 Can I ask you, did you appreciate at the time that</p> <p>10 the primary responsibility for setting up these centres</p> <p>11 rested with the police, supported by the local</p> <p>12 authority?</p> <p>13 <b>A. So my understanding at that point was because the police</b></p> <p>14 <b>don't have access to buildings that would enable that to</b></p> <p>15 <b>take place, that would be the role of the local</b></p> <p>16 <b>authority to do.</b></p> <p>17 Q. Did you have any discussion with the local authority</p> <p>18 about how they were going to be setting up those</p> <p>19 centres?</p> <p>20 <b>A. So I didn't, but I was assured from the 0500 meeting</b></p> <p>21 <b>that that was in the process. Clearly it says that two</b></p> <p>22 <b>rest centres were open and a further three premises to</b></p> <p>23 <b>be opened.</b></p> <p>24 Q. We pick that up at paragraph 3.8.</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: right;">Page 38</p>	<p>1 <b>A. No, I do not.</b></p> <p>2 MR MILLETT: Commander, thank you very much. I've come to</p> <p>3 the end of the questions I have for you.</p> <p>4 I've been going nearly an hour. There may be one or</p> <p>5 two more I just want to double check I've covered.</p> <p>6 Mr Chairman, it may be appropriate for a break now.</p> <p>7 SIR MARTIN MOORE-BICK: Yes. Well, I think we'll have the</p> <p>8 usual mid-morning break of 10 minutes, perhaps slightly</p> <p>9 more, and then when we come back, commander, we'll have</p> <p>10 an idea whether there are more questions that we need to</p> <p>11 ask you.</p> <p>12 THE WITNESS: Thank you.</p> <p>13 SIR MARTIN MOORE-BICK: All right? I'm going to ask you to</p> <p>14 go with the usher now, if you would, not to talk to</p> <p>15 anyone about your evidence while you're out of the room,</p> <p>16 and we'll resume at 11.10.</p> <p>17 THE WITNESS: Thank you.</p> <p>18 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>19 Good, 11.10, then, please.</p> <p>20 (11.00 am)</p> <p>21 (A short break)</p> <p>22 (11.10 am)</p> <p>23 SIR MARTIN MOORE-BICK: All right, commander? I haven't</p> <p>24 actually asked Mr Millett, but I suspect he has got some</p> <p>25 questions for you.</p> <p style="text-align: right;">Page 40</p>

<p>1 MR MILLETT: A few but not very many, commander.</p> <p>2 The first is about the call handler handling the</p> <p>3 advice on CAD932 at 03.05, and I know you wanted to see</p> <p>4 that. I'm not going to show it to you, but I am going</p> <p>5 to take you back to your witness statement at</p> <p>6 paragraph 35, if I can, please, page 11, where you</p> <p>7 exhibited CAD482.</p> <p>8 You say:</p> <p>9 "This shows that at 03:08 a message was received by</p> <p>10 the MPS control room from the LFB stating that Fire</p> <p>11 Safety Guidance had changed, and that those inside the</p> <p>12 building ought to escape by any means possible. My</p> <p>13 current understanding that that message was communicated</p> <p>14 across the airways to officers shortly before 03:10."</p> <p>15 So to be fair to you, when I asked you about whether</p> <p>16 or not the call that we see in your exhibit NAJ/2, which</p> <p>17 was timed at --</p> <p>18 <b>A. 03.05.</b></p> <p>19 Q. -- 03.05, was inconsistent with the advice that had then</p> <p>20 changed, putting the two together, is that right?</p> <p>21 <b>A. That would be my understanding, yes.</b></p> <p>22 Q. So would that mean -- and your guess is as good as mine,</p> <p>23 but to be fair to you -- that in fact that particular</p> <p>24 control room operator at MetCC had not yet heard or been</p> <p>25 given the message that the advice was now to evacuate,</p> <p style="text-align: right;">Page 41</p>	<p>1 <b>A. No, I'm sorry, I don't know.</b></p> <p>2 Q. Different question. Back to helicopters again.</p> <p>3 Can I ask you, please, to go to RBK00013294, and</p> <p>4 within that, please, to go to page 37. This is the</p> <p>5 LESLP major incident procedure manual, version 9.4,</p> <p>6 2015, paragraph 10.1.3.</p> <p>7 You can see there what helicopters can provide by</p> <p>8 way of the following support facilities. There's a list</p> <p>9 of bullet points there, airborne command and control,</p> <p>10 et cetera.</p> <p>11 Would any of those support facilities in the context</p> <p>12 of a fire involving the LFB be available in the absence</p> <p>13 of a functioning heli-tele downlink?</p> <p>14 <b>A. Could you rephrase that question again for me, please?</b></p> <p>15 Q. Yes. Looking at that list --</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. -- of support facilities that are available when an NPAS</p> <p>18 helicopter is deployed, would any of those be available</p> <p>19 in the absence of a heli-tele downlink --</p> <p>20 <b>A. So --</b></p> <p>21 Q. -- in the context of a fire?</p> <p>22 <b>A. Yes, so clearly it would provide that evidential video,</b></p> <p>23 <b>the capture of the scene clearly from the perspective of</b></p> <p>24 <b>a helicopter. You wouldn't be able to get that from the</b></p> <p>25 <b>ground.</b></p> <p style="text-align: right;">Page 43</p>
<p>1 because the first time that was broadcast from MetCC to</p> <p>2 all officers was at 03.08?</p> <p>3 <b>A. Yes, that could well be the case, yes.</b></p> <p>4 Q. But I think it remains the case that you still can't</p> <p>5 explain why that is so given that the LFB had changed</p> <p>6 the advice at 02.47 latest?</p> <p>7 <b>A. That's right, I do not know.</b></p> <p>8 Q. Just continuing in the same topic, can I take you back,</p> <p>9 please, to your note of the night, MET00023289, at</p> <p>10 page 8.</p> <p>11 This is your incident management log, first part.</p> <p>12 You say there -- and we looked at it earlier --</p> <p>13 a third of the way down the page:</p> <p>14 "Everyone onto 999, no waiters ..."</p> <p>15 You told us that that confirmed that the MetCC was</p> <p>16 taking Grenfell calls.</p> <p>17 <b>A. Yes.</b></p> <p>18 Q. Do you know the mechanics of how that would work in</p> <p>19 terms of BT connecting calls?</p> <p>20 <b>A. I'm sorry, no, that would be a technical question</b></p> <p>21 <b>I don't know the answer to.</b></p> <p>22 Q. Do you know whether there are any protocols that the Met</p> <p>23 has with BT as to how they would put calls through to</p> <p>24 the Met or through to another control room which was not</p> <p>25 LFB?</p> <p style="text-align: right;">Page 42</p>	<p>1 <b>The airborne command and control in the immediate</b></p> <p>2 <b>aftermath of an incident, that wouldn't be applicable in</b></p> <p>3 <b>this particular incident.</b></p> <p>4 <b>The overview of the scene, clearly that would give</b></p> <p>5 <b>you an additionality from an airborne perspective.</b></p> <p>6 <b>The casualty search/assessment of numbers, in my</b></p> <p>7 <b>evidence yesterday I said in my experience, that's more</b></p> <p>8 <b>around searching of large, open spaces.</b></p> <p>9 <b>Identification of present or potential hazards,</b></p> <p>10 <b>clearly that would give, again, an airborne view of</b></p> <p>11 <b>maybe some of those.</b></p> <p>12 <b>Transportation of personnel and equipment, that</b></p> <p>13 <b>wouldn't be appropriate in these circumstances.</b></p> <p>14 <b>Weather conditions and wind direction at scene, that</b></p> <p>15 <b>would clearly be available by other means, but it would</b></p> <p>16 <b>give the degree of drift of the burning material that's</b></p> <p>17 <b>falling from the building and whether the emergency</b></p> <p>18 <b>services on the scene would need to extend the cordon at</b></p> <p>19 <b>all.</b></p> <p>20 <b>The area containment, including cordon</b></p> <p>21 <b>deployment/infringement, you would get that from</b></p> <p>22 <b>officers on the ground as well; however, it does give</b></p> <p>23 <b>you that wider perspective.</b></p> <p>24 <b>The traffic management/route planning, clearly one</b></p> <p>25 <b>of the primary roles for us in supporting the London</b></p> <p style="text-align: right;">Page 44</p>

<p>1 <b>Fire Brigade is allowing not just them but other</b>  2 <b>emergency vehicles access to and fro of the scene. So</b>  3 <b>that would give you that perspective that you may not</b>  4 <b>necessarily quite get from the ground itself.</b>  5 <b>And then imagery of the scene, including photographs</b>  6 <b>and video, thermal imaging, that would give you</b>  7 <b>a different perspective of that.</b>  8 Q. Just following up on that in relation to the third,  9 fourth and fifth bullet points -- so immediate overview  10 of the scene, et cetera, casualty search/assessment of  11 numbers and identification of present or potential  12 hazards -- let me suggest to you that it must be right,  13 mustn't it, that in the absence of a heli-tele downlink  14 between the NPAS helicopter and the LFB command unit,  15 the support facilities offered by the helicopter in  16 relation to those functions would be very severely  17 limited?  18 <b>A. So the operators within the helicopter are incredibly</b>  19 <b>experienced, and what they would be able to do is convey</b>  20 <b>that verbally to those on the ground. It wouldn't</b>  21 <b>necessarily rely entirely upon a heli-tele downlink. So</b>  22 <b>they would be providing their own assessment, clearly.</b>  23 Q. They would?  24 <b>A. Yes.</b>  25 Q. But without the visual -- I repeat the question -- the</p> <p style="text-align: center;">Page 45</p>	<p>1 as this?  2 <b>A. So if they had that within -- clearly if it's a council</b>  3 <b>building, or a building to which the council would have</b>  4 <b>access, then I would expect that to be the case, yes.</b>  5 Q. Would you expect the LALO to be able to provide a list  6 of residents?  7 <b>A. Yes, I would.</b>  8 Q. Would you expect the LALO to be able to identify  9 vulnerable residents, such as those who were partially  10 sighted or non-sighted or those with mobility  11 difficulties?  12 <b>A. Certainly vulnerabilities, yes.</b>  13 Q. Commander, thank you very much. I've come to the end of  14 my -- oh, apparently not.  15 Could you just wait one moment? I'm sorry.  16 (Pause)  17 I'm asked to ask you, as you can see from what's  18 just happened: could the helicopter have used the public  19 address system? Could a helicopter have used a public  20 address system, such as a megaphone or some other kind  21 of way of communicating with residents?  22 <b>A. So it does have access to that. Whether that would've</b>  23 <b>been heard or not, I don't know. So I don't know</b>  24 <b>specifically the answer to that question.</b>  25 Q. And what is that access? How does it work functionally,</p> <p style="text-align: center;">Page 47</p>
<p>1 LFB's ability to gain support from the facility would be  2 very severely limited, no?  3 <b>A. I wouldn't say severely limited. I mean, clearly it</b>  4 <b>would be of benefit, absolutely it would, but also of</b>  5 <b>benefit is the fact that the operators within the</b>  6 <b>helicopter would be talking to those on the ground as</b>  7 <b>well and describing what they are seeing and the</b>  8 <b>hazards.</b>  9 Q. Can I ask you to then go back in this document --  10 a slightly different topic -- to page 11.  11 So we're still within the LESLP major incident  12 procedure manual, and at page 11, where we're dealing  13 with the local authority, you can see that there's  14 reference under 3.8.2 to "Local Authority Gold and the  15 LLACC".  16 Under 3.9, the "Local Authority Liaison Officer  17 (LALO)":  18 "3.9.1. The LALO is a senior representative of the  19 affected borough who is able to react to requests for  20 local authority assistance and is the on-scene liaison  21 point for the Council."  22 And you can see what the LALO is required to do.  23 Although we don't see reference to it in the LESLP  24 itself, would you expect the LALO's role to include the  25 provision of plans of the building in an incident such</p> <p style="text-align: center;">Page 46</p>	<p>1 do you know?  2 <b>A. No, I'm sorry.</b>  3 <b>MR MILLETT: No.</b>  4 <b>Thank you very much, commander, I have no further</b>  5 <b>questions for you.</b>  6 <b>Can I say thank you very much to you for coming</b>  7 <b>along and assisting the inquiry with our investigations.</b>  8 <b>We very much appreciate it, so thank you.</b>  9 THE WITNESS: Thank you.  10 SIR MARTIN MOORE-BICK: I would like to add my thanks,  11 commander. I'm sorry that we've had to call you back  12 for a second day, and thank you for coming back for a  13 second day.  14 Your evidence is very helpful. It's another piece  15 in the jigsaw puzzle which we're trying to put together,  16 so we're very grateful to you for coming along to tell  17 us what you could.  18 THE WITNESS: Thank you.  19 SIR MARTIN MOORE-BICK: Thank you very much, and now you're  20 free to go. If you would like to go with the usher,  21 she'll look after you. Thank you.  22 THE WITNESS: Thank you.  23 (The witness withdrew)  24 SIR MARTIN MOORE-BICK: Yes, Mr Millett.  25 MR MILLETT: Mr Chairman, the next oral witness to come is</p> <p style="text-align: center;">Page 48</p>

<p>1 Mr Woodrow from the London Ambulance Service.</p> <p>2 SIR MARTIN MOORE-BICK: Yes.</p> <p>3 MR MILLETT: Ms Rose Grogan will be examining him, and we'll</p> <p>4 probably take a short break in order for him to be</p> <p>5 brought or to rearrange matters for that.</p> <p>6 Before I do that, can I just read into the record</p> <p>7 a number of further pieces of evidence.</p> <p>8 SIR MARTIN MOORE-BICK: Yes, very well.</p> <p>9 MR MILLETT: I want to read into the record two schedules of</p> <p>10 witness statements, exhibits and documents.</p> <p>11 The first of those contains a list of witness</p> <p>12 statements and exhibits of other police officers who</p> <p>13 attended the scene on the night, and also Temporary</p> <p>14 Chief Inspector Winch, who describes how the emergency</p> <p>15 calls and the Metropolitan Police command and control</p> <p>16 system operates.</p> <p>17 The reference to the schedule is INQ00000519. If it</p> <p>18 can please be put up on the screen so people can see</p> <p>19 what I am talking about, that would be helpful.</p> <p>20 INQ00000519.</p> <p>21 All of those references are the references to those</p> <p>22 witness statements which are being read in.</p> <p>23 Chief Inspector Winch's statement is METS00020664.</p> <p>24 There's a second list of documents, which is</p> <p>25 INQ00000515, if that could also please be shown on the</p> <p style="text-align: right;">Page 49</p>	<p>1 the next witness.</p> <p>2 SIR MARTIN MOORE-BICK: Well, you in general terms.</p> <p>3 MR MILLETT: Me plural, right.</p> <p>4 SIR MARTIN MOORE-BICK: Thank you.</p> <p>5 (11.25 am)</p> <p>6 (A short break)</p> <p>7 (11.30 am)</p> <p>8 SIR MARTIN MOORE-BICK: Yes, Ms Grogan.</p> <p>9 MS GROGAN: Good morning, Mr Chairman.</p> <p>10 The next witness for today is Mr Paul Woodrow from</p> <p>11 the London Ambulance Service.</p> <p>12 SIR MARTIN MOORE-BICK: Good, thank you.</p> <p>13 MS GROGAN: Could we please call Mr Woodrow.</p> <p>14 PAUL WOODROW (sworn)</p> <p>15 Questions by MS GROGAN</p> <p>16 SIR MARTIN MOORE-BICK: Thank you very much, Mr Woodrow.</p> <p>17 Would you like to take a seat and make yourself</p> <p>18 comfortable. All right?</p> <p>19 Yes, Ms Grogan.</p> <p>20 MS GROGAN: Thank you.</p> <p>21 Can you please give the inquiry your full name?</p> <p>22 <b>A. My full name is Paul Andrew Woodrow.</b></p> <p>23 Q. Thank you very much for coming to give evidence today</p> <p>24 and to assist the inquiry with its investigations. It's</p> <p>25 very much appreciated.</p> <p style="text-align: right;">Page 51</p>
<p>1 screen.</p> <p>2 When it comes up, I'll explain what it is.</p> <p>3 That is a list of helicopter and NPAS witness</p> <p>4 statements with the name of the witness statement maker,</p> <p>5 as in the other schedule, the exhibit numbers, where</p> <p>6 relevant, and the MET references.</p> <p>7 I should just add this: the material contained in</p> <p>8 both schedules -- that's INQ00000519 and INQ00000515 --</p> <p>9 does include distressing information about matters on</p> <p>10 the night. The NPAS material also includes live footage</p> <p>11 from the NPAS helicopter which is distressing and</p> <p>12 graphic.</p> <p>13 So if anybody wants to access it, then I would just</p> <p>14 say that, if they do so, they need to be mindful of any</p> <p>15 distress that may be caused by this material either to</p> <p>16 themselves or to anybody who is looking at it with them.</p> <p>17 SIR MARTIN MOORE-BICK: Good. Well, thank you for drawing</p> <p>18 attention to that.</p> <p>19 MR MILLETT: So, Mr Chairman, with that, I would ask for</p> <p>20 another short break so that the preparations can be made</p> <p>21 before the next witness comes.</p> <p>22 SIR MARTIN MOORE-BICK: Right, very well.</p> <p>23 Well, I'll rise for 5 minutes or less if you find</p> <p>24 that you are ready sooner.</p> <p>25 MR MILLETT: Well, it's Ms Grogan who is going to be taking</p> <p style="text-align: right;">Page 50</p>	<p>1 I'll be asking you the questions today. If you have</p> <p>2 any difficulty in understanding any questions, please</p> <p>3 feel free to ask me to rephrase or to go slower.</p> <p>4 If you feel you need a break at any point, just</p> <p>5 signal and we'll have a short break.</p> <p>6 <b>A. Okay.</b></p> <p>7 Q. Please keep your voice up and speak into the microphone</p> <p>8 so that the transcribers can hear you as well.</p> <p>9 You've made a witness statement for the inquiry.</p> <p>10 It's in a folder on your desk in front of you, and it</p> <p>11 will also appear on the screen. It may be easier to</p> <p>12 look at documents on the screen than in the bundle.</p> <p>13 Can I start by taking you to that statement. It's</p> <p>14 LAS00000009. It's dated June 2018.</p> <p>15 Have you read your statement recently?</p> <p>16 <b>A. Yes, I have.</b></p> <p>17 Q. Can you confirm that the contents are true?</p> <p>18 <b>A. Yes, I can.</b></p> <p>19 Q. Have you discussed your evidence with anyone?</p> <p>20 <b>A. No.</b></p> <p>21 <b>SIR MARTIN MOORE-BICK: Mr Woodrow, to save you the trouble</b></p> <p>22 <b>of getting too close to the microphone, I think you'll</b></p> <p>23 <b>find you're about the right distance at the moment. If</b></p> <p>24 <b>you're not, someone will wave at me and we'll tell you.</b></p> <p>25 <b>A. Okay, thank you.</b></p> <p style="text-align: right;">Page 52</p>

<p>1 <b>SIR MARTIN MOORE-BICK: All right?</b></p> <p>2 MS GROGAN: I'll stop leaning forward as well.</p> <p>3 You've also provided exhibits. A list of those</p> <p>4 exhibits is LAS00000010.</p> <p>5 If we could get at up on the screen, please.</p> <p>6 The references, just for the record, for those</p> <p>7 exhibits are LAS00000002 to LAS00000008.</p> <p>8 Going first to your statement then, Mr Woodrow, on</p> <p>9 page 3, could you look at paragraphs 2.1 and 2.2.</p> <p>10 In 2.2 you say that you've drawn on information and</p> <p>11 documents generated and held by the LAS in preparing</p> <p>12 this statement. Can I just check what those are.</p> <p>13 So did that, at the time you wrote your statement,</p> <p>14 include witness statements taken by the police and</p> <p>15 subsequently disclosed by the inquiry?</p> <p>16 <b>A. No, the information that I used in terms of crafting my</b></p> <p>17 <b>statement at the time were obviously the policies and</b></p> <p>18 <b>procedures that we have internally. I reviewed our</b></p> <p>19 <b>computer-aided dispatch logs, the incident logs that</b></p> <p>20 <b>were completed by operational commanders.</b></p> <p>21 <b>I did not actually have access to any of the MPS</b></p> <p>22 <b>witness statements when I crafted the statement that was</b></p> <p>23 <b>submitted.</b></p> <p>24 Q. Have you reviewed those now?</p> <p>25 <b>A. I have reviewed those statements now.</b></p> <p style="text-align: center;">Page 53</p>	<p>1 Q. You also say there that you're responsible for 999</p> <p>2 emergency operations centres. Does that include 999</p> <p>3 call handlers?</p> <p>4 <b>A. It does indeed.</b></p> <p>5 Q. So you have ultimate oversight of call handlers at the</p> <p>6 LAS?</p> <p>7 <b>A. The emergency operations centres are one of the</b></p> <p>8 <b>functional lines within my directorate, yes.</b></p> <p>9 Q. In your role, are you personally required to carry out</p> <p>10 any front-line activities, such as attending a scene of</p> <p>11 an incident?</p> <p>12 <b>A. So within my particular role now, I'm not routinely</b></p> <p>13 <b>deployed as part of the command structures. But</b></p> <p>14 <b>depending on the certain types of incident, there may be</b></p> <p>15 <b>a role where I will be deployed as part of that</b></p> <p>16 <b>structure, as indeed I was on the night in question.</b></p> <p>17 Q. Would you be deployed to scene for all major incidents</p> <p>18 or would it depend on the incident?</p> <p>19 <b>A. No, I wouldn't.</b></p> <p>20 Q. When you are deployed as part of a major incident, what</p> <p>21 would your role usually be?</p> <p>22 <b>A. Well, now my role would usually be to be a spokesman for</b></p> <p>23 <b>the service, to work in terms of multi-service media,</b></p> <p>24 <b>that kind of thing.</b></p> <p>25 <b>I wouldn't routinely be deployed to manage</b></p> <p style="text-align: center;">Page 55</p>
<p>1 Q. Thank you.</p> <p>2 Again, just for the record, the LAS Gold log</p> <p>3 reference is MET00023715, the LAS CAD reference is</p> <p>4 MET00019931.</p> <p>5 Did you also review the 999 call transcripts?</p> <p>6 <b>A. Yes, I did.</b></p> <p>7 Q. Thank you.</p> <p>8 You say at paragraph 2.1 of your statement that</p> <p>9 you've worked for the LAS for 27 years, and have been</p> <p>10 a senior operational manager for the last 15 years; is</p> <p>11 that right?</p> <p>12 <b>A. That's correct.</b></p> <p>13 Q. You are currently director of operations at the London</p> <p>14 Ambulance Service NHS Trust.</p> <p>15 <b>A. Yes, I am.</b></p> <p>16 Q. You say your role includes line management of all</p> <p>17 front-line services. Does that include HART, that's the</p> <p>18 hazardous area response team?</p> <p>19 <b>A. Yes, it does.</b></p> <p>20 Q. And the air ambulance?</p> <p>21 <b>A. So the London Air Ambulance is a separate entity, but</b></p> <p>22 <b>the London Ambulance Service provide the flight</b></p> <p>23 <b>paramedics for that service and we also provide the</b></p> <p>24 <b>dispatch facility within our emergency operations</b></p> <p>25 <b>centre.</b></p> <p style="text-align: center;">Page 54</p>	<p>1 <b>an incident. We have a structure in place that does</b></p> <p>2 <b>that routinely. I wouldn't be routinely required to do</b></p> <p>3 <b>that.</b></p> <p>4 Q. So the inquiry has already heard about Gold, Silver and</p> <p>5 Bronze Command; do you sit slightly apart from that</p> <p>6 command structure?</p> <p>7 <b>A. I do.</b></p> <p>8 Q. What experience do you have of attending major incidents</p> <p>9 in recent years?</p> <p>10 <b>A. So I've had quite a long career and my career started</b></p> <p>11 <b>initially as a clinician. So I qualified as</b></p> <p>12 <b>a paramedic, so I attended a number of major incidents,</b></p> <p>13 <b>essentially IRA related, terrorist, so I attended some</b></p> <p>14 <b>of the IRA bombings.</b></p> <p>15 <b>As I moved forward and qualified as a paramedic and</b></p> <p>16 <b>then went into management, I attended the 7/7 suicide</b></p> <p>17 <b>bombings in London and I was the ambulance incident</b></p> <p>18 <b>commander at Russell Square.</b></p> <p>19 <b>So I've had a varied range of experience of major</b></p> <p>20 <b>incidents throughout my career.</b></p> <p>21 Q. Do you have ultimate responsibility for training of the</p> <p>22 people within your directorate as well as for</p> <p>23 operations?</p> <p>24 <b>A. So overall accountability for the delivery of training,</b></p> <p>25 <b>yes.</b></p> <p style="text-align: center;">Page 56</p>

<p>1 Q. Thank you.</p> <p>2 I'll move on now to ask you some questions about</p> <p>3 your role on the night of the fire.</p> <p>4 When were you first alerted to the fire at</p> <p>5 Grenfell Tower?</p> <p>6 <b>A. Well, as I said, I wasn't structured on call that night,</b></p> <p>7 <b>so I wasn't a nominated officer on call. We had a Gold</b></p> <p>8 <b>on call.</b></p> <p>9 <b>I, in the nature of my role, like to have my</b></p> <p>10 <b>telephone with me at all times, and I wasn't directly</b></p> <p>11 <b>contacted, but I woke up and looked at my phone and</b></p> <p>12 <b>looked at my inbox and saw that a pager message had gone</b></p> <p>13 <b>out relating to this incident.</b></p> <p>14 <b>I then woke up, contacted the Gold strategic</b></p> <p>15 <b>commander that I knew was on duty that night, which was</b></p> <p>16 <b>Stuart Chrichton. I asked Stuart Chrichton to give me</b></p> <p>17 <b>a verbal update on the telephone, and the verbal update</b></p> <p>18 <b>was essentially that we'd got the structures in place,</b></p> <p>19 <b>our Gold Command suite was open, and that the incident</b></p> <p>20 <b>was being managed in accordance to our policies and</b></p> <p>21 <b>procedures.</b></p> <p>22 <b>I asked if there was any specific assistance he</b></p> <p>23 <b>required at that time and he was confident that the</b></p> <p>24 <b>incident was being managed in accordance to our</b></p> <p>25 <b>procedures.</b></p> <p style="text-align: right;">Page 57</p>	<p>1 <b>that we were getting that accurate information because</b></p> <p>2 <b>our NHS partners would require that.</b></p> <p>3 <b>So it was just ensuring that, essentially, we had</b></p> <p>4 <b>the resources.</b></p> <p>5 <b>The next thing was around the management of shift</b></p> <p>6 <b>changeover. So, you know, were we thinking about the</b></p> <p>7 <b>crews that had been on the night shift and the fact that</b></p> <p>8 <b>we needed to turn those crews around with days.</b></p> <p>9 <b>So it was really just a situational report and</b></p> <p>10 <b>an update in terms of -- and then I allowed Gold just to</b></p> <p>11 <b>continue his normal business working through the</b></p> <p>12 <b>recognised structures that he had in place.</b></p> <p>13 Q. You then left to travel to the tower at about 6.45 that</p> <p>14 morning.</p> <p>15 When you arrived at the tower, what was your role?</p> <p>16 <b>A. So essentially I'd been nominated by the strategic</b></p> <p>17 <b>commander, because of the scale of the incident, to be</b></p> <p>18 <b>the media spokesman. There was a lot of information</b></p> <p>19 <b>coming back around large amounts of media congregating</b></p> <p>20 <b>at the scene, and it's often the case that when there is</b></p> <p>21 <b>a major incident, we do nominate a senior operational</b></p> <p>22 <b>officer, and, indeed, it's in our incident response plan</b></p> <p>23 <b>that a senior designated officer is sent to the scene to</b></p> <p>24 <b>manage the press briefings.</b></p> <p>25 <b>So that was primarily the role that I undertook when</b></p> <p style="text-align: right;">Page 59</p>
<p>1 Q. So LAS procedures don't require you to be notified or to</p> <p>2 attend, but you decided to phone in to find out --</p> <p>3 <b>A. Yes. So my role as executive director of operations,</b></p> <p>4 <b>there's no direct requirement. I can be paged to</b></p> <p>5 <b>certain types of incidents and the Gold Commanders can</b></p> <p>6 <b>choose to contact me as the director of operations if</b></p> <p>7 <b>they feel they need something specific from me. That is</b></p> <p>8 <b>normally for me to manage the wider NHS to allow the</b></p> <p>9 <b>Gold Commander to concentrate on the strategic command</b></p> <p>10 <b>of the incident.</b></p> <p>11 <b>So I'm usually used as trying to manage our</b></p> <p>12 <b>executive, our board and the wider NHS in terms of the</b></p> <p>13 <b>provision of information.</b></p> <p>14 Q. You did decide to go in that morning to the EOC at</p> <p>15 Waterloo and you arrived about 6.00 am; is that right?</p> <p>16 <b>A. That's correct.</b></p> <p>17 Q. Were you briefed about the incident at that stage?</p> <p>18 <b>A. I was.</b></p> <p>19 Q. What was the content of that briefing?</p> <p>20 <b>A. That there had obviously been a major fire, with most of</b></p> <p>21 <b>the building actually alight, large numbers of patients</b></p> <p>22 <b>trapped in the building. There was a difficulty around</b></p> <p>23 <b>trying to identify finite numbers. I was given</b></p> <p>24 <b>an update on the casualties that we'd treated so far.</b></p> <p>25 <b>The key thing for me at that point was to ensure</b></p> <p style="text-align: right;">Page 58</p>	<p>1 <b>I went to Grenfell Tower that day.</b></p> <p>2 Q. Given the time that you arrived at the tower, can we</p> <p>3 take it that you're familiar with the external layout of</p> <p>4 Grenfell Tower and where the LAS set up sector 1 and</p> <p>5 sector 2?</p> <p>6 <b>A. Yes, very much so.</b></p> <p>7 Q. If we could pull up MET00019059 on the screen.</p> <p>8 That's a map produced by the incident response</p> <p>9 officer Laurence Ioannou, the Bronze medic, as part of</p> <p>10 his evidence.</p> <p>11 Does that map reflect what you understand to be the</p> <p>12 layout of the scene on the night?</p> <p>13 <b>A. Absolutely.</b></p> <p>14 Q. Thank you.</p> <p>15 I am now going to move on and ask you some questions</p> <p>16 about the role of the LAS in a major incident and your</p> <p>17 policies and procedures.</p> <p>18 You've exhibited some policies to your witness</p> <p>19 statement. That's the LESLP major incident procedure</p> <p>20 manual, the JESIP joint doctrine interoperability</p> <p>21 framework and LAS's incident response procedures.</p> <p>22 Not exhibited but relevant is the strategic</p> <p>23 co-ordination protocol; is that right?</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. And you are familiar with that document?</p> <p style="text-align: right;">Page 60</p>

<p>1 <b>A. I am.</b></p> <p>2 Q. So the starting point is that there's a legal duty under</p> <p>3 the Civil Contingencies Act 2004 for the LAS to assess</p> <p>4 risk, to plan for emergencies and co-operate and share</p> <p>5 information with other responders.</p> <p>6 <b>A. Correct.</b></p> <p>7 Q. You're familiar with that legal obligation?</p> <p>8 <b>A. I am.</b></p> <p>9 Q. Both LESLP, as I call it -- is that what you call it?</p> <p>10 <b>A. LESLP, yes.</b></p> <p>11 Q. Both LESLP and JESIP deal with co-ordination between</p> <p>12 agencies; is that right?</p> <p>13 <b>A. That's correct.</b></p> <p>14 Q. And the strategic co-ordination protocol also deals with</p> <p>15 joint working.</p> <p>16 <b>A. Correct.</b></p> <p>17 Q. Before we look at the policies, could I just check the</p> <p>18 agencies that would be working together on the night of</p> <p>19 Grenfell. So that would be the LAS, obviously, the LFB,</p> <p>20 the police and the local authority; is that right?</p> <p>21 <b>A. Yes, they would be the primary people that would be</b></p> <p>22 <b>working together. There would be supplementary</b></p> <p>23 <b>organisations, so utilities can come into that equation</b></p> <p>24 <b>on the night. But the primary partners in the incident</b></p> <p>25 <b>are the three emergency services and local authority.</b></p> <p style="text-align: right;">Page 61</p>	<p>1 face-to-face, that's 4.1.1; share information with</p> <p>2 partners promptly; establish a joint emergency Airwave</p> <p>3 channel; and also understand key priorities, activities</p> <p>4 and issues of partner agencies.</p> <p>5 Let's go through each of these in turn.</p> <p>6 First of all, meeting at the scene.</p> <p>7 Who would the LAS expect to liaise with at</p> <p>8 an incident like Grenfell Tower when they arrived?</p> <p>9 <b>A. So we would look for the fire service, London Fire</b></p> <p>10 <b>Brigade, command. So in that type of incident, we would</b></p> <p>11 <b>look to liaise with the operational commander from the</b></p> <p>12 <b>London Fire Brigade.</b></p> <p>13 Q. How quickly would you expect the relevant supervising</p> <p>14 officers to meet with one another?</p> <p>15 <b>A. Well, in ideal circumstances, the three emergency</b></p> <p>16 <b>services should actually have their sort of control</b></p> <p>17 <b>command units co-located, and very distinguished in</b></p> <p>18 <b>terms of there are individual beacons that flash from</b></p> <p>19 <b>command units that make it visible.</b></p> <p>20 <b>So we would normally expect to see that, in terms of</b></p> <p>21 <b>that is the ideal place, where you get the three</b></p> <p>22 <b>services jointly located.</b></p> <p>23 Q. So if you have a first responder from the LAS attending</p> <p>24 the scene, would you expect them to go straight to the</p> <p>25 LFB command unit?</p> <p style="text-align: right;">Page 63</p>
<p>1 <b>But that doesn't exclude, depending on the circumstances</b></p> <p>2 <b>of the incident, other participants.</b></p> <p>3 Q. What expectations would the LAS have of a local</p> <p>4 authority at a major incident such as Grenfell?</p> <p>5 <b>A. So I think each service has different expectations. For</b></p> <p>6 <b>us, our role within a major incident is obviously to</b></p> <p>7 <b>deal with the immediacy of treating patients, ensuring</b></p> <p>8 <b>that they're triaged, that they are treated and that</b></p> <p>9 <b>they are transported to suitable centres for definitive</b></p> <p>10 <b>care.</b></p> <p>11 <b>I think where we look to the local authority is to</b></p> <p>12 <b>set up, where people have been displaced, survival</b></p> <p>13 <b>reception centres for people that are what we would</b></p> <p>14 <b>describe as P3 patients, patients that are up and</b></p> <p>15 <b>walking and don't have an immediate need to be</b></p> <p>16 <b>transported to hospital, having reception centres where</b></p> <p>17 <b>they can have shelter.</b></p> <p>18 <b>So that's the primary concern for us in the first</b></p> <p>19 <b>stages of a major incident that we would look to the</b></p> <p>20 <b>local authority to facilitate.</b></p> <p>21 Q. If we could pull up LESLP now, LAS00000005 at page 13.</p> <p>22 This is section 4 of LESLP which you refer to in</p> <p>23 your statement. It contains guidance and the key</p> <p>24 principles for effective multi-agency working.</p> <p>25 It advises that agencies should meet at the scene</p> <p style="text-align: right;">Page 62</p>	<p>1 <b>A. So the first responder on scene, the first thing that we</b></p> <p>2 <b>would do is expect them to give us a report back in</b></p> <p>3 <b>terms of what is going on. So we wouldn't expect the</b></p> <p>4 <b>first responder to, for example, stop and treat</b></p> <p>5 <b>patients. What we want that first responder to do is to</b></p> <p>6 <b>get eyes onto the incident, try and feed information</b></p> <p>7 <b>back to the emergency operations centre or the special</b></p> <p>8 <b>operations centre, depending on whether the incident has</b></p> <p>9 <b>been declared a significant incident or a major</b></p> <p>10 <b>incident.</b></p> <p>11 <b>We would expect them to do that, and then look for</b></p> <p>12 <b>the person in charge, commander in charge.</b></p> <p>13 Q. So it would be the second thing you would expect them to</p> <p>14 do when they arrived?</p> <p>15 <b>A. Yes.</b></p> <p>16 Q. What information would you expect to be shared at that</p> <p>17 first meeting between an LAS responder and the LFB</p> <p>18 command?</p> <p>19 <b>A. So there's two things that we train our staff -- so</b></p> <p>20 <b>I think it's important to say that apart from the</b></p> <p>21 <b>training that we give our staff, we give our staff a set</b></p> <p>22 <b>of action cards which they're obliged to carry at all</b></p> <p>23 <b>times on duty. That essentially sets out the whole set</b></p> <p>24 <b>of actions that we expect, including the roles at major</b></p> <p>25 <b>incidents, what the duties for those particular roles</b></p> <p style="text-align: right;">Page 64</p>



<p>1 are. So that allows people, even if they're unfamiliar</p> <p>2 with a certain type of role -- actually, it's</p> <p>3 a checklist that says: these are the duties you need to</p> <p>4 discharge in that role.</p> <p>5 So we would expect the information back would be --</p> <p>6 for us it's -- I think you've seen reference to</p> <p>7 something called METHANE, which is essentially the first</p> <p>8 report that we would expect someone to give from</p> <p>9 an incident site. So that is whether it's a major</p> <p>10 incident, or we have within our operating procedures</p> <p>11 declaration of a significant incident, which I can talk</p> <p>12 about, if required.</p> <p>13 So whether it's a significant or a major incident,</p> <p>14 the exact location, the type of incident that we've got,</p> <p>15 potential hazards, access and egress to the incident,</p> <p>16 number of casualties, and the other emergency services</p> <p>17 that are on scene.</p> <p>18 So it's a very quick situational report that tries</p> <p>19 to give us a flavour in terms of the emergency</p> <p>20 operations centre and the command teams around what type</p> <p>21 of incident we're facing.</p> <p>22 Q. I'll come back and ask you questions later about what</p> <p>23 happened on the night. I'm just trying to establish the</p> <p>24 principles here, but thank you.</p> <p>25 The next thing in LESLP is to share information</p> <p style="text-align: right;">Page 65</p>	<p>1 our control room on the incident management desk, and in</p> <p>2 the course of a significant incident or a major incident</p> <p>3 being declared, we move that incident into a specialist</p> <p>4 operations centre. That channel would be critically</p> <p>5 monitored during that period.</p> <p>6 Q. You mentioned that the LAS has a link with the MPS CAD.</p> <p>7 We've heard evidence about how you can update the</p> <p>8 other's CAD; is that right? How does that work in</p> <p>9 practice?</p> <p>10 A. With the Metropolitan Police Service?</p> <p>11 Q. Yes.</p> <p>12 A. So, yes, we have the ability to electronically transfer</p> <p>13 messages directly into each other's CAD, so without the</p> <p>14 need for them to physically contact us. They are just</p> <p>15 typing messages. So it's actually an electronic link.</p> <p>16 So they can provide update information electronically to</p> <p>17 us.</p> <p>18 Q. Can you see their CAD or can you only pass messages?</p> <p>19 A. No, we don't actually see their CAD, it's just the</p> <p>20 messages that they're sending us, and that goes into our</p> <p>21 log as a message received from the MPS with whatever</p> <p>22 information they're giving us. We don't see their live</p> <p>23 CAD.</p> <p>24 Q. And they don't see yours either?</p> <p>25 A. No.</p> <p style="text-align: right;">Page 67</p>
<p>1 promptly.</p> <p>2 What methods of communication are in place between</p> <p>3 the LAS and the LFB?</p> <p>4 A. So routinely then we will have interactions with the LFB</p> <p>5 control room.</p> <p>6 Q. How are those effected?</p> <p>7 A. They are by phone. We have an electronic CAD,</p> <p>8 computer-aided dispatch link with the Metropolitan</p> <p>9 Police. We don't have that with the London Fire</p> <p>10 Brigade, so we use a standard telephone procedure, both</p> <p>11 ways.</p> <p>12 We have Airwave radios, so both the London Fire</p> <p>13 Brigade -- well, all the emergency services have Airwave</p> <p>14 digital radio technology.</p> <p>15 There is an emergency services tri-agency channel,</p> <p>16 [redacted] channel, which is always in operation and is</p> <p>17 monitored, and critical information can be shared across</p> <p>18 that channel.</p> <p>19 So there's numerous ways.</p> <p>20 Then obviously when we're on scene, face-to-face</p> <p>21 communication in terms of the information flow coming</p> <p>22 from our control room and vice versa.</p> <p>23 Q. The shared radio, is that monitored on scene as well as</p> <p>24 in the control room?</p> <p>25 A. So, no, for us, the [redacted] channel is monitored in</p> <p style="text-align: right;">Page 66</p>	<p>1 Q. Is it right that command vehicles are equipped with</p> <p>2 Airwave radio as well?</p> <p>3 A. That is correct.</p> <p>4 Q. So a command unit on scene you would also expect to be</p> <p>5 listening in to that joint emergency services channel?</p> <p>6 A. Yes.</p> <p>7 Q. Moving on in LESLP, the next heading is to understand</p> <p>8 key priorities. You would expect this to happen on</p> <p>9 scene, wouldn't you?</p> <p>10 A. Yes.</p> <p>11 Q. Are there other ways of sharing this information, for</p> <p>12 example at Silver or Gold Command level?</p> <p>13 A. So in the first stages of an incident, you'd primarily</p> <p>14 be getting that information from the scene, from the</p> <p>15 actual operational commanders on the ground.</p> <p>16 As the incident gets more established, if there's</p> <p>17 a decision to create a strategic co-ordination group,</p> <p>18 then you might get that information being shared at</p> <p>19 different levels. But certainly at the beginning of</p> <p>20 an incident, that information will be coming from people</p> <p>21 on the ground.</p> <p>22 Q. Is that when you start to have inter-agency Gold</p> <p>23 meetings, for example?</p> <p>24 A. So on scene, you would be having operational command</p> <p>25 meetings. So the three services would be meeting</p> <p style="text-align: right;">Page 68</p>

<p>1 together, talking about the operational challenges, the</p> <p>2 latest situation reports, exchanging that information.</p> <p>3 That information would then come back up through to our</p> <p>4 specialist operations centre, where our tactical</p> <p>5 commander would be based, and that tactical commander</p> <p>6 then would take anything he or she felt was required to</p> <p>7 the Gold meetings.</p> <p>8 Q. What procedures are in place, then, for communicating</p> <p>9 information learned from other agencies at the scene</p> <p>10 back to control and more widely through the LAS? Is</p> <p>11 that by radio, is that by phone or CAD?</p> <p>12 <b>A. So it would principally go by radio. Yes, if</b></p> <p>13 <b>information needs to be disseminated, it would go</b></p> <p>14 <b>through Airwave radio.</b></p> <p>15 Q. Is the same procedure then in place for communicating</p> <p>16 information learned at command level back to the scene,</p> <p>17 so would you have the control room radioing LAS officers</p> <p>18 at the scene?</p> <p>19 <b>A. Yes, so our -- well, it would be our specialist</b></p> <p>20 <b>operations centre, absolutely has dedicated radio</b></p> <p>21 <b>channels, for not only the resources that are being</b></p> <p>22 <b>sent, but also for the commanders. They're on</b></p> <p>23 <b>a separate radio channel. So, yes, we have that two-way</b></p> <p>24 <b>information flow.</b></p> <p>25 Q. Could we pull up LAS00000001, please. We're looking for</p> <p style="text-align: center;">Page 69</p>	<p>1 operations centre.</p> <p>2 Each shift, there are nominated roles which are</p> <p>3 allocated to the watch that are on duty, and that will</p> <p>4 include critical loggists, watch managers, dispatchers,</p> <p>5 and at the beginning of each shift, those people are</p> <p>6 nominated. So it would be a member of control room</p> <p>7 staff that would work under the SOC manager, who would</p> <p>8 be a Bronze-level manager.</p> <p>9 Q. I think you said the trigger for that is a significant</p> <p>10 incident.</p> <p>11 <b>A. Significant or major.</b></p> <p>12 Q. Could we go on to page 11 of the same document, please.</p> <p>13 It says there at (b) that one of the things you</p> <p>14 should do is nominate a single point of contact in each</p> <p>15 control room to establish a method of communication</p> <p>16 between the different agencies, which could involve</p> <p>17 creating a telecommunications link or a multi-agency</p> <p>18 interoperable talkgroup.</p> <p>19 Do you know if that was done on the night of the</p> <p>20 14th?</p> <p>21 <b>A. So, the multi-agency interoperable talkgroup, which is</b></p> <p>22 <b>a channel that I refer to as [redacted], was in</b></p> <p>23 <b>operation because detailed in my statement I do note</b></p> <p>24 <b>that there are -- the special operations centre pick up</b></p> <p>25 <b>messages that are coming through on [redacted]. So that</b></p> <p style="text-align: center;">Page 71</p>
<p>1 page 6.</p> <p>2 This is JESIP, which also emphasises effective</p> <p>3 communication.</p> <p>4 If we flip forward onto page 10 of the same</p> <p>5 document, section 6 of JESIP talks about control rooms,</p> <p>6 and it says that the control rooms play a vital role in</p> <p>7 managing the early stages of a multi-agency incident:</p> <p>8 "There cannot be a co-ordinated multi-agency</p> <p>9 response or effective communication if control rooms do</p> <p>10 not deliver a swift and joint approach to handling</p> <p>11 them."</p> <p>12 It also says a bit further down that a dialogue</p> <p>13 between control room supervisors should be established</p> <p>14 as soon as possible.</p> <p>15 Within the LAS, what role or rank is the control</p> <p>16 room supervisor? Is that a Bronze or a Silver or is it</p> <p>17 something entirely different?</p> <p>18 <b>A. No, it would be something entirely different. So it</b></p> <p>19 <b>would normally -- as I've said, when we have</b></p> <p>20 <b>a significant incident or a major incident declared, the</b></p> <p>21 <b>learning that we've gained from previous major incidents</b></p> <p>22 <b>is that rather than trying to manage that within the</b></p> <p>23 <b>main emergency operations centre along with all the</b></p> <p>24 <b>other business as usual calls that are coming into our</b></p> <p>25 <b>control room, we move the incident out into a specialist</b></p> <p style="text-align: center;">Page 70</p>	<p>1 channel was live, and indeed that is live 24/7.</p> <p>2 Q. Was there a single point of contact? Was there one</p> <p>3 person in charge?</p> <p>4 <b>A. I could not definitively define if there was a single</b></p> <p>5 <b>point of contact on that night from --</b></p> <p>6 Q. Would you be able to say whether there was a single</p> <p>7 point of contact within the MPS or the LFB that you were</p> <p>8 liaising with?</p> <p>9 <b>A. No, I couldn't say that, no.</b></p> <p>10 Q. If we move on now to the LAS's own procedures, again</p> <p>11 staying with the theme of communications, that's</p> <p>12 LAS00000008, page 80.</p> <p>13 Under 4.6.11 it says:</p> <p>14 "Robust communication links must be established as</p> <p>15 soon as possible."</p> <p>16 That would be via the links that we've discussed, so</p> <p>17 Airwave, 999 calls and the CAD; is that right?</p> <p>18 <b>A. That's correct.</b></p> <p>19 Q. Finally, to complete the picture, we have the strategic</p> <p>20 co-ordination protocol. So that's MET00023288 at</p> <p>21 page 18.</p> <p>22 This at 2.5 refers to "Core Function 5: Creating and</p> <p>23 Maintaining Shared Situational Awareness". So that</p> <p>24 would be through effective communication between</p> <p>25 agencies, wouldn't it?</p> <p style="text-align: center;">Page 72</p>

<p>1 SIR MARTIN MOORE-BICK: Would you like Mr Woodrow to read 2 that? Because I think he is having the same problem as 3 I have -- 4 MS GROGAN: We went a little bit too fast there. 5 SIR MARTIN MOORE-BICK: There we are. That's better. 6 (Pause) 7 <b>A. Yes.</b> 8 MS GROGAN: Thank you. 9 So it's fair to summarise the policies in this way: 10 responding agencies should be in regular communication 11 with one another; do you agree? 12 <b>A. That's correct.</b> 13 Q. Both at the scene and then at a tactical and strategic 14 level. 15 <b>A. Correct.</b> 16 Q. Responding agencies should have access to key 17 information about the incident. 18 <b>A. When it's available, yes.</b> 19 Q. And they should also have an understanding of the 20 others' activities during the incident? 21 <b>A. Correct.</b> 22 Q. During the course of a major fire, what kind of 23 information would you expect to be shared between the 24 LFB, the MPS and the LAS? You can just give us the key 25 headlines.</p> <p style="text-align: right;">Page 73</p>	<p>1 <b>sole use of Airwave and we just provide different radio</b> 2 <b>channels to split resources depending on what type of</b> 3 <b>incident it is.</b> 4 <b>I suppose, in reality, the actual amount of times</b> 5 <b>that we work together as two agencies in a year -- if</b> 6 <b>you take the London Ambulance Service takes around</b> 7 <b>1.9 million emergency calls. Less than 1 per cent of</b> 8 <b>those calls are actually calls to fire-related issues</b> 9 <b>from the London Fire Brigade.</b> 10 <b>So our interaction on a day-to-day basis is quite</b> 11 <b>small compared to, for example, our working with the</b> 12 <b>MPS.</b> 13 <b>What you would expect at incidents where we are</b> 14 <b>required to work together is that we all work together</b> 15 <b>to establish the JESIP. So JESIP was designed to ensure</b> 16 <b>that the three emergency services work more cohesively</b> 17 <b>together, so we would expect that to happen.</b> 18 <b>Now, clearly there are challenges. There are</b> 19 <b>challenges with every plan, that when you try to enact</b> 20 <b>that plan, there are always sets of circumstances which</b> 21 <b>create a challenge.</b> 22 <b>But I wouldn't say from my experience that we've had</b> 23 <b>overarching problems with communication with the London</b> 24 <b>Fire Brigade. We work closely with them and, indeed, we</b> 25 <b>exercise regularly with them.</b></p> <p style="text-align: right;">Page 75</p>
<p>1 <b>A. Okay. So, actually, from the Fire Brigade, we would</b> 2 <b>expect the Fire Brigade to be the leading agency for</b> 3 <b>this type of incident. So how much of the building is</b> 4 <b>affected. Do we know how many properties are within the</b> 5 <b>building? Do we have any idea of casualty numbers? Do</b> 6 <b>we know any idea of patients that have self-evacuated or</b> 7 <b>have been rescued?</b> 8 <b>From the police, our initial expectation from the</b> 9 <b>police would probably be to manage the scene in terms of</b> 10 <b>the co-ordination of cordons, ensuring that the scene</b> 11 <b>site is safe.</b> 12 <b>So they would be the principal things that we'd look</b> 13 <b>for in the first instance on arrival.</b> 14 Q. Going back to the LFB, would you expect them to share 15 details of their tactics and the way in which they were 16 intending to fight the fire or to evacuate or not 17 evacuate residents? 18 <b>A. Yes, we would.</b> 19 Q. What is the LAS's experience of the reliability of LFB 20 communication equipment prior to the fire? 21 <b>A. Well, the LFB use two different types of communication.</b> 22 <b>So the LFB have a UHF radio system which enables LFB</b> 23 <b>commanders and firefighters to exchange information. We</b> 24 <b>use our Airwave radios for all of -- so they have</b> 25 <b>different types of radio communication, where we have</b></p> <p style="text-align: right;">Page 74</p>	<p>1 Q. Going back to your statement and moving on now to 2 talking about the events of the night. 3 <b>A. Yes.</b> 4 Q. If we pull up your statement at page 6. So that's 5 LAS00000009. 6 <b>A. Yes.</b> 7 Q. You've provided a chronology for the inquiry that sets 8 out key events on the night from the LAS's perspective. 9 Starting at 01.29, that's when the first 999 call 10 was connected to the LAS, and that was actually from the 11 LFB, wasn't it? 12 <b>A. That's correct.</b> 13 Q. I think you've explained that it is usual practice for 14 the LFB to phone you rather than use any other form of 15 communication to alert you. 16 <b>A. Correct.</b> 17 Q. They do that by way of a 999 call, do they? 18 <b>A. They do.</b> 19 Q. This call was placed about 30 minutes after we now know 20 that the LFB attended the scene. 21 Is it normal for that amount of time to pass before 22 the LFB contacts the LAS? 23 <b>A. No, I think we would reasonably expect to be contacted</b> 24 <b>sooner than that.</b> 25 Q. We can now look at the transcript of that call, which is</p> <p style="text-align: right;">Page 76</p>

<p>1 INQ00000378.</p> <p>2 That will just be on the screen rather than in your</p> <p>3 bundle.</p> <p>4 If we could have page 2, please.</p> <p>5 So that's the start of the call where the operator</p> <p>6 answers, and the London Fire Brigade identify</p> <p>7 themselves.</p> <p>8 If we could move on to page 3, you'll see there's</p> <p>9 some explanation of the location of the event, which</p> <p>10 I'll come back to.</p> <p>11 Just at the bottom of the page, the caller tells the</p> <p>12 LAS operator that they've got a 20-pump fire.</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. Then on page 4, you'll see just below the middle of the</p> <p>15 page, the operator says:</p> <p>16 "OPERATOR: Yeah. Bear with me, mate, so you've got</p> <p>17 a 20-pump fire, persons supporting --"</p> <p>18 But I think that's a mistranscription of "persons</p> <p>19 reported":</p> <p>20 "CALLER: He said 25-pump fire now.</p> <p>21 "OPERATOR: 25-pump fire."</p> <p>22 So during the course of this short call, the LFB</p> <p>23 attendance goes up from a 20-pump fire to a 25-pump</p> <p>24 fire.</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: center;">Page 77</p>	<p>1 contained within it, would you have expected the LAS to</p> <p>2 declare a significant incident at this point?</p> <p>3 <b>A. So not directly from this one call. I mean, this call</b></p> <p>4 <b>came in at 01.29.06, and from recollection the emergency</b></p> <p>5 <b>operations centre -- so this would've been a call that</b></p> <p>6 <b>was coming in to one call handler. Once that was</b></p> <p>7 <b>identified by the watch managers, then very quickly,</b></p> <p>8 <b>just based on the intelligence from this call, it was</b></p> <p>9 <b>the emergency operations centre that declared</b></p> <p>10 <b>a significant. So we didn't wait for anyone to arrive</b></p> <p>11 <b>on scene, EOC declared it a significant incident, and</b></p> <p>12 <b>there were a number of actions as a consequence of that</b></p> <p>13 <b>taken.</b></p> <p>14 Q. Your statement says that the call was triaged through</p> <p>15 protocol 8.</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. Those protocols are used to triage individual patients;</p> <p>18 is that right?</p> <p>19 <b>A. Yes, so I guess it's important to be clear about how we</b></p> <p>20 <b>triage. So every ambulance service in England has one</b></p> <p>21 <b>of two triage systems that are licensed to be used in</b></p> <p>22 <b>England: one of those is NHS pathways, and one of those</b></p> <p>23 <b>is a medical priority dispatch system. The London</b></p> <p>24 <b>Ambulance Service uses that triage tool.</b></p> <p>25 <b>What that triage tool essentially does is -- our</b></p> <p style="text-align: center;">Page 79</p>
<p>1 Q. Would an LAS call handler understand the significance of</p> <p>2 a 20-pump fire when answering a call?</p> <p>3 <b>A. Not just based on 20-pump fire. So the persons reported</b></p> <p>4 <b>is the bit that is important for us.</b></p> <p>5 <b>So I think what's important, I suppose, to point out</b></p> <p>6 <b>is that the London Fire Brigade do respond to fire</b></p> <p>7 <b>incidents in London with large amounts of appliances,</b></p> <p>8 <b>to, you know, industrial units overnight. So it's not</b></p> <p>9 <b>uncommon for the LFB to call us to say that they're</b></p> <p>10 <b>dispatching a large amount of appliances or it's, you</b></p> <p>11 <b>know, a large pump fire. The important things for us is</b></p> <p>12 <b>around persons involved.</b></p> <p>13 <b>But although the call handler is taking this call,</b></p> <p>14 <b>I think what we can draw -- or what I certainly drew</b></p> <p>15 <b>from reviewing -- is actually this type of message that</b></p> <p>16 <b>we get for the LFB warranted further action before too</b></p> <p>17 <b>long.</b></p> <p>18 Q. When the dispatcher then decides to dispatch LAS</p> <p>19 resources to the scene, is it just the information in</p> <p>20 the 999 call that they take into account?</p> <p>21 <b>A. Yes.</b></p> <p>22 Q. As you said, the significant thing in that call is that</p> <p>23 persons were reported?</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. Based on your review of this call and the information</p> <p style="text-align: center;">Page 78</p>	<p>1 <b>call handlers are non-clinical, so they take information</b></p> <p>2 <b>from the 999 caller and that will guide them, based on</b></p> <p>3 <b>that information, into a set of questions that need to</b></p> <p>4 <b>be asked and responded to with yes and no answers, and</b></p> <p>5 <b>then there are some specific questions as you get</b></p> <p>6 <b>through.</b></p> <p>7 <b>The idea is to work through what priority of</b></p> <p>8 <b>response, based on the information that's being taken</b></p> <p>9 <b>from the caller, do we need to allocate in terms of</b></p> <p>10 <b>dispatching the resource.</b></p> <p>11 Q. Do the protocols assume that the person on the other end</p> <p>12 of the phone is either a patient or is reporting</p> <p>13 a patient?</p> <p>14 <b>A. Yes, or could be a third-party caller that is passing</b></p> <p>15 <b>information, yes. So we have to go on the information</b></p> <p>16 <b>that we receive from the call.</b></p> <p>17 Q. So are there any more general protocols where you're</p> <p>18 being called to an incident rather than where there is</p> <p>19 one individual patient?</p> <p>20 <b>A. Well, so what we will get is something that we call</b></p> <p>21 <b>a chief complaint. So the chief complaint will be if</b></p> <p>22 <b>someone is saying difficulty in breathing, then that</b></p> <p>23 <b>will take them to the protocol for difficulty in</b></p> <p>24 <b>breathing, and within that chief complaint there will be</b></p> <p>25 <b>a number of questions that get asked. Based on the</b></p> <p style="text-align: center;">Page 80</p>

<p>1 answers to those questions, it will lead to different</p> <p>2 questions, and ultimately, at the end of the protocol,</p> <p>3 it will deem a response requirement in terms of the</p> <p>4 priority of that patient and the length of time that we</p> <p>5 have to respond to that.</p> <p>6 So it's quite a complex system. It allocates chief</p> <p>7 complaint, and then once we have the chief complaint,</p> <p>8 based on what the information is being given to the call</p> <p>9 handler, that then, through the computer-aided dispatch,</p> <p>10 leads them to a set of questions to eliminate some</p> <p>11 conditions and ask further questions.</p> <p>12 Ultimately, when that protocol is concluded, the</p> <p>13 determinant is reached and the response is allocated.</p> <p>14 Q. Does the protocol tell you how many resources to</p> <p>15 dispatch or is there an element of discretion involved</p> <p>16 there?</p> <p>17 A. Yes, so there is an element of discretion involved.</p> <p>18 Q. You say that the incident was classed as a category C2</p> <p>19 call.</p> <p>20 A. Yes.</p> <p>21 Q. What is C2?</p> <p>22 A. So not immediately life threatening and would require</p> <p>23 response within 30 minutes. That was the initial triage</p> <p>24 of that call.</p> <p>25 I think that's in relation to the fact that there</p> <p style="text-align: center;">Page 81</p>	<p>1 essentially reading them back our reference.</p> <p>2 Q. Why do they do that when the LFB can't see the LAS's</p> <p>3 CAD?</p> <p>4 A. Sorry?</p> <p>5 Q. Why do they do that when the LFB does not have access to</p> <p>6 the LAS's CAD?</p> <p>7 A. Because if they want to pass us any further information</p> <p>8 in subsequent calls, they can then turn around and say,</p> <p>9 "In relation to the LAS CAD247", which then we could</p> <p>10 automatically link to the original call. So that's the</p> <p>11 reason why we give that reference.</p> <p>12 Q. So going back to your statement and moving on a bit in</p> <p>13 the chronology -- so that's back to LAS00000009 on</p> <p>14 page 6 -- we see at 01.33, the first IRO is dispatched</p> <p>15 to the scene. Then in the next 5 minutes, I've counted</p> <p>16 up that the LAS dispatches two further ambulances, the</p> <p>17 London Air Ambulance, four HART operatives -- you can</p> <p>18 just see that at the bottom of the page.</p> <p>19 A. Yes.</p> <p>20 Q. And one further incident response officer.</p> <p>21 Do you know the basis upon which the dispatcher</p> <p>22 decided to send that level of resources to the tower?</p> <p>23 A. So incident response officers we have on duty 24/7 right</p> <p>24 across London. It is standardised procedure for us that</p> <p>25 when we receive a call from the London Fire Brigade to</p> <p style="text-align: center;">Page 83</p>
<p>1 are no patient details received. So at the time, the</p> <p>2 information was that there was a fire-related incident</p> <p>3 where there were people reported as being involved in</p> <p>4 that, but there was no direct clinical information</p> <p>5 regarding to patient.</p> <p>6 Essentially, the triage system, when you get</p> <p>7 patient-specific information, will -- so if there had</p> <p>8 been someone with severe difficulty in breathing that</p> <p>9 was confirmed, clearly that call to that patient</p> <p>10 would've been a higher priority. But this was a generic</p> <p>11 call with persons reported and it generates a subset or</p> <p>12 a standardised priority, which was a C2.</p> <p>13 Q. Then it goes to the dispatcher and the dispatcher</p> <p>14 decides which resources to send to the incident; is that</p> <p>15 correct?</p> <p>16 A. Correct.</p> <p>17 Q. On page 9 of the transcript -- so that's the document</p> <p>18 that's on the screen now but page 9 -- you'll see at the</p> <p>19 end the caller -- so this is actually the LAS calling,</p> <p>20 I think -- gives a reference of 247, which is to the LAS</p> <p>21 CAD.</p> <p>22 Do you know why they would do that with the LFB?</p> <p>23 A. Yes, so that is just confirming to the London Fire</p> <p>24 Brigade what we would call our working CAD, which is the</p> <p>25 information that we've just received from the LFB. It's</p> <p style="text-align: center;">Page 82</p>	<p>1 a fire with persons reported that an incident response</p> <p>2 officer is sent.</p> <p>3 In terms of the ambulance and the hazardous area</p> <p>4 response team, again, for an incident of this type, our</p> <p>5 hazardous area response team would automatically be</p> <p>6 dispatched to what we would call a fire call.</p> <p>7 Q. Does the reference to four HART mean four teams or four</p> <p>8 individuals?</p> <p>9 A. Four resources.</p> <p>10 Q. Are resources one person or --</p> <p>11 A. No, we have two -- we have four vehicles. They have</p> <p>12 different levels. So we sent a HART responder who was</p> <p>13 solo in a car and we sent two in another vehicle. So we</p> <p>14 have two teams on duty, HART teams, 24/7 in London, one</p> <p>15 based in West London, one based in East London. That's</p> <p>16 a national asset and we have to have those 12 HART, two</p> <p>17 teams of six, we have to have those on duty 24/7.</p> <p>18 SIR MARTIN MOORE-BICK: And they just attend by car, do</p> <p>19 they?</p> <p>20 A. And bigger vehicles. So they are a team -- so, for</p> <p>21 example, in some types of call, we might send a HART</p> <p>22 operative to go and provide a situational report, which</p> <p>23 means we wouldn't send the whole HART team, we'd hold</p> <p>24 some back. So they just have different methods of</p> <p>25 responding. But essentially they work in two teams of</p> <p style="text-align: center;">Page 84</p>

<p>1 <b>six in different vehicles.</b></p> <p>2 <b>SIR MARTIN MOORE-BICK: Thank you.</b></p> <p>3 MS GROGAN: Sir, we've been taking breaks about every hour</p> <p>4 over the last two days. I'm very happy myself to push</p> <p>5 on to lunchtime if you like.</p> <p>6 SIR MARTIN MOORE-BICK: Well, let's see. How are you</p> <p>7 feeling, Mr Woodrow?</p> <p>8 THE WITNESS: I'm comfortable.</p> <p>9 SIR MARTIN MOORE-BICK: We'll press on. If you get to the</p> <p>10 stage when you think you've had enough for the time</p> <p>11 being, just make it clear and then we'll stop.</p> <p>12 THE WITNESS: Okay. Thank you, sir.</p> <p>13 MS GROGAN: Moving on in the chronology, then, on page 7 of</p> <p>14 your witness statement, at 01.41, right at the bottom</p> <p>15 there, if we could blow up the last entry on the screen,</p> <p>16 that is when CAD247 -- so this incident -- was declared</p> <p>17 a significant incident by the EOC.</p> <p>18 We can see that on the CAD, so that's MET00019931 at</p> <p>19 page 3.</p> <p>20 It's about two-thirds of the way down, it says --</p> <p>21 SIR MARTIN MOORE-BICK: I think we have to have it expanded</p> <p>22 before we try and look at it.</p> <p>23 MS GROGAN: I think it says:</p> <p>24 "CALL MADE A SIGNIFICANT INCIDENT DUE TO INTEL ..."</p> <p>25 There it is. So it is 01.41.42 by "KRAHNMI".</p> <p style="text-align: right;">Page 85</p>	<p>1 LFB?</p> <p>2 <b>A. So I think it was -- obviously the information that</b></p> <p>3 <b>originally came from the LFB in terms of the number of</b></p> <p>4 <b>pumps that they were deploying. There was a subsequent</b></p> <p>5 <b>call. And I think it was just the area controller</b></p> <p>6 <b>putting that intelligence together very quickly and</b></p> <p>7 <b>saying this is something that is not routine and</b></p> <p>8 <b>declaring that quickly.</b></p> <p>9 Q. So we can see in your chronology -- we don't need to</p> <p>10 pull it up -- by that stage you'd had four 999 calls</p> <p>11 relating to the scene, although they weren't from inside</p> <p>12 the tower.</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. They were from members of the public outside.</p> <p>15 <b>A. Correct.</b></p> <p>16 Q. The definition of a significant incident is in the LAS</p> <p>17 incident manual so that's LAS00000008 at page 21.</p> <p>18 <b>A. Mm-hm.</b></p> <p>19 Q. So there is the LAS definition of a significant</p> <p>20 incident.</p> <p>21 It says there that:</p> <p>22 "• Persons Reported Fire calls 6/10 pumps and above</p> <p>23 or large scale evacuation."</p> <p>24 By this stage, this was a 25-pump fire. We learnt</p> <p>25 that from the 999 call.</p> <p style="text-align: right;">Page 87</p>
<p>1 Can you see that, Mr Woodrow?</p> <p>2 <b>A. I can.</b></p> <p>3 Q. "CALL MADE A SIGNIFICANT INCIDENT DUE TO INTEL ON</p> <p>4 INSTRUCTION OF A/C DL."</p> <p>5 Is AC DL a person?</p> <p>6 <b>A. Yes, so AC -- I do apologise because the London</b></p> <p>7 <b>Ambulance Service is full of acronyms. AC will be area</b></p> <p>8 <b>controller, and an area controller is -- within our</b></p> <p>9 <b>emergency operations centre, we have dispatch groups for</b></p> <p>10 <b>certain parts of geography in London so, we have</b></p> <p>11 <b>south-west London, south-east London, north-east,</b></p> <p>12 <b>north-central, north-west London.</b></p> <p>13 <b>Within those dispatch groups, there are controllers</b></p> <p>14 <b>that are controlling resources that are available in</b></p> <p>15 <b>those sectors. Overseeing those sectors is an area</b></p> <p>16 <b>controller, so that is someone in our emergency</b></p> <p>17 <b>operations centre.</b></p> <p>18 <b>I believe, looking at that document, that that</b></p> <p>19 <b>would've been area controller David Laird on the evening</b></p> <p>20 <b>in question.</b></p> <p>21 Q. He's a relatively senior person within the EOC?</p> <p>22 <b>A. Yes.</b></p> <p>23 Q. You say in your statement that this decision was made</p> <p>24 because of the nature of 999 calls and information that</p> <p>25 had been reported. Was that the information from the</p> <p style="text-align: right;">Page 86</p>	<p>1 Based on that information, should it not have been</p> <p>2 declared a major incident rather than a significant</p> <p>3 incident?</p> <p>4 <b>A. No, I don't believe at that time that it should have</b></p> <p>5 <b>been. We were receiving information of a building fire.</b></p> <p>6 <b>This is quite difficult around -- in some aspects,</b></p> <p>7 <b>this is why we've created, through learning, the</b></p> <p>8 <b>declaration of a significant incident. Because there</b></p> <p>9 <b>are times where the LFB will attend, for example,</b></p> <p>10 <b>an industrial fire where there are no persons involved</b></p> <p>11 <b>at all and there are a large amount of pumps dispatched</b></p> <p>12 <b>to that incident. But that would not be deemed as</b></p> <p>13 <b>a major incident for us.</b></p> <p>14 <b>So some of the learning was that in the initial</b></p> <p>15 <b>stages, if you think there is potential for an incident</b></p> <p>16 <b>to escalate, we've now created within the incident</b></p> <p>17 <b>response plan something called a significant incident,</b></p> <p>18 <b>which essentially changes the way that we're dealing</b></p> <p>19 <b>with that incident up until the point that we can</b></p> <p>20 <b>actually get better intelligence from the scene.</b></p> <p>21 <b>But the things that a declaration of a significant</b></p> <p>22 <b>incident do is, for example, to take that incident out</b></p> <p>23 <b>of our emergency operations centre, put it into the</b></p> <p>24 <b>special operations centre. We send more resource than</b></p> <p>25 <b>we would normally do to, you know, a routine incident.</b></p> <p style="text-align: right;">Page 88</p>

<p>1       <b>So we start to enhance that response at an early</b>  2       <b>stage by defining it as a significant incident.</b>  3       Q. Was the LAS aware at this time that the police had  4       already declared a major incident at 01.32?  5       <b>A. No, we were not.</b>  6       Q. Is that the sort of key information that you would  7       expect the MPS to have told the LAS when they made their  8       decision?  9       <b>A. So we would've expected that information to have been</b>  10       <b>conveyed to us, yes.</b>  11       Q. Was the shared Airwave channel 3 up and running at this  12       point?  13       <b>A. It would've been.</b>  14       Q. So that's a route by which they could've communicated it  15       to you?  16       <b>A. Yes.</b>  17       Q. Would having that information about the MPS's decision  18       have made a difference to the LAS's decision?  19       <b>A. Depending on the information that the Metropolitan</b>  20       <b>Police Service would've passed with that message,</b>  21       <b>because it is possible for our individual services to</b>  22       <b>declare what they deem to be a major incident for their</b>  23       <b>individual organisation.</b>  24       <b>But for us as, you know, a category 1 responder,</b>  25       <b>principally our role within a major incident is the</b></p> <p style="text-align: right;">Page 89</p>	<p>1       Q. So that's a 12-minute response time between first  2       dispatch and arrival.  3       Is that a reasonable time, in your experience?  4       <b>A. Yes.</b>  5       Q. When deciding who to dispatch to the scene, would the  6       LAS look to see who was closest?  7       <b>A. So in terms of officers, yes, they're dispatched</b>  8       <b>differently. In terms of the actual ambulance resource,</b>  9       <b>our ambulance resource is tracked, is on electronic</b>  10       <b>tracking, and so the allocators for resource would press</b>  11       <b>a suggestion button, and what the CAD system does is</b>  12       <b>take the GPS co-ordinates of where the call is and then</b>  13       <b>does a scan around and gives the allocator or the</b>  14       <b>dispatcher the list of the nearest resources.</b>  15       <b>So, yes.</b>  16       Q. How would you expect those different LAS personnel  17       arriving on scene to liaise with one another?  18       <b>A. So I think obviously the first officer on scene, they</b>  19       <b>would essentially assume the role of operational</b>  20       <b>commander, and they would then look -- well, the first</b>  21       <b>thing they would do is report back and give a report</b>  22       <b>back into our emergency operations centre. They would</b>  23       <b>then look to put, depending on what they'd seen, the</b>  24       <b>relevant structures in place to manage that. So</b>  25       <b>allocating primary command roles, they would be looking</b></p> <p style="text-align: right;">Page 91</p>
<p>1       triage and treatment of patients. It's not always the  2       case that if the Metropolitan Police Service declare  3       a major incident, we would deem it to be such  4       an incident from a health perspective.  5       It sounds as if I'm not being clear on the question.  6       I think major incident declaration is certainly  7       an important -- but what we would've looked for was the  8       reason. So we would've expected -- when a major  9       incident is declared -- and all of the doctrine refer to  10       this -- what you expect of the person that is declaring  11       a major incident is to give you that METHANE report,  12       which is very high level but it describes the reasons  13       for the declaration.  14       I think, based on that information, that could've  15       well influenced the decision, but of course we didn't  16       receive that information.  17       Q. Moving on again in the chronology, the first LAS  18       resource on scene arrived at 01.45, and that was Y251.  19       This is on page 8 of your statement.  20       <b>A. Yes.</b>  21       Q. That was a HART officer, and shortly afterwards  22       an advanced paramedic arrives on scene and then the  23       first incident response officer, Laurence Ioannou, says  24       he arrived at 01.49.  25       <b>A. Yes.</b></p> <p style="text-align: right;">Page 90</p>	<p>1       in terms of suitable access and egress points for  2       resources, so setting up a rendezvous point. They would  3       do that very quickly in the first few minutes of  4       arriving.  5       Then what they would look to do is to find out where  6       the other emergency services are in terms of their  7       command and try to get further information.  8       Q. Would the other LAS personnel, such as paramedics and  9       HART officers, know in advance that Laurence Ioannou had  10       assumed the role of Bronze medic?  11       <b>A. So they wouldn't know the name of the individual, but</b>  12       <b>they would obviously -- you know, the fact that we've</b>  13       <b>got Bronze medic, Bronze medic would be giving</b>  14       <b>instructions back to EOC in terms of: can you tell</b>  15       <b>ambulances where the rendezvous point is? And that</b>  16       <b>information -- in our ambulance vehicles, we have mobile</b>  17       <b>data terminals. So there's just a lot of data gets</b>  18       <b>transferred onto a screen. That information would be</b>  19       <b>updated through to crews based on the information that's</b>  20       <b>coming back from the scene and requests for, you know,</b>  21       <b>rendezvous points and directions and where crews are to</b>  22       <b>head to.</b>  23       Q. HART don't have access to MDTs, is that right, in their  24       vehicles?  25       <b>A. So HART on that particular night, so the vehicles that</b></p> <p style="text-align: right;">Page 92</p>

<p>1 <b>HART were in, were not MDT vehicles, they had satellite</b></p> <p>2 <b>navigation. But what we have on the Airwave radios is</b></p> <p>3 <b>the ability to pass information in terms of messages</b></p> <p>4 <b>down on their Airwave radio, in text message as well as</b></p> <p>5 <b>voice.</b></p> <p>6 Q. Do people on the scene have remote access to the CAD or</p> <p>7 is that just something that exists in the control room?</p> <p>8 <b>A. No, the CAD is just the computer-aided dispatch system</b></p> <p>9 <b>that is used within the emergency operations centre.</b></p> <p>10 Q. We can see from the transcript of that initial 999</p> <p>11 call -- we don't have to pull it up -- that there was</p> <p>12 some confusion initially over the postcode and you've</p> <p>13 mentioned that in your statement.</p> <p>14 <b>A. Yes.</b></p> <p>15 Q. Resources were initially sent to SW11 instead of W11.</p> <p>16 In that call, the LAS handler refers to yet another</p> <p>17 address that doesn't match.</p> <p>18 Is there a problem with identifying addresses on LAS</p> <p>19 systems?</p> <p>20 <b>A. No, this was a user error. The address was incorrectly</b></p> <p>21 <b>inputted into the CAD, which is why south-west 11 was</b></p> <p>22 <b>inputted instead of west 11, which is why a different</b></p> <p>23 <b>location was coming up on the gazetteer.</b></p> <p>24 Q. Do you know whether that confusion over the address</p> <p>25 caused any delay in getting LAS personnel to the tower?</p> <p style="text-align: right;">Page 93</p>	<p>1 because I was not actually in the specialist operations</p> <p>2 centre when that happened.</p> <p>3 <b>SIR MARTIN MOORE-BICK:</b> Well, I suppose one could ask: does</p> <p>4 it look like a long delay or does it look the sort of</p> <p>5 time you'd expect?</p> <p>6 <b>A. So from my experience in terms of doing what we need to</b></p> <p>7 <b>do to get -- these things do take time, so I wouldn't</b></p> <p>8 <b>say that that was unreasonable. And to be honest, the</b></p> <p>9 <b>information that we're passing to the LFB actually</b></p> <p>10 <b>doesn't essentially impact anything that the LFB were</b></p> <p>11 <b>doing. So this is really more of a courtesy message to</b></p> <p>12 <b>say that we have upgraded that incident and to let them</b></p> <p>13 <b>know that we're responding accordingly.</b></p> <p>14 <b>MS GROGAN:</b> The declaration of a significant incident</p> <p>15 doesn't appear to be recorded on CAD247. If it would</p> <p>16 help you, I can pull up the page that deals with that</p> <p>17 time period.</p> <p>18 <b>A. Yes, please.</b></p> <p>19 Q. So that's MET00019931, page 4.</p> <p>20 (Pause)</p> <p>21 We'll wait for it to come up on the screen for you.</p> <p>22 <b>A. Okay.</b></p> <p>23 Q. So if you just take a second to refamiliarise yourself</p> <p>24 with that page, Mr Woodrow.</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: right;">Page 95</p>
<p>1 <b>A. I don't believe it did.</b></p> <p>2 Q. Going back to your chronology on page 9 of your</p> <p>3 statement, at 01.52, you say that the LAS updated the</p> <p>4 LFB by phone that the LAS had declared a significant</p> <p>5 incident.</p> <p>6 <b>A. Yes.</b></p> <p>7 Q. That's 10 minutes after the declaration was made within</p> <p>8 the LAS.</p> <p>9 <b>A. Correct.</b></p> <p>10 Q. Do you know why it took 10 minutes to relay this</p> <p>11 information?</p> <p>12 <b>A. Well, I wasn't there, so I can't definitively tell you.</b></p> <p>13 <b>I think probably from the declaration what we would be</b></p> <p>14 <b>doing is taking the steps that we need to take in terms</b></p> <p>15 <b>of the actions that the emergency operations centre</b></p> <p>16 <b>could take. So as I've explained previously, the</b></p> <p>17 <b>specialist operations centre would be opened up, people</b></p> <p>18 <b>would be moved into that room. I think that's probably</b></p> <p>19 <b>just a gap of getting people settled and then obviously</b></p> <p>20 <b>updating the LFB that we'd taken those actions.</b></p> <p>21 Q. Should it have been communicated sooner?</p> <p>22 <b>A. I think that's impossible for me to say. I think what</b></p> <p>23 <b>I would say is that it is imperative that we get that</b></p> <p>24 <b>information across to partners as soon as is</b></p> <p>25 <b>practicable. I can't answer that question specifically</b></p> <p style="text-align: right;">Page 94</p>	<p>1 Q. Can you see anywhere on that page where the significant</p> <p>2 incident is logged?</p> <p>3 It seems to be earlier, so it may be an error in</p> <p>4 your statement, at 01.47.</p> <p>5 <b>A. Yes.</b></p> <p>6 Q. It says, "SIGNIFICANT PAGING INITIATED". Is that</p> <p>7 a significant incident?</p> <p>8 <b>A. Yes. So once the significant incident is declared,</b></p> <p>9 <b>that, as I say, then sets off a number of actions. One</b></p> <p>10 <b>of those actions is then to page out that a significant</b></p> <p>11 <b>incident has been declared to command groups.</b></p> <p>12 Q. The update to the LFB is not recorded on the CAD.</p> <p>13 <b>A. No, it doesn't appear to be on that page, no.</b></p> <p>14 Q. Would you expect it to be?</p> <p>15 <b>A. Yes, I would.</b></p> <p>16 Q. There is an entry at 01.52 that says, "METPOL AWARE NO</p> <p>17 REF PASSED".</p> <p>18 Is that a reference to informing the Met Police</p> <p>19 about the significant incident?</p> <p>20 <b>A. Yes.</b></p> <p>21 Q. What does it mean when it says "NO REF PASSED"?</p> <p>22 <b>A. So no reference passed, so no additional CAD, no</b></p> <p>23 <b>reference, no new CAD, just associated with the</b></p> <p>24 <b>original.</b></p> <p>25 Q. When the LAS informed the LFB that it had declared</p> <p style="text-align: right;">Page 96</p>



<p>1 a significant incident, do you know if any other</p> <p>2 information was shared with the LFB at that time?</p> <p>3 <b>A. No, I don't. I would suggest from previous experience</b></p> <p>4 <b>it would've been just a very quick call to say that we'd</b></p> <p>5 <b>declared a significant incident.</b></p> <p>6 Q. Would the LFB know what that meant?</p> <p>7 <b>A. Yes.</b></p> <p>8 Q. Moving topics to liaison with the LFB on scene.</p> <p>9 We know that you weren't there on the night until</p> <p>10 later, but please answer these questions in light of</p> <p>11 your general experience. If you don't know the answer</p> <p>12 then please do say.</p> <p>13 Laurence Ioannou says that when he arrived at scene,</p> <p>14 he was not sure who was in charge for the LFB.</p> <p>15 Would you expect that sort of information to be</p> <p>16 available to an IRO, so would they be told in advance</p> <p>17 who to look for?</p> <p>18 <b>A. So an incident response officer would look for officers,</b></p> <p>19 <b>so officers and officers' tabards. So they would look</b></p> <p>20 <b>for the incident commander by the nature of the tabard.</b></p> <p>21 <b>I think when our incident response officer arrived</b></p> <p>22 <b>on scene and actually was looking at the east aspect of</b></p> <p>23 <b>the building, saw a number of LFB personnel who were</b></p> <p>24 <b>officers -- and officers are denoted by the fact that</b></p> <p>25 <b>they wear a different colour helmet -- and that was</b></p> <p style="text-align: right;">Page 97</p>	<p>1 <b>and I think that's the reason in terms of the comment</b></p> <p>2 <b>regarding smoke inhalation, in terms of actually the</b></p> <p>3 <b>integrity of the internal of the building had not been</b></p> <p>4 <b>penetrated at that time.</b></p> <p>5 Q. So in your experience, would that have affected his</p> <p>6 decision-making about where, for example, to set up</p> <p>7 a triage point or how many people to have dealing with</p> <p>8 triage and issues such as that?</p> <p>9 <b>A. No, I don't think so. So I think that comment doesn't</b></p> <p>10 <b>influence the incident response officers. So the</b></p> <p>11 <b>incident response officer, by nature of the fact that</b></p> <p>12 <b>he's declared a significant incident, is already into</b></p> <p>13 <b>setting up the normal procedures that we would expect</b></p> <p>14 <b>them to do.</b></p> <p>15 <b>So that doesn't influence his decision to do</b></p> <p>16 <b>anything differently at that time.</b></p> <p>17 Q. Paul Hammond, who is another member of LAS personnel who</p> <p>18 attended the scene on the night, says that</p> <p>19 Laurence Ioannou decided to keep the incident as</p> <p>20 a significant incident because the LFB said they thought</p> <p>21 the fire was superficial.</p> <p>22 I can pull up that reference for you. It's</p> <p>23 MET00014408 at page 4.</p> <p>24 SIR MARTIN MOORE-BICK: Which part would you like to look</p> <p>25 at?</p> <p style="text-align: right;">Page 99</p>
<p>1 <b>where the IRO first went to see whether he could get</b></p> <p>2 <b>information around who was commanding the incident.</b></p> <p>3 Q. If we pull up Mr Ioannou's statement, MET00010862, and</p> <p>4 page 5 of that statement.</p> <p>5 It's just that first paragraph you've mentioned his</p> <p>6 description of having seen a group of firefighters near</p> <p>7 the east face of the building.</p> <p>8 He says there:</p> <p>9 "There were several other fire fighters still</p> <p>10 standing there. I walked over to them. Someone in a</p> <p>11 white hat and commander tabard then said 'It's not as</p> <p>12 bad as it looks'. 'We believe it is an external fire</p> <p>13 and has not penetrated internally'."</p> <p>14 Mr Ioannou says in light of that information he was</p> <p>15 expecting to deal with patients with smoke inhalation</p> <p>16 only.</p> <p>17 You can't answer for him, obviously, but in general,</p> <p>18 would that sort of information affect the LAS decisions</p> <p>19 about how to set up on scene and what resources to</p> <p>20 deploy?</p> <p>21 <b>A. So I believe that we would be going to the London Fire</b></p> <p>22 <b>Brigade for that specific advice around the type of</b></p> <p>23 <b>incident that we were dealing with.</b></p> <p>24 <b>From my experience, that would've played into</b></p> <p>25 <b>decision-making in terms of not penetrating internally,</b></p> <p style="text-align: right;">Page 98</p>	<p>1 MS GROGAN: It's the bottom paragraph, I think. Is that</p> <p>2 right?</p> <p>3 Sorry, that's not the right reference.</p> <p>4 Could you zoom out again and I'll just find the</p> <p>5 right bit.</p> <p>6 (Pause)</p> <p>7 Sorry, I think the reference in my notes are wrong.</p> <p>8 I'll pull out the correct reference later and perhaps we</p> <p>9 can come back to my question so I can let you see the</p> <p>10 evidence.</p> <p>11 So we'll pause that.</p> <p>12 Mr Ioannou then first meets with AC Roe from the LFB</p> <p>13 at 02.23, which is over 30 minutes after Mr Ioannou</p> <p>14 arrived on scene.</p> <p>15 Would you expect liaison between on-scene commanders</p> <p>16 to happen earlier than that?</p> <p>17 <b>A. Ideally, yes.</b></p> <p>18 Q. Is the only way of them communicating with one another</p> <p>19 on scene to go and find each other in person or is there</p> <p>20 a way of doing it via radio or some other way?</p> <p>21 <b>A. The normal way would've been to go and identify that</b></p> <p>22 <b>person face-to-face at the command unit.</b></p> <p>23 Q. Other witnesses describe similar issues with being</p> <p>24 unable to locate LFB staff. For example, Maria Conyers.</p> <p>25 She says that communication from the LFB on the night</p> <p style="text-align: right;">Page 100</p>

<p>1 was virtually nonexistent in her view, that the LAS 2 could not locate the LFB safety officer early in the 3 night and that they would've been assisted by an LFB 4 counterpart in contact and relaying messages that they 5 received. 6 We've been through the policies that emphasise the 7 importance of communication between agencies. 8 Would you expect there to be better communication on 9 site between the LAS and LFB than as described by 10 Ms Conyers? 11 <b>A. So I think we have to contextualise this incident. It 12 was unprecedented in terms of its nature and its size. 13 It undoubtedly was a very complex incident in terms of 14 not just the type, but the other factors that were 15 involved in the management of this incident. 16 It is clear that communications were one of those 17 challenges that night, and there are numerous references 18 to people trying to attain situational awareness. 19 I just think on the actual night, that was just very 20 difficult tactically to be able to achieve. 21 So in a perfect world, yes, you would expect 22 communication to have been much better than it appeared 23 to have been on that night, but that has to be taken 24 into the context of the operating environment that 25 people were working in and the dynamic environment of --</b></p> <p>Page 101</p>	<p>1 are currently no patients. Due to the information from 2 the LFB Commander Lawrence has kept it as a significant 3 incident." 4 Just looking at the information that he received -- 5 so he's been told they think it's superficial and that 6 there are currently no patients -- do you think at that 7 stage it was reasonable to keep the incident as 8 a significant incident? 9 <b>A. So I think the incident response officer weighed up the 10 information from the lead agency. He would've taken 11 that information as expert advice from the lead agency, 12 and I believe in terms of his overall decision-making 13 and the fact that, actually, there were currently no 14 patients, and, you know, we had sent a predetermined 15 attendance, at that time he deemed it reasonable to keep 16 it at a significant incident.</b> 17 Q. Is the fact of there being no patients a major factor in 18 decision-making? 19 <b>A. I wouldn't say it was a major factor, but it would've 20 been a factor. From recollection, IRO Ioannou also 21 reflects on an incident of a fire previously where it 22 was declared as a major incident and there were three 23 patients treated.</b> 24 <b>So I think in his mind he was trying to put all of 25 this situational awareness, his experience from previous</b></p> <p>Page 103</p>
<p>1 there were things ever-changing on scene that night, and 2 I think that all contributed to those challenges with 3 communication. 4 Q. So practically speaking, then, does Maria Conyers's 5 statement reflect your experience of other large 6 incidents or is it out of the ordinary? 7 <b>A. So I think this was unprecedented. So from my 8 experience, you know, as I say, the emergency services 9 have a close relationship, they do work together, we do 10 exercise together. I just think the nature and scale of 11 this incident, and I think there were other 12 environmental challenges that were in play there, which 13 just made it very difficult. Information was shifting 14 and it was changing constantly, and I think that just 15 created a very difficult environment to maintain those 16 clear communication channels.</b> 17 Q. I've now found my reference for that part of 18 Mr Hammond's statement, so we can go back to that. 19 That's MET00014408, page 3. 20 So if we could have that up on the screen, please, 21 and zoom in on the third paragraph from the bottom 22 starting with: 23 "Having liaised with Lawrence[sic] who has spoken to 24 an LFB Commander. The Commander has said the fire is 25 superficial and on the outside of the building and there</p> <p>Page 102</p>	<p>1 incidents and come up with that option. And based on 2 that information, he took that decision. 3 Q. I have one more topic that I think we can get through 4 before lunch, which is the LAS's declaration of a major 5 incident. 6 That decision to declare a major incident was made 7 at 02.25. 8 <b>A. Yes.</b> 9 Q. We can see that in your statement at page 11. We don't 10 need to pull it up. 11 That was, again, declared by LAS Bronze medics, that 12 was Mr Ioannou, and he says this was based on 13 information from the LFB at that stage, having attended 14 CU7 and spoken to AC Roe, that fire survival guidance 15 calls were reporting 40 people trapped and patients 16 coming out of the building unconscious. 17 The consequences of declaring a major incident 18 include increasing the predetermined attendance; is that 19 right? 20 <b>A. Yes.</b> 21 Q. Again, I think I can summarise, that's 20 ambulances, 22 eight officers, three of which are IROs and five 23 operational commanders, a tactical adviser, a command 24 support vehicle with a command support team, medical 25 emergency response incident team, ambulance liaison</p> <p>Page 104</p>

<p>1 officers, hospital liaison officers deployed to</p> <p>2 appropriate hospitals, HART and central operations and</p> <p>3 equipment support vehicles.</p> <p>4 Does that sound about right?</p> <p>5 <b>A. That's correct.</b></p> <p>6 Q. I've taken that from the LAS's policies.</p> <p>7 Is it right that a command support vehicle was</p> <p>8 dispatched but could not get close to the scene? Do you</p> <p>9 recall that from the evidence?</p> <p>10 <b>A. Yes. So there was a particular challenge. There was</b></p> <p>11 <b>a general challenge throughout that incident in terms of</b></p> <p>12 <b>physically being able to access with vehicles close</b></p> <p>13 <b>enough to the scene. I think part of that issue is that</b></p> <p>14 <b>there were a large number of LFB appliances already</b></p> <p>15 <b>arriving on scene before we were notified of the event.</b></p> <p>16 <b>There were large numbers of Metropolitan Police Service</b></p> <p>17 <b>that were requested within the first hour from the time</b></p> <p>18 <b>of the origin of the call, and that made it a constant</b></p> <p>19 <b>challenge.</b></p> <p>20 <b>There are numerous references around trying to solve</b></p> <p>21 <b>RVPs and trying to get this issue of access definitively</b></p> <p>22 <b>arranged.</b></p> <p>23 <b>I think, you know, from my experience, the actual</b></p> <p>24 <b>area, the roads were quite narrow, there were lots of</b></p> <p>25 <b>private cars parked, and then with emergency service</b></p> <p style="text-align: center;">Page 105</p>	<p>1 the Airwave radios, they were retrieved from the vehicle</p> <p>2 and they were distributed to other key members of our</p> <p>3 response.</p> <p>4 So in terms of -- for the Bronze operational</p> <p>5 commander, did he have a vehicle where he could get in</p> <p>6 and sit down and have meetings? No, he didn't. But,</p> <p>7 actually, that didn't stop him having meetings, and</p> <p>8 indeed his communication with his command team in the</p> <p>9 roles, it is very clear that there was good</p> <p>10 communication between Mr Ioannou and the rest of the</p> <p>11 command teams.</p> <p>12 Q. Might it have helped with better communication between</p> <p>13 the LFB command units and the LAS or do you think --</p> <p>14 <b>A. Considerably, yes.</b></p> <p>15 Q. By the time the LAS declared a major incident, do you</p> <p>16 know whether the predetermined attendance had in fact</p> <p>17 already been met on site?</p> <p>18 <b>A. So from my review, no, not entirely. But I think the</b></p> <p>19 <b>decision was made in the specialist operations centre,</b></p> <p>20 <b>once the significant incident had been declared, that</b></p> <p>21 <b>actually we were starting to deploy more resources.</b></p> <p>22 <b>So from my review, by 3 o'clock the full</b></p> <p>23 <b>predetermined attendance for a major incident was met.</b></p> <p>24 Q. 3.00 am. So that's about 35 minutes after the</p> <p>25 declaration was made.</p> <p style="text-align: center;">Page 107</p>
<p>1 vehicles, there was a real challenge in terms of clear</p> <p>2 access and egress.</p> <p>3 Q. What would you expect a command support vehicle to do at</p> <p>4 a major incident?</p> <p>5 <b>A. Well, they would locate themselves near partner command</b></p> <p>6 <b>units, and that would be a place for the operational</b></p> <p>7 <b>commander to base themselves.</b></p> <p>8 <b>Obviously they would be liaising with partner</b></p> <p>9 <b>agencies, fire and police, but then we would be able to</b></p> <p>10 <b>use that command support vehicle then to hold meetings</b></p> <p>11 <b>with teams on the ground, be able to transmit messages</b></p> <p>12 <b>through that vehicle back through to the specialist</b></p> <p>13 <b>operations centre.</b></p> <p>14 Q. And that vehicle would have access to that joint radio</p> <p>15 channel that we've already talking about?</p> <p>16 <b>A. Yes, so it has Airwave communications on it.</b></p> <p>17 Q. So they would be able to hear messages coming through on</p> <p>18 that from other agencies as well?</p> <p>19 <b>A. Yes.</b></p> <p>20 Q. Do you think the fact that the CSV couldn't get close to</p> <p>21 the site had any effect on LAS operations on the night</p> <p>22 of the fire?</p> <p>23 <b>A. No, I don't believe it did. I think the personnel from</b></p> <p>24 <b>that vehicle made their way to the scene, and the</b></p> <p>25 <b>equipment on the command support vehicle, in terms of</b></p> <p style="text-align: center;">Page 106</p>	<p>1 What are the other consequences of declaring a major</p> <p>2 incident?</p> <p>3 <b>A. So it sets up a number of actions in terms of the wider</b></p> <p>4 <b>NHS. So in terms of hospitals, once we declare a major</b></p> <p>5 <b>incident and we put those hospitals on standby, or</b></p> <p>6 <b>indeed we declare those hospitals as hospitals that will</b></p> <p>7 <b>receive patients, it triggers those hospitals to take</b></p> <p>8 <b>actions in terms of ensuring they're able to receive</b></p> <p>9 <b>likely patients that we'll send.</b></p> <p>10 <b>I think when we're declaring a major incident, we're</b></p> <p>11 <b>also trying to deal with the major incident, but also</b></p> <p>12 <b>trying to think of how we retain core service delivery</b></p> <p>13 <b>to the rest of London.</b></p> <p>14 <b>It triggers issues around our requirement in terms</b></p> <p>15 <b>of deployment of all of our HART resources, so there was</b></p> <p>16 <b>consideration then around if there was another incident</b></p> <p>17 <b>in another part of London that required HART resources,</b></p> <p>18 <b>how would that be managed?</b></p> <p>19 <b>So it triggers off a whole host of actions outside</b></p> <p>20 <b>of the delivery of the predetermined attendance.</b></p> <p>21 Q. But the SOC itself was already set up when you have</p> <p>22 a significant incident?</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. So does it have much of an effect in terms of the</p> <p>25 resources at command level that you deploy to --</p> <p style="text-align: center;">Page 108</p>

<p>1 <b>A. Yes. So once it's a major incident, then there would've</b>  2 <b>been more staff deployed from the emergency operations</b>  3 <b>centre to run the incident through the SOC. So more</b>  4 <b>staff would've been allocated to SOC.</b>  5 Q. Was the LAS's decision to declare a major incident  6 communicated to either the MPS or the LFB?  7 <b>A. I believe it was, yes.</b>  8 Q. Do you know how it was communicated?  9 <b>A. I believe it was through the CAD link to the MPS.</b>  10 Q. And to the LFB?  11 <b>A. I think that would've been Laurence Ioannou would've</b>  12 <b>informed --</b>  13 Q. On site?  14 <b>A. -- the LFB commander on site that he was declaring</b>  15 <b>a major.</b>  16 MS GROGAN: That's a convenient moment for me, sir.  17 SIR MARTIN MOORE-BICK: Is it?  18 MS GROGAN: Yes, if it's convenient for everyone else.  19 SIR MARTIN MOORE-BICK: Well, we're going to have a break  20 now, Mr Woodrow, so we can all get some lunch.  21 THE WITNESS: Okay.  22 SIR MARTIN MOORE-BICK: I'm going to ask you, please, not to  23 talk to anyone about your evidence while you're out of  24 the room.  25 THE WITNESS: Yes, sir.</p> <p style="text-align: center;">Page 109</p>	<p>1 Good afternoon, Mr Woodrow.  2 I want to pick up by looking at a little bit more in  3 detail of the communications between the LAS, the MPS  4 and the LFB on the night.  5 So starting with the MPS.  6 At page 10 of your statement at 02.10 you refer to  7 an update via the shared radio channel from the MPS.  8 If we look at the CAD of that, which is MET00019931,  9 page 5, you'll see there about a third of the way down  10 it says:  11 "MP ASKING FOR US TO LIAISE WITH MPAS 4 ON ..."  12 Then it's just redacted because that's the radio  13 channel.  14 SIR MARTIN MOORE-BICK: I really think it's asking rather  15 a lot of Mr Woodrow to read this as it is.  16 MS GROGAN: Sorry, shall we zoom in on it?  17 SIR MARTIN MOORE-BICK: I think we should.  18 (Pause)  19 MS GROGAN: So right at the top you'll see:  20 "MP ASKING FOR US TO LIAISE WITH MPAS 4 ON [blank]."  21 That's the shared radio channel.  22 Then you'll see just below it says:  23 "SOC ADVISED TO MONITOR ..."  24 Do you know if that was the first time that the SOC  25 would have switched on the shared radio channel or would</p> <p style="text-align: center;">Page 111</p>
<p>1 SIR MARTIN MOORE-BICK: We'll stop now. We'll resume at  2 2.05.  3 If you would like to go with the usher, she'll look  4 after you. All right?  5 THE WITNESS: Thank you.  6 (Pause)  7 SIR MARTIN MOORE-BICK: Just for my benefit, Ms Grogan, how  8 are you getting on?  9 MS GROGAN: I'm over halfway through, sir, so I suspect I'll  10 be maybe 40 minutes after lunch, 45 minutes.  11 SIR MARTIN MOORE-BICK: There's no rush, I just wanted to  12 see how the afternoon was going to work out.  13 MS GROGAN: I certainly won't take all afternoon.  14 SIR MARTIN MOORE-BICK: Thank you very much.  15 Very well, 2.05, then, please.  16 (1.05 pm)  17 (The short adjournment)  18 (2.05 pm)  19 SIR MARTIN MOORE-BICK: All right, Mr Woodrow?  20 THE WITNESS: Yes, thank you, sir.  21 SIR MARTIN MOORE-BICK: Ready to carry on?  22 THE WITNESS: Yes.  23 SIR MARTIN MOORE-BICK: Good, thank you.  24 Ms Grogan.  25 MS GROGAN: Thank you, sir.</p> <p style="text-align: center;">Page 110</p>	<p>1 it have been on earlier in the incident?  2 <b>A. So that channel would have been on. It would have been</b>  3 <b>on throughout that evening. It's a channel that's</b>  4 <b>monitored as part of routine business.</b>  5 Q. If we go over the page to page 6, so MPAS 4 is one of  6 the police helicopters. If we go on to page 6 and we  7 zoom in and there's an entry there that says:  8 "[Redacted] - SMOKE COMING FROM WESTERN ASPECT OPEN  9 WINDOW - HALF WAY UP ..."  10 You can see two there, one at 02.10, top 6 floors.  11 <b>A. Yes.</b>  12 Q. So that's the one you refer to in your statement, and  13 then further down, 02.12, smoke coming from western  14 aspect.  15 So the calls logged on this radio channel in the CAD  16 are all coming from the police helicopter?  17 <b>A. Yes.</b>  18 Q. From my review of the CAD, there aren't any other  19 messages from the shared radio being recorded in the  20 CAD.  21 Would you have expected, as a matter of routine,  22 messages coming through that radio channel to be  23 recorded?  24 <b>A. Yes, if the messages were being picked up by the loggist</b>  25 <b>then I would expect those messages to have been recorded</b></p> <p style="text-align: center;">Page 112</p>

<p>1 <b>in the log.</b></p> <p>2 Q. We also have evidence of phone calls between the MPS and</p> <p>3 a watch manager at the LAS. The transcript for that is</p> <p>4 INQ00000379.</p> <p>5 If we could pull that up at page 16, please.</p> <p>6 This is a call where -- I'll just summarise it --</p> <p>7 the MPS have phoned in to say that they have a patient</p> <p>8 at Latimer Road tube station and they wanted to know how</p> <p>9 best to tell the LAS where to come and pick that patient</p> <p>10 up, because as you've already referred to, there were</p> <p>11 issues with getting access to the scene because of</p> <p>12 congestion.</p> <p>13 You'll see on that transcript what the MPS is asking</p> <p>14 is how they can best update the LAS about where they</p> <p>15 are.</p> <p>16 You'll see the caller says there -- can you read</p> <p>17 that okay or would you like us to zoom in?</p> <p>18 <b>A. No, I can read that.</b></p> <p>19 Q. "CALLER: Yeah, relating to it and obviously there's,</p> <p>20 there's been requests gone in from all over the place</p> <p>21 and we've been making phone calls from CADs that don't</p> <p>22 necessarily have yourself linked into it. We've</p> <p>23 literally been, like, help we need for this</p> <p>24 four-year-old that I just gave your colleague there.</p> <p>25 So, I'm just wondering if you know what your link is to</p> <p style="text-align: center;">Page 113</p>	<p>1 Q. I am summarising there. That is an example of the MPS</p> <p>2 saying and the LAS agreeing that it's more efficient to</p> <p>3 communicate via the shared radio --</p> <p>4 <b>A. Yes.</b></p> <p>5 Q. -- than via phone.</p> <p>6 <b>A. Yes.</b></p> <p>7 Q. Would you agree that it's more efficient to do it that</p> <p>8 way?</p> <p>9 <b>A. Yes, I do.</b></p> <p>10 Q. You then have a reference in your statement to</p> <p>11 an incoming call regarding patients on the 25th floor</p> <p>12 that was passed on to the LFB, and you cite this as</p> <p>13 an example in your statement of information being passed</p> <p>14 to the LFB at 02.21.</p> <p>15 <b>A. Correct.</b></p> <p>16 Q. We can see that on page 10 of your statement, you say:</p> <p>17 "DDS desk inform the LFB of CAD 336 and information</p> <p>18 relating to patients alive on 25th floor."</p> <p>19 So that's 02.21.</p> <p>20 <b>A. Yes.</b></p> <p>21 Q. It's one reference from the bottom?</p> <p>22 <b>A. Yes. Yes.</b></p> <p>23 Q. Do you know how this information was passed on?</p> <p>24 <b>A. So I suspect that would've been by phone. So DDS is the</b></p> <p>25 <b>dispatch deployment sector, and so wouldn't have been</b></p> <p style="text-align: center;">Page 115</p>
<p>1 us, the CAD number we're working from, to work with you,</p> <p>2 we can send stuff backwards and forwards but the</p> <p>3 location will be constantly changing. I just don't want</p> <p>4 to get any confusion. Do you see where I'm coming from?</p> <p>5 "WATCH MANAGER: Yeah, okay. So just looking at our</p> <p>6 working CAD of 247 we haven't sent any messages directly</p> <p>7 to the police (Inaudible) looking at to be fair because</p> <p>8 I think obviously you guys have been dealing with your</p> <p>9 part but we've not -- yeah we've not had any</p> <p>10 communication with the police.</p> <p>11 "CALLER: So no one's monitoring the, the radio?</p> <p>12 WATCH MANAGER: Yeah, well, I was going to say on the</p> <p>13 radio they are obviously ..."</p> <p>14 There is reference there to two radio channels being</p> <p>15 monitored, but obviously one of those radio channels</p> <p>16 will be the more relevant one in this scenario.</p> <p>17 Then we go over the page to page 17, it says:</p> <p>18 "CALLER: Right, okay. Yeah, so that's fine, so what</p> <p>19 I can tell you is the guys who are working [redacted],</p> <p>20 if they need to tell you where the unit's required who</p> <p>21 are not at the RVP are you happy to go by [redacted]</p> <p>22 rather than constant phone calls?"</p> <p>23 So that there is the MPS feeding information through</p> <p>24 the radio rather than phoning?</p> <p>25 <b>A. Sorry, could you ask that question again?</b></p> <p style="text-align: center;">Page 114</p>	<p>1 <b>the desk that would've been managing the [redacted]</b></p> <p>2 <b>radio channel, that would be the incident management</b></p> <p>3 <b>desk.</b></p> <p>4 <b>So phone would be -- obviously I wasn't there, but</b></p> <p>5 <b>from the entry, we don't have a direct CAD link and they</b></p> <p>6 <b>would not have been monitoring that channel. It's</b></p> <p>7 <b>a different desk that monitors the [redacted] channel.</b></p> <p>8 <b>DDS was actually sitting in the main control room.</b></p> <p>9 <b>So --</b></p> <p>10 Q. So DDS was sitting in the main control room, not the</p> <p>11 SOC --</p> <p>12 <b>A. Yes. So the DDS is not a functional desk that is</b></p> <p>13 <b>implemented as part of a major incident; it's a standard</b></p> <p>14 <b>desk that is in the main emergency operations centre.</b></p> <p>15 Q. And the way that happened was obviously LAS received</p> <p>16 a 999 call from a member of the public saying there were</p> <p>17 people alive on the top floor --</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. -- and then DDS made the decision to pass that on to the</p> <p>20 LFB?</p> <p>21 <b>A. Yes.</b></p> <p>22 Q. You accept in your statement that information from other</p> <p>23 999 calls was not passed on by the LAS to the LFB.</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. Is there a reason why DDS would've decided to pass on</p> <p style="text-align: center;">Page 116</p>

<p>1 this information but not other information?</p> <p>2 <b>A. So I think that would've been a choice of the individual</b></p> <p>3 <b>that would've just used the DDS -- the DDS is not</b></p> <p>4 <b>actively engaged in dispatching resources. The DDS desk</b></p> <p>5 <b>looks at dynamic deployment, it looks at allocation of</b></p> <p>6 <b>rest breaks, that kind of thing. So it probably was</b></p> <p>7 <b>a decision -- I wasn't there, but I'm assuming a DDS</b></p> <p>8 <b>would've been used as that desk would've had capacity to</b></p> <p>9 <b>make a call.</b></p> <p>10 <b>So it wouldn't have been because that is that desk's</b></p> <p>11 <b>responsibility, I think it was just a decision that was</b></p> <p>12 <b>taken on that night.</b></p> <p>13 Q. Is there any protocol or policy in place that would</p> <p>14 require call handlers or dispatch to pass information on</p> <p>15 from fire survival guidance calls to the LFB?</p> <p>16 <b>A. So there is no defined policy, but there is</b></p> <p>17 <b>an expectation that when those types of calls come</b></p> <p>18 <b>through, either the watch manager is contacted or the</b></p> <p>19 <b>call-taking supervisor.</b></p> <p>20 <b>And to a certain extent, common sense needs to</b></p> <p>21 <b>prevail that that is important information and it should</b></p> <p>22 <b>be transferred. But at the time in question there was</b></p> <p>23 <b>no dedicated policy that stated that had to occur.</b></p> <p>24 Q. And you very fairly accepted in your statement that</p> <p>25 that's an area for improvement.</p> <p style="text-align: center;">Page 117</p>	<p>1 <b>A. No. I think I mentioned previously that there will be</b></p> <p>2 <b>occasions where another service will declare a major</b></p> <p>3 <b>incident, but actually that major incident might not</b></p> <p>4 <b>necessarily deem us to take any different action.</b></p> <p>5 <b>So I think in terms of the declaration that we made</b></p> <p>6 <b>was purely on Mr Ioannou, what he was seeing, what</b></p> <p>7 <b>information he was getting, and that was around</b></p> <p>8 <b>initiating the required response that the LAS needed to</b></p> <p>9 <b>provide to that incident in relation to health.</b></p> <p>10 <b>The declaration of the LFB declaring a major</b></p> <p>11 <b>incident wouldn't have changed anything that we'd done</b></p> <p>12 <b>at that point.</b></p> <p>13 Q. I've already asked you about the JESIP recommendation</p> <p>14 that a single point of contact between control rooms is</p> <p>15 set up.</p> <p>16 Do you think that information-sharing between the</p> <p>17 LAS, the LFB and the MPS about important decisions such</p> <p>18 as declaring a major incident would have been assisted</p> <p>19 by a single point of contact in each control room?</p> <p>20 <b>A. So the answer to that in my experience would be yes.</b></p> <p>21 <b>I think there are some additional factors that in my</b></p> <p>22 <b>experience would assist with that.</b></p> <p>23 <b>So clearly this was an incident of unprecedented</b></p> <p>24 <b>nature, and there were a number of changes in partners</b></p> <p>25 <b>in terms of command roles. So the incident commander</b></p> <p style="text-align: center;">Page 119</p>
<p>1 <b>A. Absolutely.</b></p> <p>2 Q. I'll ask you some more questions about that when we get</p> <p>3 to the end.</p> <p>4 Moving on, then, to communications from the LFB to</p> <p>5 the LAS.</p> <p>6 We know that the LFB did not tell the LAS that it</p> <p>7 had declared a major incident until 02.37, and it did</p> <p>8 that by phone.</p> <p>9 The LFB actually declared its major incident at</p> <p>10 02.06.</p> <p>11 Would you expect the LFB to have updated the LAS</p> <p>12 earlier than 30 minutes after?</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. In that call, the LAS does not mention that it had</p> <p>15 declared a major incident shortly before it received the</p> <p>16 call. Should the call handler have passed that</p> <p>17 information on?</p> <p>18 <b>A. No, I don't think that would've materially affected it,</b></p> <p>19 <b>the declaration for us was around enabling the</b></p> <p>20 <b>additional actions for us to respond to that type. It</b></p> <p>21 <b>wouldn't have materially affected the LFB in any way.</b></p> <p>22 <b>So --</b></p> <p>23 Q. Does the fact of the LFB declaring a major incident have</p> <p>24 any knock-on effect for the LAS's decision-making or</p> <p>25 operations?</p> <p style="text-align: center;">Page 118</p>	<p>1 <b>role changed a number of times with colleagues, and</b></p> <p>2 <b>I think that also created a bit of an issue in terms of</b></p> <p>3 <b>that timely conversation because there were numerous</b></p> <p>4 <b>handovers that needed to occur, and I think in some</b></p> <p>5 <b>respects that could've slowed down some of that</b></p> <p>6 <b>decision-making.</b></p> <p>7 <b>But that has to be taken in the context of the</b></p> <p>8 <b>resource that was constantly escalating, the incident</b></p> <p>9 <b>was escalating. But that clearly was a factor in some</b></p> <p>10 <b>of the communication issues.</b></p> <p>11 MS GROGAN: Moving on now to 999 calls.</p> <p>12 I pause here, sir, because I'm going to read from</p> <p>13 a transcript of one 999 call in a couple of minutes.</p> <p>14 That's a 999 call from flat 182, which is the El-Wahabi</p> <p>15 family, and I understand some people may find that</p> <p>16 distressing, so they may wish to leave the room or stop</p> <p>17 watching the live feed.</p> <p>18 SIR MARTIN MOORE-BICK: Yes. Well, you've drawn that to our</p> <p>19 attention. You're not coming to it straight away?</p> <p>20 MS GROGAN: Not straight away. It will be in a few minutes.</p> <p>21 SIR MARTIN MOORE-BICK: You had better warn us again when</p> <p>22 you get there.</p> <p>23 MS GROGAN: I will, yes.</p> <p>24 SIR MARTIN MOORE-BICK: All right. Okay.</p> <p>25 MS GROGAN: Moving on now to 999 calls.</p> <p style="text-align: center;">Page 120</p>

<p>1 The LAS has two emergency operations centres, one in 2 Bow and one in Waterloo; is that right?</p> <p>3 <b>A. That is correct.</b></p> <p>4 Q. We have some witness statements from 999 call handlers 5 that I think you will have seen, one from Ms Woodhouse 6 and one from Ms Morris.</p> <p>7 <b>A. Ms Morris, yes.</b></p> <p>8 Q. Ms Woodhouse describes the layout of the Waterloo EOC in 9 her statement, and she says that call handlers are on 10 one floor but dispatch crews and management are on 11 another floor; is that right?</p> <p>12 <b>A. So not strictly. So the emergency operations centre at 13 our Waterloo building, there is one single room, but at 14 one end of the room -- our call handlers sit at one end 15 of the room. There is a partition and there is one step 16 up to the dispatch end of the room. To say it's on 17 a different floor -- the emergency operations centre is 18 located on the ground floor, but there are two ends of 19 the room, and the dispatch end of the room, you step up 20 one step to walk into that end of the room. So that's 21 kind of the set-up of the control room at Waterloo.</b></p> <p>22 Q. Is that similar to the layout at Bow, so you have 23 handlers and dispatchers all in the same room?</p> <p>24 <b>A. So the emergency operations centre at Bow, they are 25 co-located and there isn't even a step up or a partition</b></p> <p style="text-align: right;">Page 121</p>	<p>1 Q. So people whose role it is to answer the phone to 999 2 calls, do they stay in the EOC or do you move some over 3 to take 999 calls for that incident to the SOC?</p> <p>4 <b>A. Okay, so there are a number of roles within the 5 emergency operations centre. So when you first join the 6 emergency operations centre, your primary role is to 7 answer 999 calls.</b></p> <p>8 <b>As you develop your career, you can, whilst still 9 retaining your licence to answer 999 calls, become 10 a dispatcher, you can become an allocator of resources 11 or you become an area controller, so there is a career 12 progression. At all times, however, you can be 13 redeployed into call handling.</b></p> <p>14 <b>So when we make the decision to move an incident 15 into the specialist operations centre, the watch manager 16 in charge in the night will take the requisite skill 17 level, ensuring that they are protecting normal business 18 in terms of call answering. But they might take 19 a number of people that might not just be call handlers. 20 So it is a multi-skilled workforce that are deployed.</b></p> <p>21 Q. Can I get at it from a slightly different angle.</p> <p>22 If you have people receiving information from the 23 incident via 999 --</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. -- are they likely to be in the SOC room at that point,</p> <p style="text-align: right;">Page 123</p>
<p>1 <b>at that control centre.</b></p> <p>2 Q. Ms Woodhouse refers to moving into the SOC room upon 3 a declaration of significant incident. Does that mean 4 some call handlers are moved to a different room or is 5 it different personnel that are moved into that SOC 6 room?</p> <p>7 <b>A. So when a decision is taken that the specialist 8 operations centre room needs to be deployed, and the 9 original reason for that in relation to this incident 10 was that a significant incident had been declared at 11 around 01.40/01.41, in order to operate that room, 12 essentially what we do is take the control of that 13 incident out of the main control room so that we allow 14 the main control room to continue to deal with the 15 routine business in London in terms of the number of 999 16 calls.</b></p> <p>17 <b>That requires a number of different grades of 18 personnel to come out from their core duty to fulfil 19 that role in the specialist operations centre.</b></p> <p>20 <b>So it is a defined list of people. At significant, 21 there is a stage 1 SOC response, which is a number of 22 people. When a major incident, that is a level 2 23 response, which means that we take more people out of 24 the normal emergency operations centre environment into 25 the specialist operations centre.</b></p> <p style="text-align: right;">Page 122</p>	<p>1 so are calls from the incident all directed to the SOC 2 room, or does it depend?</p> <p>3 <b>A. No, it's quite possible that people just in the 4 emergency operations centre could take 999 calls from 5 the incident site. We don't have the ability to cut off 6 calls just for call handlers in the SOC.</b></p> <p>7 Q. How do call handlers, first of all, within the EOC 8 communicate with the SOC? Is it by an internal phone 9 call?</p> <p>10 <b>A. Or it can be adding to the log. So the CAD log is 11 a rolling log and, actually, you can add that 12 information onto the log. So it could be electronically 13 transferred, it can be a phone call into the SOC or it 14 could be that the individual call handler contacts the 15 watch manager in the EOC and asks them to take that 16 information through to SOC.</b></p> <p>17 Q. We know that the LAS received three 999 calls from 18 within the tower on the night.</p> <p>19 <b>A. Yes.</b></p> <p>20 Q. You've identified them in your statement.</p> <p>21 When you've got a major fire such as Grenfell, would 22 the LAS normally expect to receive calls from a fire 23 incident?</p> <p>24 <b>A. I think it was extraordinary that the ambulance service 25 actually got calls from -- the majority of the time we</b></p> <p style="text-align: right;">Page 124</p>

<p>1 will get information from the fire service. We don't</p> <p>2 normally, in those circumstances, receive calls from</p> <p>3 victims that are trapped in a building.</p> <p>4 Q. Could you look at MET00015657 at page 2. It will come</p> <p>5 up on the screen for you.</p> <p>6 That is a statement from Ms Woodhouse, where she</p> <p>7 says -- I'll just get to the right bit -- sorry, I am</p> <p>8 just finding the right section for you.</p> <p>9 SIR MARTIN MOORE-BICK: Well, which section --</p> <p>10 MS GROGAN: It's right at the very bottom. So if we could</p> <p>11 zoom in on the very bottom paragraph, please.</p> <p>12 There she says:</p> <p>13 "The Call Handlers had not been given any advice as</p> <p>14 to what to say to callers from the incident as it had</p> <p>15 been assumed the calls would be to the LONDON FIRE</p> <p>16 BRIGADE rather than to the LAS."</p> <p>17 Is that the working assumption within the LAS, or</p> <p>18 was that just her personal assumption?</p> <p>19 A. No, that's her personal assumption. So to be absolutely</p> <p>20 clear, our call handlers, regardless of whether they're</p> <p>21 in a specialist operations centre or in the emergency</p> <p>22 operations centre, have a defined, scripted triage</p> <p>23 process, which means that they take information from the</p> <p>24 call and, based on that information, as I described</p> <p>25 previously, they need to take the caller through</p> <p style="text-align: center;">Page 125</p>	<p>1 particular incident, but if a call handler is not sure</p> <p>2 what to do, that's why we have call-taking supervisors</p> <p>3 down where they are based for any queries or questions</p> <p>4 or advice to be given.</p> <p>5 Q. Are 999 call handlers aware of the stay-put policy and</p> <p>6 where this applies?</p> <p>7 A. So they would not be formally aware of that policy</p> <p>8 through any formal training that we give them.</p> <p>9 Q. Would the LAS expect to be told if the stay-put policy</p> <p>10 was changed to evacuate?</p> <p>11 A. It would be reasonable in the circumstances for us to</p> <p>12 have been informed that there was a change of advice.</p> <p>13 Q. But as a general matter of policy, it's not written down</p> <p>14 anywhere, is it, that that should happen?</p> <p>15 A. No, in terms of the triage tool that we use, it does not</p> <p>16 give people specific guidance. There is in certain what</p> <p>17 we call chief complaint areas, where there is a danger,</p> <p>18 critical danger, prompt, that if the call handler</p> <p>19 believes that individual for whatever reason is in</p> <p>20 critical danger, there is a scripted message, depending</p> <p>21 on which chief complaint that call is coming through on,</p> <p>22 and it is just a scripted message.</p> <p>23 So, again, it's the system. We just have to follow</p> <p>24 the system. We don't train our staff to give people</p> <p>25 fire survival guidance or any type of guidance outside</p> <p style="text-align: center;">Page 127</p>
<p>1 a series of questions to reach a determinant, whatever</p> <p>2 that determinant would be.</p> <p>3 So it's scripted. We're not allowed to go off</p> <p>4 script for obvious reasons -- because they're</p> <p>5 non-clinicians and can't make decisions on triage</p> <p>6 themselves, which is why they are licensed and they have</p> <p>7 to stay licensed to use that tool.</p> <p>8 Q. Once the call handler works out that they are receiving</p> <p>9 a call from a fire, is there any facility for</p> <p>10 transferring that call to the LFB?</p> <p>11 A. So there would be no facility to directly transfer that</p> <p>12 call to the LFB. The procedure would be you take the</p> <p>13 call, as you would through the policies and procedures</p> <p>14 that we have, so you take the caller through the script,</p> <p>15 and then we would pass information to the LFB depending</p> <p>16 if that information was relevant. We would be able to</p> <p>17 transfer that information.</p> <p>18 Q. Are your call handlers trained or advised to pass that</p> <p>19 information on? So are they aware that they might need</p> <p>20 to pass information on to the LFB?</p> <p>21 A. If it's relevant information, yes. If they're not sure</p> <p>22 then we have call-taking supervisors, and whenever</p> <p>23 they're not sure, they are guided to ensure that they</p> <p>24 contact further advice if they think they require it.</p> <p>25 Whatever the issue is, it's not specific to this</p> <p style="text-align: center;">Page 126</p>	<p>1 other than what is actually scripted within the triage</p> <p>2 system.</p> <p>3 Q. I now want to look at a few calls from the night with</p> <p>4 you.</p> <p>5 A. Yes.</p> <p>6 Q. We have a few to go through. I'll ask questions as we</p> <p>7 go along.</p> <p>8 A. Yes.</p> <p>9 MS GROGAN: And then some more questions at the end.</p> <p>10 This is where I'm going to refer, sir, to the</p> <p>11 transcript from the flat 182 999 call.</p> <p>12 SIR MARTIN MOORE-BICK: Are we coming to that first?</p> <p>13 MS GROGAN: Yes.</p> <p>14 SIR MARTIN MOORE-BICK: Right. Then people should be aware</p> <p>15 that we are going to read a transcript of a call that</p> <p>16 some people might find upsetting.</p> <p>17 MS GROGAN: Yes.</p> <p>18 SIR MARTIN MOORE-BICK: If you are concerned about hearing</p> <p>19 it read and referred to, now is the time to leave the</p> <p>20 room.</p> <p>21 (Pause)</p> <p>22 No. All right, Ms Grogan.</p> <p>23 MS GROGAN: So the first call is a call received by</p> <p>24 Ms Woodhouse at 02.39.</p> <p>25 A. Yes.</p> <p style="text-align: center;">Page 128</p>



<p>1 Q. She says in her statement that she advised the caller 2 that the emergency services were there based on what she 3 could see on the TV. 4 She would, however, have had access to the CAD as 5 well, wouldn't she? 6 <b>A. (Nodded assent)</b> 7 Q. Yes. So watching TV was an additional way of keeping 8 her updated as to what was on the ground. 9 <b>A. Yes.</b> 10 Q. Looking at the transcript, it's INQ00000383, and if we 11 go to page 5. 12 So by this point, the caller has called to say that 13 their flat is on fire. 14 Ms Woodhouse then breaks off and speaks to another 15 operator: 16 "OPERATOR 2: Hello. 17 "OPERATOR 1: All right, mate. Um, 392, do I give 18 instructions? I mean they're obviously already on the 19 way, they say they're stuck in the Tower." 20 Then operator 2 goes on to ask some further 21 information and Ms Woodhouse describes the call. 22 Operator 2 then says: 23 "OPERATOR 2: Um, I don't know whether we should stay 24 on the phone to them or not. 25 "OPERATOR 1: I know, that's what I mean. I mean</p> <p style="text-align: right;">Page 129</p>	<p>1 <b>caller was in critical danger, would've been scripted as</b> 2 <b>such: if it's too dangerous to stay where you are and</b> 3 <b>you think you can leave safely, get away and call us</b> 4 <b>from somewhere safe.</b> 5 Q. That's the script for protocol 7? 6 <b>A. That's the script for protocol 7.</b> 7 <b>So these critical danger messages are not just in</b> 8 <b>protocol 7, they're in a number of those protocols, but</b> 9 <b>obviously the message would change slightly depending on</b> 10 <b>the circumstances.</b> 11 <b>But that would've been the only guidance, scripted</b> 12 <b>guidance, that the call handler could've given in terms</b> 13 <b>of sticking through to the protocols of the triage</b> 14 <b>system.</b> 15 Q. She didn't give that advice on the phone as far as the 16 transcript shows. She was cut off. And then 17 Ms Woodhouse says that she didn't call the caller back, 18 even though protocol requires her to. 19 Is there any exception to that protocol about 20 phoning people back? Is there any time when you 21 wouldn't phone a caller back? 22 <b>A. No.</b> 23 Q. Moving on, then, to the next transcript, this is another 24 call that comes through at 3.00 am, and it's 25 INQ00000384, page 2.</p> <p style="text-align: right;">Page 131</p>
<p>1 they're all screaming, you know. Do I -- you know, do I 2 say -- I mean they're all panicking and screaming. 3 I don't know what to do." 4 So you've said that call handlers aren't trained to 5 give FSG advice, so that's her there being concerned 6 that she's not able to advise the caller about what to 7 do. 8 Is there anything in your protocols that might have 9 helped her with that? 10 <b>A. So in the circumstances, the call handler should've</b> 11 <b>taken the caller through the protocol. The most</b> 12 <b>suitable protocol to take the caller through would've</b> 13 <b>been AMPDS protocol 7, fire burns. And actually, that's</b> 14 <b>all that our call handlers are trained, is to try to</b> 15 <b>take the advice down in terms of the chief complaint so</b> 16 <b>that the triage system generates the set questions that</b> 17 <b>need to be answered.</b> 18 <b>As I say, there is a critical danger element to some</b> 19 <b>protocols, and if they'd have gone into that particular</b> 20 <b>protocol, they would've given a message, that is</b> 21 <b>a scripted message, from the AMPDS triage.</b> 22 Q. Do you know what that message would have been for this 23 kind of protocol? 24 <b>A. Just so that I am absolutely clear, the critical danger</b> 25 <b>message, if the call handler would've identified the</b></p> <p style="text-align: right;">Page 130</p>	<p>1 So here the caller phones and identifies himself as 2 being on the 15th floor in flat 143, although I'll note 3 for the record we think that's an error and that's noted 4 in the witness statement. 5 <b>A. Yes.</b> 6 Q. The operator says towards the bottom: 7 "OPERATOR: The 15th. Is there smoke on your floor, 8 sir? 9 "CALLER: I don't -- I'm not -- yeah. 10 "OPERATOR: Okay, sir, can you see any flames?" 11 Then going over the page, I won't read it all out, 12 but if we zoom in a little bit, please, you'll see there 13 the operator is asking the caller about the conditions 14 in the flat, how many people there are, and then asking 15 whether are not there is a window nearby for them to get 16 some fresh air. 17 Is that an example of the call handler going 18 off-script? 19 <b>A. Yes.</b> 20 Q. So they're not trained to ask about conditions in a flat 21 if someone phones from a flat on fire or a house on 22 fire? 23 <b>A. No. And, again, I think, you know, it is important --</b> 24 <b>I think call handlers were particularly traumatised that</b> 25 <b>they were speaking -- I think there were some human</b></p> <p style="text-align: right;">Page 132</p>

33 (Pages 129 to 132)

<p>1 <b>factors there around the scripted questions, did they</b></p> <p>2 <b>seem appropriate, given the circumstances. So this</b></p> <p>3 <b>would not be a routine script for the requisite chief</b></p> <p>4 <b>complaint, those questions to be asked.</b></p> <p>5 Q. There's one more phone call. I don't need to go to it</p> <p>6 because you've answered all my questions already based</p> <p>7 on the previous calls, but just for the inquiry record,</p> <p>8 the final call received by the LAS from within the tower</p> <p>9 is at 03.18, and the reference is INQ00000385.</p> <p>10 By the time the LAS had received those last two</p> <p>11 calls -- so 03.00 and 03.18 -- the LFB had itself</p> <p>12 changed its stay-put policy. I just want to explore</p> <p>13 with you how that was communicated to the LAS.</p> <p>14 So the evidence so far is that the LFB changed the</p> <p>15 stay-put policy around 02.35 and 02.47.</p> <p>16 That was communicated over police radio to the</p> <p>17 police just before 03.10.</p> <p>18 Do you know whether it was communicated to the LAS</p> <p>19 on scene at the same time?</p> <p>20 <b>A. So there is no record that I could find that we were</b></p> <p>21 <b>directly communicated with the change of that advice.</b></p> <p>22 Q. Was it communicated over the shared Airwave channel as</p> <p>23 far as you're aware?</p> <p>24 <b>A. Not as far as I'm aware.</b></p> <p>25 Q. Would the LAS have been able to hear the MPS radio</p> <p style="text-align: right;">Page 133</p>	<p>1 reference to the meeting in your statement, you can find</p> <p>2 it ...</p> <p>3 <b>A. So at page 14.</b></p> <p>4 Q. Yes, 03.30, page 14.</p> <p>5 Mr Ioannou says that Helen Wigley fed back from that</p> <p>6 meeting to the LAS control room.</p> <p>7 I think that update is at 03.43 in your chronology,</p> <p>8 so it's page 16, where it says, "bronze Medic update</p> <p>9 SOC".</p> <p>10 <b>A. Yes.</b></p> <p>11 Q. That doesn't mention the change in stay put.</p> <p>12 Would you expect Ms Wigley to appreciate the</p> <p>13 significance of the change in the stay-put policy and to</p> <p>14 communicate that back to control?</p> <p>15 <b>A. Yes, I would have.</b></p> <p>16 Q. Do you know if the LAS was ever informed of the change</p> <p>17 in stay put?</p> <p>18 <b>A. At the time of my statement, I was unable to find any</b></p> <p>19 <b>record of us being formally advised.</b></p> <p>20 Q. Moving on in topics now, Mr Woodrow, just to a few</p> <p>21 topics about decision-making on the night.</p> <p>22 Again, we know you weren't there, but if you can</p> <p>23 help us with these questions, then please do.</p> <p>24 <b>A. Of course.</b></p> <p>25 Q. So we know that the LAS set up two sectors on the night</p> <p style="text-align: right;">Page 135</p>
<p>1 messages on the scene?</p> <p>2 <b>A. Not necessarily. I think that the other thing that's</b></p> <p>3 <b>important here is the script that we have for that type</b></p> <p>4 <b>of incident includes that critical message that I've</b></p> <p>5 <b>just -- so in actual fact, if the LFB had informed us</b></p> <p>6 <b>directly that they were changing their stay-put advice,</b></p> <p>7 <b>our call handlers, depending on the information given,</b></p> <p>8 <b>would still have to work through those protocols. And</b></p> <p>9 <b>ultimately, if they feel that the patient's in imminent</b></p> <p>10 <b>danger, that message through AMPDS would have been</b></p> <p>11 <b>given.</b></p> <p>12 Q. So the fact of the change in the policy by the LFB might</p> <p>13 not have affected how 999 calls were handled by the LAS,</p> <p>14 but it might have affected the LAS's appreciation of the</p> <p>15 severity of the incident more generally, mightn't it?</p> <p>16 <b>A. Indeed.</b></p> <p>17 Q. On scene, then, the first tactical control meeting was</p> <p>18 held at 03.20, that's often called the Silver meeting,</p> <p>19 and Laurence Ioannou attended. He can't remember</p> <p>20 whether it was the first or second Silver meeting where</p> <p>21 the LFB advised of the change in the stay-put policy,</p> <p>22 but we know from the evidence that it was stated in the</p> <p>23 meeting at 03.20 that FSG has been deviated and persons</p> <p>24 are self-evacuating.</p> <p>25 You won't find it in front of you, but if you want</p> <p style="text-align: right;">Page 134</p>	<p>1 of the fire.</p> <p>2 <b>A. Yes.</b></p> <p>3 Q. Sector 2 was set up around 3.00 am, just after. LAS</p> <p>4 staff in their witness statements describe initially</p> <p>5 being swamped by patients in sector 2, whereas sector 1</p> <p>6 appeared to receive fewer patients.</p> <p>7 From your review of the logs and the evidence, did</p> <p>8 setting up two sectors cause any problem or confusion on</p> <p>9 the night?</p> <p>10 <b>A. No, I think it absolutely was the right thing to do.</b></p> <p>11 <b>So the primary actions are to set up the casualty</b></p> <p>12 <b>collection point, and our HART staff were appropriately</b></p> <p>13 <b>resourced further towards the tower because of the</b></p> <p>14 <b>additional PPE that they wear, and the LFB were</b></p> <p>15 <b>extricating patients out to our HART teams and then our</b></p> <p>16 <b>HART teams were doing an initial sieve in terms of first</b></p> <p>17 <b>triage, then taking those patients to a casualty</b></p> <p>18 <b>clearing station where we had the clinicians. So that</b></p> <p>19 <b>absolutely was the right thing to do.</b></p> <p>20 <b>It's not unusual to sectorise major incidents where</b></p> <p>21 <b>you start to see patients presenting in different parts</b></p> <p>22 <b>where there is geographical distance, et cetera, or</b></p> <p>23 <b>various hazards.</b></p> <p>24 <b>On the night, it became apparent that, actually, the</b></p> <p>25 <b>LFB were extricating patients from the opposite side of</b></p> <p style="text-align: right;">Page 136</p>

<p>1 the tower, and there was a discussion on why that was.</p> <p>2 It was deemed to be that there was, you know, some real</p> <p>3 concerns around debris with bringing patients out from</p> <p>4 the east aspect, and therefore Mr Ioannou set up</p> <p>5 a mirrored sector 2 on the opposite side of the tower.</p> <p>6 So that's entirely appropriate and within our response</p> <p>7 procedures.</p> <p>8 Q. Did the LAS and HART teams have adequate resources to</p> <p>9 fully operate two sectors?</p> <p>10 A. So I think at the beginning, when patients were</p> <p>11 exhibiting themselves, it was a bit of a surprise</p> <p>12 because it had been agreed that patients would be</p> <p>13 extricated to the casualty collection point, the</p> <p>14 casualty clearing station that was already set up. But</p> <p>15 very quickly, Mr Ioannou is reported in his log as</p> <p>16 sending -- reassigning staff, and as more staff were</p> <p>17 attending as a result of the major incident declaration,</p> <p>18 including HEMS teams, sector 2 were set up, and that's</p> <p>19 where IRO Maria Conyers was based.</p> <p>20 Q. Are you aware of whether that initial delay in getting</p> <p>21 resources to sector 2 caused any issues with the</p> <p>22 treatment of patients?</p> <p>23 A. I don't believe it did.</p> <p>24 Q. Another issue on the night was a request from the LFB</p> <p>25 for HART teams to go into the building. Are you aware</p> <p style="text-align: right;">Page 137</p>	<p>1 A. Yes.</p> <p>2 Q. But you can work adjacent to it?</p> <p>3 A. Yes.</p> <p>4 Q. One of the reasons for that is that the HART uniform is</p> <p>5 not designed to go into a building that's on fire</p> <p>6 because it doesn't have thermal protection.</p> <p>7 A. Doesn't have thermal protection, yes.</p> <p>8 Q. Okay.</p> <p>9 Colin Pinnington, who is a HART officer, in his</p> <p>10 statement --</p> <p>11 A. Yes.</p> <p>12 Q. -- says that they could have considered deploying staff</p> <p>13 to the bridgehead, and that this has happened in the</p> <p>14 past, including at Lakanal House.</p> <p>15 Are you aware of that?</p> <p>16 A. I'm not aware of that specific decision.</p> <p>17 Q. But in principle, it was open to HART to consider</p> <p>18 whether or not to go into the bridgehead; is that right?</p> <p>19 A. Yes.</p> <p>20 Q. Are you aware of any other fires where HART staff have</p> <p>21 been deployed into a bridgehead whilst there was an</p> <p>22 active fire?</p> <p>23 A. I'm not aware, no.</p> <p>24 Q. With your knowledge of the tower, do you think it</p> <p>25 would've been feasible for HART to do that during the</p> <p style="text-align: right;">Page 139</p>
<p>1 of that issue?</p> <p>2 A. Yes, I am.</p> <p>3 Q. If we note the HART policy on entering into buildings,</p> <p>4 that's LAS00000002 at page 3, if we call that up.</p> <p>5 I'll just summarise that. There it says that the</p> <p>6 decision about whether or not to deploy in EDDB -- so</p> <p>7 extended duration breathing apparatus -- is made by</p> <p>8 HART, not by anyone else.</p> <p>9 That's right, isn't it?</p> <p>10 A. Yes, it would be a HART team leader in conjunction with</p> <p>11 the operational commander. So there would be</p> <p>12 a discussion, and clearly there is a process that needs</p> <p>13 to be undertaken before you would commit HART resources</p> <p>14 in terms of risk assessment.</p> <p>15 Q. That process involves a risk assessment, doesn't it?</p> <p>16 A. Yes.</p> <p>17 Q. Moving on to page 5 of the same document, please, and</p> <p>18 zooming in again, it says:</p> <p>19 "HART EDDB is not authorised for use in the</p> <p>20 following circumstances:</p> <p>21 "• Active Fire</p> <p>22 "(but see below for work adjacent to active</p> <p>23 firefighting)."</p> <p>24 When it says "Active Fire", does that mean you are</p> <p>25 not to go into a building that is on fire?</p> <p style="text-align: right;">Page 138</p>	<p>1 night of the fire?</p> <p>2 A. So I believe, with the information that was provided to</p> <p>3 both the incident commander and the HART team, that we</p> <p>4 deployed HART very close to the tower and used the</p> <p>5 concrete walkway as an area of protection.</p> <p>6 I think it needs to be taken into the context of not</p> <p>7 just the sheer scale of the fire within the block, but</p> <p>8 clearly there were other issues that we were concerned</p> <p>9 around in terms of falling debris, and some of that</p> <p>10 debris was alight.</p> <p>11 So I think in the circumstances the right decision</p> <p>12 was made. We were right within the inner cordon that</p> <p>13 the LFB had set, so I believe the decision was right not</p> <p>14 to commit into the tower.</p> <p>15 Q. Russell Lobjoit, who is another HART officer, describes</p> <p>16 an LFB request to move the triage point into the lobby</p> <p>17 of the tower, so not the bridgehead but the ground floor</p> <p>18 lobby. The LAS decided that this was not safe due to</p> <p>19 debris and hoses.</p> <p>20 Again, with your knowledge of Grenfell and the</p> <p>21 events on the night, would it have been feasible for the</p> <p>22 triage point to be moved into the lobby?</p> <p>23 A. No, I wouldn't have believed that that would've been</p> <p>24 an appropriate place to set up a triage.</p> <p>25 Q. And why not?</p> <p style="text-align: right;">Page 140</p>

<p>1 A. Because there were obstructions like hoses, it was 2 a very active area, and triage is a process that needs 3 to take place in a safe, you know, essentially confined 4 environment where you can get on and do your work. 5 So that's why the decision was made to do it outside 6 of the tower under the cover of the walkway, where 7 access was better for HART paramedics to undertake that 8 initial triage sieve. 9 Q. The decision not to go into the tower appears to have 10 been taken on site. Was it ever discussed at a higher 11 level, so with Silver or Gold Command, do you know? 12 A. So I don't believe it was. 13 The SOP that you're quoting is a national -- so 14 HART -- the hazardous area response team, sorry -- they 15 are a national asset for ambulance services. So this 16 is a national standard operating procedure. It's not 17 LAS-specific; it applies to HART teams across the 18 country. 19 Based on the page that describes -- the risk of 20 combustion of fire gases cannot be eliminated, 21 environments where full structural firefighting apparel 22 was in use, I believe that decision not to commit HART 23 into the building was the right decision based on that 24 information. 25 Q. From the evidence, we know that HART were also concerned</p> <p style="text-align: center;">Page 141</p>	<p>1 was the appropriate system under the circumstances. 2 Q. The next topic I have is about transporting patients to 3 hospital. 4 A. Yes. 5 Q. The Gold log at 06.15 records that's the Silver medics 6 summarise the dispersal of casualties to four hospitals. 7 If we pull that up so you can see it, it's MET00019934 8 at page 22. 9 (Pause) 10 It doesn't exist? Right. I'm not sure if that's -- 11 MR FRIEDMAN: It may be that it's in page 22 of this 12 witness's summary of the logs. 13 MS GROGAN: Possibly. Sorry, yes -- 14 MR FRIEDMAN: LAS00000009, page 22, might be the reference. 15 MS GROGAN: We can get it there as well, yes, thank you. 16 SIR MARTIN MOORE-BICK: Thank you, Mr Friedman. 17 MS GROGAN: Right, so if we pull up LAS00000009, page 22, 18 please. 19 So here we have the summary of where people were 20 being sent. So that's King's College, Chelsea and 21 Westminster, St Mary's and the Royal Free. 22 But if we go to the CAD, which is MET00019931 at 23 page 35, the entry there at 06.40, about halfway down 24 the page -- 25 SIR MARTIN MOORE-BICK: Can we have it expanded, please.</p> <p style="text-align: center;">Page 143</p>
<p>1 about the structural integrity of the building. If 2 they'd been given early reassurance that the building 3 was structurally sound, do you think this would've made 4 any difference to the decision that was made? 5 A. So I don't believe, having seen what HART operatives 6 and, indeed, our front-line staff did on the night, that 7 actually -- the structural integrity of the building was 8 a concern, but I don't think that was a primary concern 9 around whether they entered the building or not. 10 I think it was the appropriateness of the job that HART 11 needed to undertake and was that being done in the best 12 location. 13 So, you know, in my experience, we will set up our 14 casualty clearing -- but the rescue operation for 15 victims from fire sits with the London Fire Brigade. 16 They extricate those patients to an area where we can do 17 an initial triage, then we would move them to casualty 18 clearing, where we would do a further assessment, and 19 then make sure that those patients receive the 20 appropriate treatment and definitive transport to 21 hospital. 22 Q. Could you have had one or two HART officers deployed to 23 assist in moving patients from inside the tower to the 24 triage point on the night of the fire? 25 A. No, I believe the system that was set up on the night</p> <p style="text-align: center;">Page 142</p>	<p>1 MS GROGAN: We'll zoom in. 2 It says: 3 "UNDER THE IMPRESSION THERE IS ONLY ONE HOSPITAL 4 THAT CASUALTY ARE GOING TO - ENQ WHICH HOSPITALS THE 5 PATIENTS ARE BEING TAKEN TO ..." 6 It looks there as if there's some confusion about 7 which hospitals are actually accepting patients. 8 Are you aware of that being an issue on the night? 9 A. No. 10 Q. Is this a message from the LAS internally or is it a 11 message from the Met Police? 12 A. So I think that message is from the Metropolitan Police 13 Service, and I think that is in relation to the 14 discussions around a casualty bureau number being set 15 up. 16 What's clear in the evidence that I reviewed, and 17 actually is the right thing to do, is that once the 18 major incident was declared, the hospitals that we put 19 on standby were nominated, and they were King's College, 20 Chelsea and Westminster, St Mary's and Royal Free. 21 There's two major trauma centres there, and there 22 were particular discussions about which trauma centres 23 to send patients to, and also to ensure that there was 24 capacity in those trauma centres for the rest of London. 25 So that was discussed, in the evidence that I read,</p> <p style="text-align: center;">Page 144</p>

<p>1 at joint service meetings. I think that's in relation</p> <p>2 to the setting up of a casualty bureau.</p> <p>3 Q. One of the purposes of a casualty bureau is to be able</p> <p>4 to work out who is still missing; is that right?</p> <p>5 A. Correct.</p> <p>6 Q. What systems were in place to record the details of</p> <p>7 patients who were taken away from site in order to</p> <p>8 assist that process, so working out who went where?</p> <p>9 A. So the processes in place is that when a patient is</p> <p>10 loaded onto a vehicle, ready to be transported, the</p> <p>11 destination hospital is agreed, and as part of the major</p> <p>12 incident process, we also sent hospital liaison officers</p> <p>13 to the hospitals. So we record when patients were</p> <p>14 leaving the scene, that's the process, and we had</p> <p>15 officers at hospitals so that when the vehicles were</p> <p>16 arriving, they were essentially seeing those patients</p> <p>17 in.</p> <p>18 Q. Was that information passed on to those who were working</p> <p>19 out who was still missing?</p> <p>20 A. So that information -- so this is where the strategic</p> <p>21 co-ordination group -- so those conference calls, where</p> <p>22 you had numerous partners and there was discussion</p> <p>23 around setting up a casualty bureau, then those</p> <p>24 information in terms of where we were conveying patients</p> <p>25 became critical. And also we were passing that</p> <p style="text-align: right;">Page 145</p>	<p>1 information about who is still missing was being worked</p> <p>2 out. It wasn't set up until the morning of the 14th.</p> <p>3 Was information about individual people being sent</p> <p>4 to individual hospitals passed to the MPS earlier than</p> <p>5 that time?</p> <p>6 A. I would say at that time, no. The priority was to get</p> <p>7 those patients to the hospitals that they needed in</p> <p>8 terms of the requirements for their treatment.</p> <p>9 So where we were able to complete a patient report</p> <p>10 form on patients and get patients' details, then clearly</p> <p>11 those patient report forms would've been handed in to</p> <p>12 the receiving hospital and those patients then would've</p> <p>13 been booked into the system.</p> <p>14 That wasn't possible to do with all patients, but</p> <p>15 our primary concern is actually to stabilise the</p> <p>16 patients, treat them and get them to the definitive</p> <p>17 place of care.</p> <p>18 Q. As part of that process, did the LAS collect information</p> <p>19 about the flat numbers and floors where residents had</p> <p>20 come from?</p> <p>21 A. If that was possible, that would be a routine question</p> <p>22 that we would ask, yes.</p> <p>23 Q. There's evidence from survivors that the inquiry has</p> <p>24 already heard of being sent to different hospitals from</p> <p>25 their families and then relatives having problems being</p> <p style="text-align: right;">Page 147</p>
<p>1 information on to the wider NHS in London.</p> <p>2 Q. That would be in relation to numbers of patients leaving</p> <p>3 the scene and arriving at hospitals, but what about</p> <p>4 named individuals, was that kind of information</p> <p>5 collected and then passed back?</p> <p>6 A. Where we were able to record names, the names were</p> <p>7 recorded on the patient report forms. Some of the</p> <p>8 patients we conveyed weren't in a position to be able to</p> <p>9 give us their details.</p> <p>10 Q. We heard evidence this morning about when the casualty</p> <p>11 collection bureau was set up.</p> <p>12 Had it been set up earlier, would that sort of</p> <p>13 information have been available in one place for people</p> <p>14 to work out who was still unaccounted for?</p> <p>15 A. Sorry, can you --</p> <p>16 Q. That's a long question.</p> <p>17 We heard evidence this morning that the casualty</p> <p>18 collection bureau was set up.</p> <p>19 A. When you say the casualty collection bureau --</p> <p>20 Q. Sorry, I've used the wrong word.</p> <p>21 A. Is that the casualty collection point?</p> <p>22 Q. Yes, the point where people were working out which flats</p> <p>23 were cleared and who was still unaccounted for.</p> <p>24 A. Ah, right. Okay. Yes.</p> <p>25 Q. Our understanding is that that bureau is where</p> <p style="text-align: right;">Page 146</p>	<p>1 able to locate their families.</p> <p>2 Could any improvements be made to LAS procedures to</p> <p>3 ensure that that doesn't happen in the future?</p> <p>4 A. So I think -- can there be improvements? Yes. In every</p> <p>5 scenario, it's a continual learning process. So it</p> <p>6 would be wrong for me to sit here and say that things</p> <p>7 cannot be improved.</p> <p>8 I think what is important is that when decisions are</p> <p>9 made to transport patients to hospital, the decision in</p> <p>10 terms of which hospital they're transported to is which</p> <p>11 hospital has the services they require for the best</p> <p>12 level of care. Those decisions are made on a clinical</p> <p>13 basis. And where possible -- you know, in review of the</p> <p>14 evidence, there were occasions where decisions were made</p> <p>15 to try to keep families together.</p> <p>16 But principally the decision to convey people is to</p> <p>17 where is the best care that the patient requires, where</p> <p>18 will that be delivered.</p> <p>19 Q. Thank you.</p> <p>20 Moving on, then, to the lessons learned that you</p> <p>21 identify in your statement.</p> <p>22 At 3.10.2 in your statement -- so that's</p> <p>23 LAS00000009, and that is at page 27.</p> <p>24 A. Sorry, which --</p> <p>25 Q. 3.10.2. So if we zoom in on it, it's just the second</p> <p style="text-align: right;">Page 148</p>

<p>1 paragraph at the top of the page.</p> <p>2 <b>A. Yes.</b></p> <p>3 Q. You say:</p> <p>4 "3.10.2. As might be considered inevitable in an</p> <p>5 incident of this nature, there were areas that could</p> <p>6 have worked better."</p> <p>7 The area you identify there is instances where the</p> <p>8 timeliness of communication between the emergency</p> <p>9 services could've been improved.</p> <p>10 We've been through that in detail already in your</p> <p>11 evidence.</p> <p>12 Are there any further examples that you want to draw</p> <p>13 attention to?</p> <p>14 <b>A. So, I think we have fundamentally reviewed the</b></p> <p>15 <b>structures of our emergency operations centres. We're</b></p> <p>16 <b>just in the process now of restructuring those rooms and</b></p> <p>17 <b>delivering those.</b></p> <p>18 We are aware that there are some issues around two</p> <p>19 control rooms. There were people taking some calls from</p> <p>20 the Bow control room that weren't necessarily fully</p> <p>21 sighted on what was happening in the specialist</p> <p>22 operations centre at the Waterloo control room.</p> <p>23 So we've restructured that, we've put more support</p> <p>24 in for call takers. Additional training has been given</p> <p>25 in terms of, you know, the protocols and particularly</p> <p style="text-align: center;">Page 149</p>	<p>1 Q. Is the LAS implementing training on what kind of fire</p> <p>2 survival guidance to give?</p> <p>3 <b>A. So to be clear about fire survival guidance, currently</b></p> <p>4 <b>under the AMPDS triage system that we're licensed to</b></p> <p>5 <b>use, we're not at liberty to provide any fire survival</b></p> <p>6 <b>guidance. We have to use one of two systems. NHS</b></p> <p>7 <b>pathways is the other system. Again, that system does</b></p> <p>8 <b>not provide any fire survival guidance.</b></p> <p>9 What we have within our triage system is the</p> <p>10 critical danger message, and we've reiterated the use</p> <p>11 when call handlers believe that someone is in critical</p> <p>12 danger, that that script should be read to the</p> <p>13 individual.</p> <p>14 Q. Have you taken any specific steps to ensure that</p> <p>15 information is passed to other agencies in a timely</p> <p>16 manner during other incidents?</p> <p>17 <b>A. Yes, we have. So particularly around the use of</b></p> <p>18 <b>[redacted], and in terms of some of the information that</b></p> <p>19 <b>was exchanged around the Parsons Green tube incident</b></p> <p>20 <b>that happened later, September 2017, we saw</b></p> <p>21 <b>significantly better communication between services.</b></p> <p>22 Q. In terms of any other aspects on the scene, you</p> <p>23 mentioned the issue of parking and congestion being</p> <p>24 an issue.</p> <p>25 Has the LAS implemented any lessons learned from</p> <p style="text-align: center;">Page 151</p>
<p>1 around the critical danger messages.</p> <p>2 I think what needs to be taken into context at this</p> <p>3 point is the LAS were tested a number of times in 2017</p> <p>4 in terms of major incidents. In my experience, if you</p> <p>5 put – in terms of large-scale events, 7/7 was the last</p> <p>6 big-scale event that we've dealt with. I think in 2017,</p> <p>7 you know, 10 days previously we dealt with London</p> <p>8 Bridge, which again was a major incident for us but</p> <p>9 a completely different set of circumstances, of which we</p> <p>10 had to – we had to implement these plans.</p> <p>11 So I think our learning – principally the way that</p> <p>12 we deliver our method of care is the same whether we</p> <p>13 would've been at Grenfell Tower or at London Bridge. So</p> <p>14 we're trying to capture the learning from all of those</p> <p>15 various types of incidents that had very different</p> <p>16 challenges and trying to build those in.</p> <p>17 So, you know, I regret, as I've said, that there</p> <p>18 were some things that we should've done that we didn't</p> <p>19 do. You know, that's down to individuals in the context</p> <p>20 of an unprecedented event and on the night.</p> <p>21 But as an organisation, we're absolutely committed</p> <p>22 to learn, and I've been driving that forward as we've</p> <p>23 continued to develop services.</p> <p>24 Q. You mention training around critical messages.</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: center;">Page 150</p>	<p>1 that issue?</p> <p>2 <b>A. Well, in terms of trying to assess – so I think our</b></p> <p>3 <b>reflections on the night is that where we were trying to</b></p> <p>4 <b>pool resources closer to the scene, I think there were</b></p> <p>5 <b>multiple revisions of RVPs and, in actual fact, in terms</b></p> <p>6 <b>of the scales of the vehicles, there's reference to</b></p> <p>7 <b>actually vehicles being held at Hammersmith hospital and</b></p> <p>8 <b>then being drawn in.</b></p> <p>9 So it's around adaptability and thinking outside</p> <p>10 that, actually, having vehicles right on top of the</p> <p>11 scene sometimes in large numbers might not be the</p> <p>12 answer, but to have a place where you can hold and bring</p> <p>13 smaller numbers in to keep routes in terms of access and</p> <p>14 egress clear, that's general learning.</p> <p>15 But, again, circumstances in terms of individual</p> <p>16 incidents – you know, we can write that into a plan,</p> <p>17 but then we'll face something else where that plan</p> <p>18 doesn't work. So it's just around constantly trying to</p> <p>19 adapt.</p> <p>20 I think Mr Ioannou throughout that night was</p> <p>21 constantly looking at ways of trying to do things</p> <p>22 differently and overcoming the challenges which, you</p> <p>23 know, were quite unique and on an unprecedented scale</p> <p>24 that night.</p> <p>25 Q. Finally, can you look at MET00023715, at page 9. So</p> <p style="text-align: center;">Page 152</p>

<p>1 this is the Gold log, I think.</p> <p>2 Yes, so it's the reference at 0711, could you zoom</p> <p>3 in on that, please, on the left-hand side.</p> <p>4 There's a reference in that log there, you'll see,</p> <p>5 to:</p> <p>6 "Helicopters coming to evac people from roof."</p> <p>7 We know that helicopters did not evacuate anyone</p> <p>8 from Grenfell Tower on the night of the fire.</p> <p>9 Do you know where that impression may have come from</p> <p>10 that's recorded in this log?</p> <p>11 <b>A. So I believe there was a discussion with LFB,</b></p> <p>12 <b>a consideration around whether the coastguard could be</b></p> <p>13 <b>brought in, in terms of their ability to have winches.</b></p> <p>14 <b>In terms of that message, I didn't read anywhere</b></p> <p>15 <b>that helicopters were being deployed, but in the</b></p> <p>16 <b>evidence that I've reviewed, there was certainly</b></p> <p>17 <b>a discussion around whether HM Coastguard could add any</b></p> <p>18 <b>value in terms of being able to evacuate any people that</b></p> <p>19 <b>might be trapped in the high levels of the building.</b></p> <p>20 Q. But it's not accurate to say that the helicopters were</p> <p>21 coming --</p> <p>22 <b>A. No.</b></p> <p>23 Q. -- to evacuate people; we know that didn't happen.</p> <p>24 <b>A. No.</b></p> <p>25 MS GROGAN: Thank you very much. Those are the questions</p> <p style="text-align: center;">Page 153</p>	<p>1 First of all, just before you left the room we were</p> <p>2 talking about parking and congestion at the scene.</p> <p>3 Do you know if congestion at the scene had any</p> <p>4 impact on the speed at which people could be conveyed to</p> <p>5 hospital?</p> <p>6 <b>A. I don't believe it had any negative impact on patient</b></p> <p>7 <b>outcome.</b></p> <p>8 Q. We also discussed the Woodhouse call from flat 182 at</p> <p>9 Grenfell Tower.</p> <p>10 In your lessons learned exercise, have you developed</p> <p>11 any specific training around passing on information from</p> <p>12 flats that are on fire back to the LFB?</p> <p>13 <b>A. So in terms of the consolidation of the message or the</b></p> <p>14 <b>reiteration of the message, it's the message that when</b></p> <p>15 <b>you receive a call in a scenario like that, that message</b></p> <p>16 <b>needs to go into the specialist operations centre. That</b></p> <p>17 <b>message there gets logged and the LFB would be</b></p> <p>18 <b>contacted.</b></p> <p>19 Q. We also discussed the protocol that you should call back</p> <p>20 a caller if the call is dropped.</p> <p>21 Have you implemented any additional training or any</p> <p>22 lessons learned around ensuring that protocol is</p> <p>23 complied with?</p> <p>24 <b>A. Well, it's just been reiterated that that is something</b></p> <p>25 <b>that we should do, and we take 1.9 million calls and we</b></p> <p style="text-align: center;">Page 155</p>
<p>1 I have for you, but it may be that there are some more</p> <p>2 questions that others would like to ask, so I will have</p> <p>3 a pause now.</p> <p>4 SIR MARTIN MOORE-BICK: We're going to have a break now,</p> <p>5 Mr Woodrow.</p> <p>6 THE WITNESS: Okay.</p> <p>7 SIR MARTIN MOORE-BICK: I am going to say 3.20.</p> <p>8 THE WITNESS: Okay.</p> <p>9 SIR MARTIN MOORE-BICK: Give you a chance to stretch your</p> <p>10 legs a bit.</p> <p>11 THE WITNESS: Thank you.</p> <p>12 SIR MARTIN MOORE-BICK: Don't talk to anyone, please, about</p> <p>13 your evidence while you're out of the room.</p> <p>14 You go with the usher and she'll look after you.</p> <p>15 THE WITNESS: Thank you, sir.</p> <p>16 SIR MARTIN MOORE-BICK: All right, 3.20, please.</p> <p>17 (3.12 pm)</p> <p>18 (A short break)</p> <p>19 (3.20 pm)</p> <p>20 SIR MARTIN MOORE-BICK: Mr Woodrow, if I know anything about</p> <p>21 anything, there will be a few questions, but I hope not</p> <p>22 too many.</p> <p>23 THE WITNESS: Okay.</p> <p>24 MS GROGAN: Only three short questions, you'll be glad to</p> <p>25 hear, Mr Woodrow.</p> <p style="text-align: center;">Page 154</p>	<p>1 <b>do get calls that are dropped. That should just be</b></p> <p>2 <b>routine business.</b></p> <p>3 <b>Of course, in the position we found ourselves in on</b></p> <p>4 <b>that night, for whatever reason, the individual didn't</b></p> <p>5 <b>carry that out.</b></p> <p>6 <b>So that's clearly been reiterated, but that's just</b></p> <p>7 <b>normal business for us, regardless of the type of call.</b></p> <p>8 <b>If a call drops or abandons, we need to call it back.</b></p> <p>9 MS GROGAN: Thank you, that's everything. Thank you very</p> <p>10 much for coming and giving evidence today. It's been</p> <p>11 very helpful.</p> <p>12 SIR MARTIN MOORE-BICK: I would like to add my thanks as</p> <p>13 well.</p> <p>14 You've obviously taken a lot of time and trouble to</p> <p>15 get a full understanding of what was going on as far as</p> <p>16 the LAS were concerned that morning, and I'm very</p> <p>17 grateful to you for that because you've been able to</p> <p>18 give us a really good view as to what was going on.</p> <p>19 I'm sorry if we kept you waiting to come and give</p> <p>20 your evidence, I'm sorry about that, but we're really</p> <p>21 very grateful to you and it's been a great help to us,</p> <p>22 so thank you very much indeed.</p> <p>23 THE WITNESS: Thank you, sir.</p> <p>24 (The witness withdrew)</p> <p>25 SIR MARTIN MOORE-BICK: Good.</p> <p style="text-align: center;">Page 156</p>

<p>1 Well, now, Ms Grogan, what's next?</p> <p>2 MS GROGAN: Yes, sir. All I have to do now is read in the</p> <p>3 schedule of witness statements, exhibits and documents</p> <p>4 from the LAS to the inquiry --</p> <p>5 SIR MARTIN MOORE-BICK: Right.</p> <p>6 MS GROGAN: -- which should take about 30 seconds.</p> <p>7 If I could bring that schedule up on screen, it's</p> <p>8 INQ00000526.</p> <p>9 This schedule contains a list of witness statements</p> <p>10 and exhibits of LAS personnel who attended the scene on</p> <p>11 the night, together with other key LAS documents.</p> <p>12 SIR MARTIN MOORE-BICK: Yes.</p> <p>13 MS GROGAN: I must stress that the material contained within</p> <p>14 this schedule includes distressing information about</p> <p>15 matters on the night.</p> <p>16 I would ask that the schedule material is now</p> <p>17 formally read into the inquiry record.</p> <p>18 It's two pages long, so if we could just scroll down</p> <p>19 to make sure we've caught everything.</p> <p>20 There we are.</p> <p>21 SIR MARTIN MOORE-BICK: Right. So a lot of people have made</p> <p>22 statements for the use of the inquiry.</p> <p>23 MS GROGAN: Yes.</p> <p>24 SIR MARTIN MOORE-BICK: And I think it's right to say that</p> <p>25 we're very grateful to all of them for taking the time</p> <p style="text-align: center;">Page 157</p>	<p>1 this afternoon is the statement of Zakariya Chebiouni.</p> <p>2 That's at IWS00001076, please.</p> <p>3 If we go to page 9 of that statement, we see,</p> <p>4 Mr Chairman, that page 9 is signed with a statement of</p> <p>5 truth and dated 9 September, 2018.</p> <p>6 SIR MARTIN MOORE-BICK: Yes.</p> <p>7 MR RAWAT: There are no exhibits to accompany the statement.</p> <p>8 SIR MARTIN MOORE-BICK: Right.</p> <p>9 MR RAWAT: You will remember, Mr Chairman, hearing the</p> <p>10 evidence of Hanan Wahabi on Thursday last week. Zak is</p> <p>11 her eldest son.</p> <p>12 If I may just read an extract from his statement</p> <p>13 which relates to the events of the night itself.</p> <p>14 I pick it up at paragraph 15 on page 4:</p> <p>15 "15. The CCTV image of me entering the building</p> <p>16 that night gives the time as 12:38 a.m. When I got to</p> <p>17 the flat, I went to my room and started playing</p> <p>18 PlayStation 4. I messaged with some friends from school</p> <p>19 and a few family members. Then I got some food to eat.</p> <p>20 I had just finished eating, and was watching television,</p> <p>21 when I smelled plastic burning. I thought it was my</p> <p>22 mobile phone charger so I unplugged it. The burning</p> <p>23 smell wasn't particularly strong, but it was constant.</p> <p>24 "16. About 5 minutes later, I heard my dad get up</p> <p>25 and go to the kitchen. He called me, and my mum's name.</p> <p style="text-align: center;">Page 159</p>
<p>1 and trouble to do that, and that will form part of the</p> <p>2 evidence before the inquiry and will be considered along</p> <p>3 with everything else.</p> <p>4 MS GROGAN: Yes.</p> <p>5 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>6 MS GROGAN: Thank you, sir. That's it from me. I think</p> <p>7 Mr Rawat is now planning to read in some statements.</p> <p>8 SIR MARTIN MOORE-BICK: Right. Thank you very much.</p> <p>9 (Pause)</p> <p>10 Yes, Mr Rawat.</p> <p>11 MR RAWAT: Good afternoon, Mr Chairman.</p> <p>12 What I'd like to do now, if I may, is just to use</p> <p>13 the remaining time this afternoon to continue with the</p> <p>14 work of putting into the record statements from</p> <p>15 survivors, residents and bereaved individuals who have</p> <p>16 made statements.</p> <p>17 SIR MARTIN MOORE-BICK: Yes, all right.</p> <p>18 MR RAWAT: Before I do so, can I give the explanation we've</p> <p>19 given in the past, which is that whilst I may from the</p> <p>20 statements be reading extracts, they are admitted into</p> <p>21 the inquiry's record in their entirety and considered</p> <p>22 accordingly as evidence.</p> <p>23 SIR MARTIN MOORE-BICK: Yes.</p> <p>24 ZAKARIYA CHEBIOUNI (evidence read into the record)</p> <p>25 MR RAWAT: The first statement I wish to put into the record</p> <p style="text-align: center;">Page 158</p>	<p>1 I think he thought one of us had left something in the</p> <p>2 oven. I went to the kitchen and could see that smoke</p> <p>3 was coming in through the extractor fan in the kitchen</p> <p>4 window. The kitchen windows were closed. We always</p> <p>5 sleep with the windows in the kitchen and living room</p> <p>6 closed because people throw things out of their windows</p> <p>7 sometimes, like burning cigarettes that could catch a</p> <p>8 curtain and start a fire. Once rice was thrown into our</p> <p>9 flat.</p> <p>10 "17. My dad's eyesight is bad, so he couldn't see</p> <p>11 where the smoke was coming from, which is why he thought</p> <p>12 it was from the oven. I could see that it was coming in</p> <p>13 from the extractor fan in the window, and settling on</p> <p>14 the ceiling, like water. The smoke was black.</p> <p>15 "18. I wondered if people had lit a bonfire in the</p> <p>16 grassy area downstairs, so I went into the living room</p> <p>17 to have a look. Through the bottom of the living room</p> <p>18 window, I could see the top flicker of a flame. There</p> <p>19 was a little bit of black smoke in the living room too,</p> <p>20 though not as much as in the kitchen. I thought maybe</p> <p>21 the tree under the living room window was on fire, and</p> <p>22 wanted to have a look, so I went to open the window.</p> <p>23 It's one of those windows that you can open in different</p> <p>24 ways. If you turn the handle so that it points straight</p> <p>25 up, it opens like a door, if you turn it another way, it</p> <p style="text-align: center;">Page 160</p>



<p>1 hinges open at the top, and if you turn it another way, 2 it locks the window closed. The window is behind the 3 sofa so I had to climb onto the sofa to reach it. I 4 opened the window like a door. I saw a spark and just 5 as I leaned forward to see where the spark had come 6 from, fire shot straight up, in front of my face. I 7 realised that the fire was on the outside of the 8 building. I moved back and my mum said, 'quickly, 9 quickly, close it!', so I closed back the window. 10 "19. My dad was saying that we should stay in the 11 flat, but I was like no, you lot can stay, but I'm 12 taking my sister, I can't leave my little sister here. 13 [redacted] was still in her bed, but she was awake 14 because she had heard the commotion. I walked to her 15 bedroom, lifted her up and brought her out. Then I set 16 her down, maybe near the front door, I can't remember. 17 I put on my sandals, walked out of our flat, onto the 18 landing, and poked my head down the stairs, to check 19 there wasn't any fire on the landing or the stairs. 20 There wasn't any fire, but I saw some white smoke on the 21 landing, and in the stairwell. 22 "20. At this point, I was wearing my tracksuit 23 bottoms and my abaya, which is traditional clothing that 24 Muslims wear to the mosque, and sandals on my feet. 25 [redacted] was wearing her pajamas, and no shoes. My</p> <p>Page 161</p>	<p>1 the lady and the kids she was with stay in front of me. 2 Then the little girl with the older lady went back 3 upstairs, I think to get her parents. 4 "23. When we reached the first floor, we came 5 across two firefighters. They weren't wearing masks. I 6 could see their faces: they were both white men with 7 blue eyes and brown hair. One was holding the door from 8 the stairwell to the landing open. The other told me to 9 go back upstairs. I thought that was such a dumb thing 10 to say. There was no way I was going back, but I 11 started to back up, like I was obeying him. Then, the 12 Eritrean-looking grandmother started speaking with the 13 firefighters. She couldn't speak English very well. As 14 she spoke with them, I pushed past and walked out the 15 door the firefighter was holding open. He looked 16 annoyed with me as I walked by, but I kept going. I 17 have been shown a CCTV image showing me leaving the 18 building, carrying [redacted]. The time on the image is 19 1:19am." 20 If I jump forward just a little bit in the 21 statement, Zak also sets out his recollection of the 22 contact that his family had with his uncle Abdulaziz who 23 was in flat 182, and that's at paragraph 27, if I may: 24 "27. My mum was talking to Faouzia and Abdulaziz on 25 her mobile, saying there was a fire. She was speaking</p> <p>Page 163</p>
<p>1 mum was wearing a brown dressing gown and a [redacted] 2 and my dad was wearing his work clothes, I think. When 3 I got back to the flat my parents asked me whether there 4 had been any smoke on the landing and in the stairwell. 5 I lied and said no, as I knew if I told them about the 6 smoke I'd seen, they would say we should stay in the 7 flat. 8 "21. I picked [redacted] up and ran down the stairs 9 carrying her. The smoke got worse as I went down. I 10 don't remember struggling to breathe, but when I got out 11 of the building, I was spitting black stuff. I was 12 coughing as I went down the stairs but I covered my 13 mouth with my clothes and covered my sister's face with 14 my robe. I can't remember if [redacted] was coughing, 15 but I know she was crying. I don't remember seeing any 16 hoses in the stairwell. I could see pretty well. 17 "22. At around the third or second floor we came 18 across an older woman in the stairwell. She looked 19 Eritrean, and was wearing a headscarf. She had two 20 children with her, a boy and a girl, who looked around 21 [redacted]'s age. I'm assuming the lady was their 22 grandmother. They were in front of us, and were the 23 first people we came across in the stairwell. The 24 stairwell was narrow, too narrow for us to walk down 25 side by side, or for me to pass them, so I had to let</p> <p>Page 162</p>	<p>1 really quickly, because she was panicking. I tried to 2 grab the phone from her so I could speak to them more 3 calmly, but she didn't let me, so I used my dad's mobile 4 and called Yasin. I would say this was 5 to 10 minutes 5 after I got of the tower, so around 1:30 a.m. Yasin 6 answered his phone normally, like there was nothing 7 wrong. I said, 'bro, you have to leave note. He asked 8 why and I told him that if they didn't get out, they 9 were going to be trapped. He said 'okay, alright, then 10 I'll come down'. He asked me if the fire was in the 11 stairwell and I told him no, that I had just come from 12 there, and there was no fire in the stairwell. He said 13 alright, and again said he would come down so I cut the 14 phone and gave it back to my dad." 15 If I move forward to paragraph 29, Zak continues: 16 "I saw a girl I had gone to school with who lives 17 nearby and used her mobile to call my cousins. I had 18 tried them 2 or 3 times on the landline and Nur Huda's 19 phone when Nur Huda answered at around 2 a.m. I asked 20 her, 'have you come out yet?' and she said no, they were 21 still inside. She said the firemen said that they 22 couldn't leave. She didn't sound that scared, nothing 23 like in the 999 calls, I think because she thought the 24 fire brigade were going to rescue them. I said that the 25 firefighters had said the same thing to me, and I told</p> <p>Page 164</p>

<p>1 her not to listen to them, because they were going to 2 get stuck. She said they were speaking to the fire 3 brigade, and we hung up. 4 "30. A little while later I called Nur Huda again, 5 and that time we didn't speak for very long. She said 6 they were still speaking with the fire brigade and I 7 told her she needed to get out. The conversation was 8 short because her dad took the phone from her and said 9 'we're busy', or something like that, as in, they were 10 busy speaking with the fire brigade. He sounded like he 11 was in a rush. After that, I didn't speak to them 12 again. I called a while later to the house phone but it 13 didn't go through, and I called all of their phones but 14 nobody picked up." 15 That's all I propose to read from that statement. 16 SIR MARTIN MOORE-BICK: All right, thank you. 17 MILAD AYOUB KAREEM (evidence read into the record) 18 MR RAWAT: The next statement I propose to put into the 19 record, Mr Chairman, is that of Milad Ayoub Kareem. The 20 reference for that is IWS00001077. 21 If we go to page 13, please, there is a statement of 22 truth. The statement is signed and dated 23 13 September 2018, and it is not accompanied by any 24 exhibits. 25 Milad Kareem did not live in Grenfell Tower, but he</p> <p style="text-align: center;">Page 165</p>	<p>1 "15. I then looked round to the left of the window 2 facing the walkways when I saw a woman on the balcony of 3 one of the walkway finger blocks waving and shouting to 4 people in the tower. She was in a dressing gown waving 5 frantically at me while I was looking out of the kitchen 6 window. There were other people standing next to her 7 and they seemed to be signalling to other people in the 8 tower whilst others appeared to be having intense 9 conversations on their mobile phones. 10 "16. Rebin was still in the living room at this 11 point. I told him what I could see and told him that 12 something wasn't right and he told me to open the 13 kitchen window to get a better feel for what was going 14 on outside. The flat is on the corner of the building 15 with the kitchen window on one side of the building 16 facing the playground and the living room window around 17 the corner on the other side of the building facing the 18 walkways. 19 "17. I opened the window on the side facing the 20 playground and I could immediately smell a strong smell 21 of burning. There were fire fighters in the playground 22 - about 3 or 4 of them and I was trying to communicate 23 with me. 24 "18. I knew at that point that something close by 25 was burning but it wasn't until I looked up and right to</p> <p style="text-align: center;">Page 167</p>
<p>1 explains in his statement that, on the night of 13 June, 2 he was visiting a friend, Rebin Sabir, who lived at 3 number 23 on the 5th floor. He explains that he arrived 4 at Grenfell Tower at around 11.00 pm and they were 5 sitting together when they began to notice a smell of 6 smoke and burning, which initially did not cause any 7 concern, particularly to Rebin. But then, as the smoke 8 grew stronger, Milad became more and more concerned. 9 If I pick it up at paragraph 12 on page 2, please: 10 "12. Rebin told me to check the kitchen to put my 11 mind at ease so I went to the kitchen to make sure 12 everything was ok. I checked the cooker but there was 13 no sign of fire in the kitchen but the smell became 14 noticeably stronger. It was as if I was standing close 15 to a bonfire but I couldn't see it. 16 "13. Whilst in the kitchen I could hear people 17 outside shouting, not screaming, but I remember a women 18 and children speaking loudly. The windows were double 19 glazed so I couldn't hear exactly what was being said 20 but it was loud enough for me to hear it and become 21 suspicious. It was late so I wouldn't have expected 22 children to be awake at that time so I went to the 23 window to see what was happening outside. 24 "14. I looked out of the kitchen window facing the 25 playground and initially saw nothing.</p> <p style="text-align: center;">Page 166</p>	<p>1 my horror I saw a fire raging from outside of the 2 building above me in a North West direction. 3 "19. I could see smoke, lots of thick black smoke 4 floating in the air. The fire was red, blazing red with 5 a hint of yellow, blue and green flames. The flames and 6 smoke were all mixed together. I remember seeing fire 7 and pieces of the building falling to the ground. I was 8 shocked at how close the fire was to me. I could see 9 everything clearly from the window." 10 The statement continues: 11 "21. Whilst looking up at the flames from the 12 kitchen window the smoke appeared to be circulating 13 moving in an upwards direction along the side of the 14 building. The fire was spreading quickly. 15 "22. I said to Rebin we are in deep trouble as the 16 building is on fire and Rebin jumped up from the living 17 room sofa where he was sitting and went to the living 18 room window. When he saw the smoke he started talking 19 in our language saying 'oh my God, fire, what are we 20 going to do?' 21 "23. ... I noticed at this point that a fireman was 22 on the ground and a fire engine was parked under the 23 bridge which connects the tower to the walkways. 24 "24. I shouted at the fireman about 6 or 7 times 25 'excuse me, excuse me, can you please help us? We are</p> <p style="text-align: center;">Page 168</p>

<p>1 trapped'; to get his attention as there was so much</p> <p>2 noise around us. The firefighter eventually shouted</p> <p>3 'what floor are you on, how many people?' I shouted</p> <p>4 back '5th floor, flat 23, 2 people'.</p> <p>5 "25. The firefighter told us to 'stay where you are</p> <p>6 and don't panic'. I was shacking and scared but felt</p> <p>7 comforted that I had spoken to the firefighter. I</p> <p>8 thought we would be rescued.</p> <p>9 "26. I left the kitchen window to go to the living</p> <p>10 room to join Rebin. I think he was on the phone at this</p> <p>11 point or speaking to neighbours from the window.</p> <p>12 "27. We were in absolute shock. Completely</p> <p>13 petrified. I just kept walking from room to room as I</p> <p>14 was so unsettled. I looked outside the bedroom window</p> <p>15 and I could see a fire engine parked.</p> <p>16 "28. 10-15 minutes passed and the firefighters had</p> <p>17 not come to rescue us so I went back to the kitchen</p> <p>18 window to speak with the same firefighter on the ground.</p> <p>19 I asked if they were coming to get us as the smoke was</p> <p>20 getting stronger outside the building. At this point I</p> <p>21 was told by the same firefighter that it might be best</p> <p>22 for us to take the stairs. I thought that was a good</p> <p>23 idea.</p> <p>24 "29. Rebin was still talking to neighbours but I</p> <p>25 did not hesitate and went straight to the front door</p> <p style="text-align: right;">Page 169</p>	<p>1 there is no way out'. I was coughing as the smoke got</p> <p>2 stuck in my lungs. My eyes started burning so I quickly</p> <p>3 closed the door.</p> <p>4 "33. I ran back to the kitchen window to speak to</p> <p>5 the same fireman. I thought about jumping out the</p> <p>6 window to escape but couldn't as it was too high. Rebin</p> <p>7 was still walking between the living room and the</p> <p>8 kitchen on his phone trying to find out what was going</p> <p>9 on.</p> <p>10 "34. I spoke to the fireman and said we couldn't</p> <p>11 take the stairs as the corridor was filled with thick</p> <p>12 black smoke and it was too dangerous. I asked him to</p> <p>13 come and get us out of the building. I told him if we</p> <p>14 took the stairs we would die. He told me not to panic</p> <p>15 and to stay there and they would come and get me. I</p> <p>16 could literally see my whole life passing by my eyes.</p> <p>17 "35. The smell was getting stronger every minute.</p> <p>18 You could see the smoke was slowly creeping into the</p> <p>19 flat - trying to force its way through the keyhole,</p> <p>20 under the door and through the sides of the front door.</p> <p>21 "36. Rebin suggested that we take the stairs. But</p> <p>22 having seen the condition in the communal hallway, I</p> <p>23 told him that it wasn't safe. He reassured me that it</p> <p>24 was ok and went to get his jacket from the bedroom and</p> <p>25 we opened the door the second time. That's when he saw</p> <p style="text-align: right;">Page 171</p>
<p>1 without a second thought.</p> <p>2 "30. The smell of smoke was now intense. I saw</p> <p>3 smoke coming into the flat from the bottom of the front</p> <p>4 door as I walked towards it so I became anxious. I</p> <p>5 opened the front door looking straight ahead into the</p> <p>6 communal hallway in front of me and to my horror I saw</p> <p>7 the communal hallway was already filled with a wall of</p> <p>8 intense thick black smoke, so thick I couldn't see</p> <p>9 anything clearly except the smoke. It was pitch black.</p> <p>10 "31. I could just about make out the lifts from the</p> <p>11 front door when I strained and squinted my eyes. I</p> <p>12 could hear screams from the stairways in different</p> <p>13 languages, Arabic in particular and firefighters talking</p> <p>14 to people. I could hear men saying 'get out it's not</p> <p>15 safe'. I could hear somebody call out 'Omar, are you</p> <p>16 ok?' I couldn't see anybody as the smoke was too thick</p> <p>17 and dark but I could hear what felt like 100</p> <p>18 conversations at once from different directions. I</p> <p>19 remember hearing little children crying and screaming</p> <p>20 from different parts of the building. That sound will</p> <p>21 never leave me.</p> <p>22 "32. I was at the front door for 5-7 seconds in</p> <p>23 total shock. I was thinking to myself 'oh my God, what</p> <p>24 is happening, how are we going to get out'. The shock</p> <p>25 hit me in my knees as it dawned on me that 'this is it,</p> <p style="text-align: right;">Page 170</p>	<p>1 the smoke for himself and he closed the door straight</p> <p>2 away as the smoke was so thick.</p> <p>3 "37. We were both scared, terrified and feeling</p> <p>4 hopeless as we felt trapped.</p> <p>5 "38. I believe half an hour or so passed when two</p> <p>6 firemen came through Rebin's front door. I do not know</p> <p>7 how they got in but I remember they were wearing masks</p> <p>8 carrying red oxygen cylinder on their backs and torches.</p> <p>9 I thought they had arrived to save us but they told us</p> <p>10 to stay in the flat a little longer because they didn't</p> <p>11 have any oxygen masks with them for us and it was too</p> <p>12 dangerous to go down the stairs without them because the</p> <p>13 smoke was so bad.</p> <p>14 "39. I didn't want them to leave us but the</p> <p>15 firefighters said 'stay here and we will find another</p> <p>16 way to get you out, don't panic we will get you out'.</p> <p>17 Then they left. They were only with us in the flat for</p> <p>18 no more than two minutes.</p> <p>19 "40. We closed the door behind them but a lot of</p> <p>20 smoke had already entered the flat. I could see the</p> <p>21 reflection of the smoke in the torch light when they</p> <p>22 were in the flat. It wasn't thick smoke and we could</p> <p>23 still see everything in the flat at this stage, but it</p> <p>24 was there.</p> <p>25 "41. The temperature in the flat was increasing.</p> <p style="text-align: right;">Page 172</p>

<p>1 "42. By now we were totally panicked and did not 2 know what to do. It seemed hopeless but we were praying 3 that somebody would come and get us out. 4 "43. Then about 20-30 minutes later I saw 2 firemen 5 on the ground putting a ladder up against the building 6 towards us but it was not long enough and only reached 7 the floor below us. 8 "44. At this point, we thought we were going to die 9 and there was no way we could be rescued. We were 10 desperate to get out of the building but didn't have 11 many options. 12 "45. We thought about tying bed sheets together to 13 climb down to lower floors and then jump down to the 14 ground. We thought we would break some bones but at 15 least we would be alive but Rebin didn't have enough 16 sheets." 17 If I move forward in the statement to paragraph 48, 18 it continues: 19 "48. We talked to neighbours and people on the 20 walkways but we had no communication with the 21 firefighters for roughly 20-30 minutes. Then I saw some 22 firefighters looking at the bridge (near flat 6) which 23 connected the tower to the walkway finger blocks. The 24 bridge was connected to a fenced gate which was locked 25 with a massive chain.</p> <p>Page 173</p>	<p>1 far. 2 "53. The firefighters moved the ladder to the 3 kitchen window. A fireman climbed up and asked if we 4 were ok. He looked so hot and was sweating heavily. He 5 asked me for a glass of water so I got him one. He 6 stayed at the window and drank his water. He only had a 7 helmet on, no breathing apparatus or mask. I would 8 guess he arrived after 2am but I can't say for sure. 9 "54. He asked who was going to go down the ladder 10 first and Rebin told me to go. Rebin is older than me 11 so I think he wanted to make sure I got out safely 12 before he went down. I didn't want to leave him but we 13 had to move quickly so I put my coat on and climbed onto 14 the window ledge. 15 "55. When I looked at the fireman's ladder it was 16 very slim, seemed flimsy and unsafe. I asked the 17 firefighter to tie me to the ladder or do something to 18 make it secure but he said I had to go now and move 19 quickly as the fire was approaching. He said the fire 20 and smoke were escalating and the building was burning 21 rapidly. I will never forget him saying to me 'please 22 just get on the ladder so I can save your life'. That 23 is when the reality of the situation dawned on me. I 24 just had to risk it if not I would die in the fire. 25 "56. Whilst sitting on the window ledge, I could</p> <p>Page 175</p>
<p>1 "49. If the firefighter had put the ladder up by 2 the playground the ladder would have been too short to 3 reach us so I watched them open the gate to bring the 4 ladder up onto the bridge. The firemen had rope in 5 their hands which they attached to the ladder to pull it 6 up onto the bridge before extending the ladder up to the 7 living window. 8 "50. Now that the firemen had opened the gate by 9 the bridge, I believed the ladder would be long enough 10 to reach us. Once the ladder was on the bridge they 11 extended it up but it was too short. The ladder only 12 reached to 3rd or 4th floor. 13 "51. They collapsed the ladder and didn't say 14 anything to us but after about 10 minutes some 15 firefighters on the bridge put another ladder up against 16 the building towards us but they put it about 3 feet 17 away from the window and it was too difficult and 18 dangerous to reach. 19 "52. I was desperate to get out but thought we 20 would fall from the window whilst reaching for the 21 ladder as it was too far from the wall of the building. 22 My feet were getting hot from the heat inside the flat. 23 I remember shouting out to the firefighters asking them 24 to move the ladder closer to the window so we could 25 reach it without over stretching out of the window too</p> <p>Page 174</p>	<p>1 see heavy flames, black smoke and pieces of the building 2 falling from the building. The corner of the building 3 on the North East side was burnt completely. 4 "57. I couldn't see the sky as it was covered by 5 the flames and smoke. The fire was really bad, it was 6 raging. I had never seen anything like this before. 7 "58. The firefighter told me what to do and guided 8 my every step. He told me to hold onto the window frame 9 with my left hand and feel for the ladder step with my 10 right foot. 11 "59. It took me about 5 minutes to get myself 12 together because I was panicking. I couldn't feel the 13 ladder with my foot at first but I eventually managed it 14 and I started to work my way down the ladder. The 15 fireman was directing me from underneath me saying 'left 16 foot, right foot, left foot, right foot'. We went down 17 about twenty steps before the top ladder ended and the 18 lower ladder started which was scary but we carried on 19 down. 20 "60. I saw a fireman at the bottom holding the base 21 of the ladder. When I got down the fireman directed me 22 to a policeman who was standing near the main entrance. 23 I spoke to him and he sent me away from the building. 24 There was what seemed like hundreds of people 25 everywhere."</p> <p>Page 176</p>

<p>1 Mr Chairman, that's where I propose to stop reading</p> <p>2 from that statement.</p> <p>3 SIR MARTIN MOORE-BICK: Yes, thank you.</p> <p>4 FADUMO AHMED (evidence read into the record)</p> <p>5 MR RAWAT: The next statement I would want to put into the</p> <p>6 record is the statement of Fadumo Ahmed. That is</p> <p>7 IWS00000729.</p> <p>8 If we go to page 8, please, the statement carries</p> <p>9 a statement of truth. It's signed and dated</p> <p>10 11 May 2018. It is not accompanied by any exhibits.</p> <p>11 In her statement, Ms Ahmed explains that she moved</p> <p>12 into flat 164 on the 19th floor of Grenfell Tower in</p> <p>13 2008. She lived alone in her flat, and on the night of</p> <p>14 the fire itself she had been at work until 9.00 pm and</p> <p>15 then she went straight home.</p> <p>16 If I begin by setting out an extract of her account</p> <p>17 of the fire by going to paragraph 6 on page 2.</p> <p>18 SIR MARTIN MOORE-BICK: Yes.</p> <p>19 MR RAWAT: "6. At the time of the fire it was Ramadan and I</p> <p>20 broke my fast at about 9pm after work. After work I</p> <p>21 stayed in my flat and I was listening to Islamic</p> <p>22 lectures on my phone with headphones on. At about</p> <p>23 1:20am I was still awake in my bedroom and listening to</p> <p>24 the lectures, when I got a phone call from my cousin,</p> <p>25 Sabah Mohammed, who told me that there was a fire in the</p> <p style="text-align: right;">Page 177</p>	<p>1 people were going upstairs. I thought that she had</p> <p>2 instructions to go upstairs. She was not panicking but</p> <p>3 it was as though she had been given an instruction. It</p> <p>4 was also clear that fire was lower down the Tower and</p> <p>5 walking down towards the fire made less sense. I had</p> <p>6 known Debbie since I moved in and so I thought I should</p> <p>7 do what she said.</p> <p>8 "8. The door to the stairs was closed and I opened</p> <p>9 the door and went into the stairway. In the stairs</p> <p>10 there was only a little bit of smoke at that time and it</p> <p>11 was light. There was less smoke than in the lobby but</p> <p>12 there was some. There was no fire alarm and there was</p> <p>13 no one else on the floor at the time. Debbie and I</p> <p>14 walked slowly up the stairs.</p> <p>15 "9. On the way up the stairs from the 19th floor to</p> <p>16 the 23rd floor I saw no one else. I don't even know if</p> <p>17 Debbie was following me at the time. I went upstairs</p> <p>18 because Debbie had told me to. I thought that she might</p> <p>19 have had information about what we should do. I just</p> <p>20 followed what she said.</p> <p>21 "10. I think I went straight to the 23rd floor, but</p> <p>22 I am a little confused about whether it was the last</p> <p>23 floor. I came out into the lobby at the top and the</p> <p>24 smoke was even worse than on my floor. It was now very</p> <p>25 dark and thick and very hard to see. It made my eyes</p> <p style="text-align: right;">Page 179</p>
<p>1 building. She lives near Grenfell Tower and could see</p> <p>2 from the outside that it was on fire. She told me that</p> <p>3 I should come out of the Tower and get downstairs. I</p> <p>4 spoke to Sabah after the fire and she remembers checking</p> <p>5 her phone times and told me that she first called me at</p> <p>6 1:20am. I was shocked by her call. There had never</p> <p>7 been a fire before in Grenfell Tower that I had seen. I</p> <p>8 did not check if there was any fire and at this time did</p> <p>9 not see any fire or smoke in my flat.</p> <p>10 "7. With Sabah's phone call I sensed it was serious</p> <p>11 and that something was very wrong and so I quickly got</p> <p>12 ready to leave the flat. I picked up my phone and keys,</p> <p>13 put my shoes on and quickly came out of the flat. I was</p> <p>14 thinking of going downstairs. When I came out of my</p> <p>15 flat into the lobby it was full of dark smoke. It was</p> <p>16 thick dark grey and steamy and was very hard to see</p> <p>17 through. I could not see very far because of the smoke.</p> <p>18 It smelt a bit like gas and chemicals and I covered my</p> <p>19 mouth. It burned my eyes and I just wanted to cover my</p> <p>20 eyes because of the pain on my eyes. I could see my</p> <p>21 neighbour, Debbie Lamprell, standing opposite the two</p> <p>22 lifts near the cupboard doors. There is a cupboard</p> <p>23 opposite the two lifts and she was next to this. She</p> <p>24 lived on the same floor as me and had the corner flat,</p> <p>25 number 161. She looked frightened and said to me that</p> <p style="text-align: right;">Page 178</p>	<p>1 hurt and, as before, smelt of chemicals.</p> <p>2 "11. When I got to the top floor there were people</p> <p>3 standing in front of the door to Flat 201. This is the</p> <p>4 flat that was opposite the lift in the corner. The flat</p> <p>5 was in the same position in the building as Debbie's</p> <p>6 flat four floors below.</p> <p>7 "12. We were able to get in to Flat 201 although I</p> <p>8 had never been in the flat before and did not know whose</p> <p>9 flat it was. Inside the flat there was some smoke but a</p> <p>10 lot less than the lobby and I could also see fire at the</p> <p>11 windows. I was standing in the corridor and could look</p> <p>12 along the hall and see fire appearing in front of the</p> <p>13 living room window.</p> <p>14 "13. We stood in the corridor of the flat. I think</p> <p>15 there were about 10 people there and we were crowded</p> <p>16 around the entrance door and hallway. I've been shown</p> <p>17 pictures of people by the police and identified some of</p> <p>18 these. There was Debbie Lamprell and her male friend</p> <p>19 Gary Maunders. I often saw Debbie and Gary together and</p> <p>20 she lived on my floor. There was also my other</p> <p>21 neighbour, Amal Ahmedin from flat 166, who was also from</p> <p>22 my floor. She was with her cousin Amina Mahmud Idris,</p> <p>23 and daughter Amaya. There was also an afro-Caribbean</p> <p>24 man who I now know was Raymond Bernard and I think he</p> <p>25 was the tenant of Flat 201. There was also Berkti</p> <p style="text-align: right;">Page 180</p>

<p>1 Haftom with her teenage son, Biruk Haftom. It was hard 2 to recognise people and we couldn't talk to each other 3 because of the smoke. By now the smoke was going into 4 our mouths and we could barely breathe.</p> <p>5 "14. The front door of the flat was open a little 6 and people were standing along the corridor near the 7 door. People were acting in different ways, some were 8 calm, some were panicking and trying to cover their 9 mouths. We were all hiding in the corridor of the flat 10 to get away from the flames near the window and because 11 the lobby was so thick with smoke.</p> <p>12 "15. I think people were suffering because they 13 were not able to breathe. The smoke was affecting 14 people's minds and making it impossible to even think. 15 I was feeling dizzy. It was like a gas.</p> <p>16 "16. Amal and I began to go to the bathroom to try 17 and bring water out and throw it onto the fire in the 18 window. We found a washing up bowl and about three 19 times we carried water in the plastic bowl through to 20 the living room. We threw the water on the window 21 because the top of the window was on fire. The window 22 opens in two ways, it can open completely on its hinges 23 like a normal window or it can tilt forward at the top. 24 It was tilted open at the top and the top had caught 25 fire and was burning away. We were trying to throw</p> <p>Page 181</p>	<p>1 fire coming from below and thought that there was no 2 hope going downstairs. I tried to go up further to get 3 away from the fire but I quickly reached a metal door 4 that was padlocked. I tried to get through the door and 5 banged it again and again. I wanted to get out at the 6 top but couldn't. My police statement says I got onto 7 the roof. This is not correct. I tried to get on the 8 roof and banged on the door to get up there but could 9 not get out. I could hear a helicopter outside and kept 10 banging on the metal door. It was a steel brownish 11 colour door. It was very small but locked. I could 12 hear the helicopter and kept thinking that there was no 13 way for them to get in. They couldn't see me and I 14 don't know why I was banging or how long I stayed there.</p> <p>15 "19. By now smoke started to come onto the stairs. 16 I was on the phone to my cousin who was telling me 'just 17 come down, just come down' but I knew how bad the smoke 18 was in the lobby and knew that the fire must have been 19 stronger downstairs. Even though my cousin was saying 20 'come down' I thought there was just no hope going down.</p> <p>21 "20. More smoke was coming the stairs and making it 22 hard to face going down. It was as if the smoke was 23 following me up. It very scary. The smoke was dark and 24 had a terrible smell. It was like drinking gas.</p> <p>25 "21. My cousin was on the phone but I was thinking</p> <p>Page 183</p>
<p>1 water onto the widow to try and put it out. I was 2 worried because I could see that the television was 3 close by the window and was worried that it might become 4 dangerous because of the fire and water and so we 5 stopped.</p> <p>6 "17. I realised that the water was not helping. I 7 went back to the area just inside the front door near 8 the boiler. At that time I don't know how many people 9 were still standing there. There were about 10 people 10 next to the door and some were saying that they could 11 not breathe. We felt trapped as the fire had broken 12 into the flat through the window and was in the living 13 room and thick smoke from the lobby was coming into the 14 flat. We were trapped with fire from one side that was 15 starting to come in and thick smoke on the other side. 16 I realised that I needed to get out and so I came out of 17 the flat into the lobby which was full of thick black 18 smoke. I ran out of flat 201 straight into the 19 stairway. I couldn't see anything in the lobby because 20 it was so full of smoke but the door to the stair was 21 very close.</p> <p>22 "18. Around this time my family was calling me 23 again and again telling me to get out and come 24 downstairs. This was not that easy and they did not 25 understand what I was seeing. I was worried about the</p> <p>Page 182</p>	<p>1 that they couldn't see what was really going on. The 2 smoke was coming up hitting me and what they were saying 3 and what I was doing, were completely different. The 4 smoke was coming up towards me. That is what stopped me 5 from going down stairs. I felt like my cousin just 6 couldn't understand. I appreciated their calls but the 7 reality was so different.</p> <p>8 "22. As I was banging on the door more and more 9 smoke was coming up. The smoke was getting thicker and 10 thicker all the time in the stairwell. It was now so 11 thick that I couldn't even see the stairs underneath my 12 feet.</p> <p>13 "23. I remember speaking to my cousin on the phone. 14 I wasn't thinking straight and was breathing chemicals. 15 Whenever the phone rang I wasn't always able to answer. 16 At one stage my sister called me. I heard them both 17 telling me to come down the stairs.</p> <p>18 "24. I decided to try and walk down the stairs but 19 could hardly walk. On the way down there was smoke in 20 the stairs. It was very dark and so I couldn't see 21 things properly. As I got further down the smoke got 22 thicker and it became more and more difficult. I could 23 not breathe very well and was coughing. I could not 24 walk properly and had to hold the rails to steady 25 myself.</p> <p>Page 184</p>

<p>1 "25. The further I went down the worse the smoke 2 was. It was making me cough and was making me feel 3 dizzy but I came down two or three flights but finally 4 could not do any more and sat down against the wall. I 5 think this was between floor 20 and 21. I remember this 6 because it was half-way between floors and I was sitting 7 and leaning with my back against the wall. I don't know 8 how long I was sitting there. It may have been half an 9 hour, I just don't know. 10 "26. There was so much smoke and breathing was so 11 difficult and I felt weak. I just prayed. I wanted the 12 smoke to take my soul, but I didn't want to experience 13 the fire. I knew I was going to die and felt like I was 14 waiting to die. I was thinking about the good things 15 that I have done. In Islam we believe that the good 16 things you have done in your life will protect you at 17 the end. I was wondering whether I had done enough good 18 in my life and whether I had done the things that I 19 should have done. 20 "27. After about half an hour I saw a light coming 21 towards me and I heard a fireman's voice. The fire man 22 had a light on his forehead and I could see it through 23 the smoke. I don't remember speaking to him. He wanted 24 to hold my hand to help me down the stairs but I was too 25 dizzy to walk very far and he began to carry me. I</p> <p>Page 185</p>	<p>1 had lived at Flat 151 Grenfell Tower for about 12 to 18 2 months before the fire." 3 If I just read an extract of Solmaz's statement. 4 SIR MARTIN MOORE-BICK: Yes. 5 MR RAWAT: Particularly in relation to the events of the 6 night itself. I start at paragraph 7 on page 2, please: 7 "7. On 13th June, Sakeneh, Fatemeh, my mother 8 Shanaz, Fariba and I spent the day together. We had 9 lunch at Sakeneh's flat and stayed there that afternoon. 10 I left with my mother and Fariba at about 9.30pm. 11 Fatemeh stayed with Sakeneh. 12 "8. A few hours later, after I had got home, I 13 received a phone call from a friend telling me that 14 Grenfell Tower was on fire. I then immediately called 15 Fatemeh. I believe that this call was made before I am. 16 Fatemeh could not speak English fluently and so I would 17 speak to her in Farsi, which was her first language. 18 Fatemeh answered the phone. I told her that there was a 19 fire at Grenfell Tower. She said: 'yes, the building is 20 on fire, come as soon as possible.' She then asked me to 21 call the fire brigade. I called my mother and I told 22 her about the fire. At first my mother did not believe 23 me and she thought that I was exaggerating. She thought 24 that it would be just a small fire. I shouted at her 25 that it was serious.</p> <p>Page 187</p>
<p>1 remember very little from this point. I remember saying 2 thank you. I remember that he said that we needed to go 3 downstairs. I could not continue walking and he soon 4 had to carry me down because I couldn't walk. He was 5 going very fast to get down the stairs but after this I 6 don't really remember what happened. 7 "28. My next memory is lying down somewhere and the 8 ambulance people were with me. There was an ambulance 9 and paramedics and they were giving me oxygen. They 10 took me to St Mary's hospital and I was there for about 11 a week." 12 That's where I propose to end with that statement. 13 SIR MARTIN MOORE-BICK: Thank you very much. 14 SOLMAZ SATTAR (evidence read into the record) 15 MR RAWAT: Mr Chairman, can I now go to a statement which is 16 that statement of Solmaz Sattar, IWS00000769. 17 If we go to page 8, please, the statement carries 18 a statement of truth, it's signed and dated 19 26 June 2018. 20 There are no exhibits accompanying the statement. 21 If I go back to the first page, please. 22 In her statement Solmaz Sattar explains: 23 "2. I am the daughter of Shaznaz Afraseyabi whose 24 sisters, Sakeneh Afraseyabi and Fatemeh Afraseyabi, died 25 in the fire at Grenfell Tower. ...[Redacted]... Sakeneh</p> <p>Page 186</p>	<p>1 "9. I was driven to Grenfell Tower by a friend. 2 When I arrived I saw that the fire brigade were already 3 there. There were a lot of firefighters around the 4 bottom of the Tower. I am not sure how many. I believe 5 I arrived at the base of the Tower at about 1.10am. I 6 had been on the phone to Fatemeh from the moment I left 7 my house. She was telling me what was happening 8 inside." 9 If I continue from paragraph 11: 10 "11. My mother came to the Tower around 10 to 20 11 minutes after I had arrived, so at around 1.20am to 1.30 12 am. Shahrokh, one of Sakeneh's sons, arrived about 45 13 minutes after me. 14 "12. When we first arrived there were only a few 15 people who were not firefighters, perhaps 10 people, at 16 the base of the Tower. Then people started to arrive 17 from the surrounding area and it became very busy. We 18 were shoved and pushed by people trying to get closer to 19 the building or to get into the building, to help rescue 20 the people left in there. 21 "Phone calls to Fatemeh 22 "13. I was on the phone to Fatemeh and remained 23 speaking to her throughout the evening, with a few very 24 short breaks. I can't remember what time everything 25 happened during the night — it is all a bit of a blur</p> <p>Page 188</p>

<p>1 now."</p> <p>2 If I move on to paragraph 14:</p> <p>3 "14. On the way to Grenfell Tower I remember asking</p> <p>4 Fatemeh if there was anyone to help her, or if the fire</p> <p>5 brigade were there. Fatemeh said that she did not know.</p> <p>6 At the time Fatemeh said she was too scared to go to the</p> <p>7 window to see where the fire was. When I first started</p> <p>8 speaking to her, Fatemeh was in Flat 151 with Sakeneh.</p> <p>9 By the time I had arrived at Grenfell Tower, Fatemeh</p> <p>10 told me that they had left their flat intending to go</p> <p>11 down the stairs and to leave the Tower but when they</p> <p>12 left their flat, they met other residents in the</p> <p>13 corridors (she did not say exactly who or where) and</p> <p>14 they were told not to go downstairs as there was fire</p> <p>15 further down inside the building. Fatemeh told me that</p> <p>16 she and Sakeneh went up to a neighbour's flat on the</p> <p>17 23rd Floor - I believe the neighbour was called Farhad</p> <p>18 ... From then on, Fatemeh and Sakineh stayed in this</p> <p>19 flat on the 23rd floor; I believe that this was Flat</p> <p>20 205. I do not know exactly what time it was that they</p> <p>21 went up to Flat 205 but if I arrived at the Tower at</p> <p>22 around 1.10am, it must have been shortly before then.</p> <p>23 "15. I saw the fire going up the building after I</p> <p>24 arrived. It was so quick it looked like burning paper.</p> <p>25 The smoke got thicker and thicker as the night went on.</p> <p style="text-align: center;">Page 189</p>	<p>1 Fatemeh. I could hear Sakeneh in the background but I</p> <p>2 did not speak to her. I relayed what I was told to my</p> <p>3 mother Shahnaz and to Shahrokh. For some of the time I</p> <p>4 put Fatemeh on speaker phone so that everyone could hear</p> <p>5 what she had to say. I also translated what she was</p> <p>6 saying to the police and fire officer.</p> <p>7 "20. I was worried and scared but I believed that</p> <p>8 Fatemeh and Sakeneh would be rescued. We saw more and</p> <p>9 more firefighters and police officers arriving as time</p> <p>10 went on. Later on, there was a helicopter flying around</p> <p>11 the Tower that I thought was there to rescue people</p> <p>12 trapped higher up in the building. I asked Fatemeh if</p> <p>13 she could hear the helicopter but she said she could not</p> <p>14 hear it. I said it was probably there to rescue her.</p> <p>15 "21. I remember seeing that the fire brigade were</p> <p>16 spraying water on the outside of the building but the</p> <p>17 water could only reach part way up the building, perhaps</p> <p>18 to the 11th or 12th floor. It didn't look like it was</p> <p>19 reaching higher than this.</p> <p>20 "22. At one point, Fatemeh started coughing down</p> <p>21 the phone. I told her to drink some water. She told me</p> <p>22 that there was no water, and that the water supply in</p> <p>23 the flat had been cut.</p> <p>24 "23. Later on in the night I said to Fatemeh that I</p> <p>25 just wanted to put down the phone to her so that I could</p> <p style="text-align: center;">Page 191</p>
<p>1 "16. When I arrived, I was standing at the base of</p> <p>2 the Tower next to a police officer and London Fire</p> <p>3 Brigade officer. They both asked me who I was speaking</p> <p>4 to, and asked me who was up there. I explained that my</p> <p>5 aunties were on the 23rd floor and that they had to be</p> <p>6 rescued. Fatemeh told me that she and Sakeneh were in</p> <p>7 Flat 205 with two men and two other women. I passed the</p> <p>8 information on to the police officer and the fire</p> <p>9 officer. At that time Fatemeh was quite calm. She said</p> <p>10 to me to tell the police officer and the fire officer to</p> <p>11 bring trucks to rescue them; she asked that they bring a</p> <p>12 cherry picker or an extended ladder that could reach</p> <p>13 them up on the 23rd floor.</p> <p>14 "17. Fatemeh told me that there was no fire in the</p> <p>15 flat but there was smoke, and that they could smell the</p> <p>16 smoke. I passed this on to the police and fire officer.</p> <p>17 "18. I was told by the fire officer to tell Sakeneh</p> <p>18 and Fatemeh and the others in Flat 205 to stay put, and</p> <p>19 that they would be rescued. I told my aunt this. The</p> <p>20 firefighter told me to tell my aunts that they should</p> <p>21 make everything wet, to wet towels and put them under</p> <p>22 the doors, to wet the carpet, the sofa and to wet</p> <p>23 themselves. When I told Fatemeh to do this she said</p> <p>24 they had already done all of that.</p> <p>25 "19. I continued to be in telephone contact with</p> <p style="text-align: center;">Page 190</p>	<p>1 tell the firefighters and police officers the</p> <p>2 information that she had told me. The firefighters gave</p> <p>3 me the advice to pass on which was that my aunts should</p> <p>4 stay put and wet towels and put them under doors. When</p> <p>5 I tried to call back Fatemeh back, she did not pick up</p> <p>6 the phone. After this I was not able to speak to her</p> <p>7 again. The previous call had been the last time I had</p> <p>8 spoken to her.</p> <p>9 "24. I keep asking myself why I put the phone down.</p> <p>10 Even though I could not get through to Fatemeh, I still</p> <p>11 believed at the time that they would be rescued by the</p> <p>12 firefighters. From where we were standing it looked like</p> <p>13 the other side of the Tower was not yet on fire. I</p> <p>14 actually thought that my aunts had been rescued and that</p> <p>15 was why Fatemeh was not answering her phone.</p> <p>16 "25. I could see lights in windows of the Tower,</p> <p>17 and I could see people holding lights in the windows and</p> <p>18 waving them, trying to get attention. I could hear</p> <p>19 people inside screaming for help.</p> <p>20 "26. From a lower floor — I am not sure which - I</p> <p>21 saw a white sheet with knots tied in it being lowered</p> <p>22 down out of a window and then being taken back up. I</p> <p>23 think it was a person inside trying to use the sheets as</p> <p>24 a rope to climb down."</p> <p>25 Mr Chairman, that's all I propose to read from that</p> <p style="text-align: center;">Page 192</p>



<p>1 statement.</p> <p>2 SIR MARTIN MOORE-BICK: Right, thank you very much.</p> <p>3 SHAHNAZ AFRASIABI (evidence read into the record)</p> <p>4 MR RAWAT: The next statement I now propose to put in the</p> <p>5 record is that of Shahnaz Afrasiabi, IWS00000767,</p> <p>6 please.</p> <p>7 If we go, please, to page 7 of that statement, it</p> <p>8 has a statement of truth, it's signed and dated 26 June</p> <p>9 2018.</p> <p>10 There is also a translator's declaration</p> <p>11 accompanying the statements.</p> <p>12 There are no exhibits to put in.</p> <p>13 If, again, I can just read some extracts, please,</p> <p>14 and take us back to page 1.</p> <p>15 At paragraph 3, Shahnaz explains:</p> <p>16 "My older sisters Sakeneh Afraseyabi and Fatemeh</p> <p>17 Afraseyabi both died in Grenfell Tower. I was very</p> <p>18 close to them - particularly to Sakeneh."</p> <p>19 If I move now to paragraph 8 and again deal with the</p> <p>20 account of the night of the fire:</p> <p>21 "8. I received a phone call from a family member in</p> <p>22 the early hours of the morning telling me that there was</p> <p>23 a fire at Grenfell Tower. At first I did not believe</p> <p>24 think that it was very serious. I think that this call</p> <p>25 was made at around lam. I then shortly after this call</p> <p style="text-align: right;">Page 193</p>	<p>1 rescue my loved ones. At one point whilst in the crowd,</p> <p>2 I fell down on the ground."</p> <p>3 Again, if I move now to paragraph 12:</p> <p>4 "12. I stood next to Solmaz who was on the</p> <p>5 telephone to Fatemeh. She was speaking in [redacted] to</p> <p>6 Fatemeh as Fatemeh was not fluent in English. Solmaz</p> <p>7 was listening to what Fatemeh had to say and then she</p> <p>8 would tell the firefighter and police officer standing</p> <p>9 next to us what was going on in their flat. The</p> <p>10 officers then gave advice on what to do to Solmaz and</p> <p>11 she then passed on their advice to Fatemeh in</p> <p>12 [redacted]. I can't remember what the firefighters were</p> <p>13 saying Fatemeh and Sakeneh should do. Sometimes Solmaz</p> <p>14 put her phone on speakerphone so I could also hear what</p> <p>15 Fatemeh was saying and what was going on in the flat. I</p> <p>16 can't remember exactly what she said, as there was so</p> <p>17 much going on at the time. I do remember hearing that</p> <p>18 Fatemeh and Sakeneh had moved from their flat on the</p> <p>19 18th floor to another flat, on the 23rd floor, where</p> <p>20 they were with some of Sakeneh's neighbours.</p> <p>21 "13. We watched the fire getting worse. We stood at</p> <p>22 the base of the Tower, helpless. I did not know what to</p> <p>23 do. It was like a movie. I could hear people screaming</p> <p>24 from the Tower. People around me were crying because</p> <p>25 they had loved ones in the Tower. I was just crying and</p> <p style="text-align: right;">Page 195</p>
<p>1 received another phone call, this time from my daughter</p> <p>2 Solmaz. She told me to get to Grenfell Tower straight</p> <p>3 away. She told me that the fire was real, and that it</p> <p>4 was serious. I told Fariba that there was a fire at the</p> <p>5 Tower and we left my flat immediately. I stood in the</p> <p>6 street and I put my hand out in front of passing cars</p> <p>7 asking them to stop and take us to Grenfell Tower. A</p> <p>8 car stopped and we were given a lift by a stranger</p> <p>9 towards the Tower, who dropped us off at 'Pumpkin Pizza</p> <p>10 Shop' which was close to the Tower. We then started</p> <p>11 walking towards the Tower. I got there at around</p> <p>12 1:30am."</p> <p>13 If I continue at paragraph 10, the statement</p> <p>14 continues:</p> <p>15 "10. I tried to get into the Tower. I managed to</p> <p>16 make my way through a small group of people who were all</p> <p>17 pushing and shoving each other to get towards the Tower.</p> <p>18 At the front of the crowd were some police and fire</p> <p>19 officers. I pleaded with them to let me go into the</p> <p>20 Tower but they didn't let me in. I could do nothing</p> <p>21 more but stand there and watch the fire. Much later on,</p> <p>22 I saw that my arms and legs were covered in bruises. I</p> <p>23 think these bruises were from me trying to get between</p> <p>24 the crowd to get into the Tower and trying to get past</p> <p>25 the police so that I could get to the building and</p> <p style="text-align: right;">Page 194</p>	<p>1 I couldn't breathe."</p> <p>2 Again, if I move forward in the statement now to</p> <p>3 paragraph 17:</p> <p>4 "17. I saw a helicopter in the sky an hour or two</p> <p>5 after I had arrived. I remember that we all spoke about</p> <p>6 how we thought it was there to rescue my sisters. I</p> <p>7 thought it was there to rescue people in the Tower. We</p> <p>8 all believed at that point that my sisters would be</p> <p>9 rescued, out of the Tower and out of the fire but that</p> <p>10 didn't happen. Days after the fire I found out that the</p> <p>11 helicopter was there to film the fire.</p> <p>12 "18. Solmaz had been on the phone to Fatemeh</p> <p>13 virtually the whole time since I had been there. Solmaz</p> <p>14 told Fatemeh that she was going to put the phone down so</p> <p>15 that she could get an update from firefighters about</p> <p>16 what they should do, so she could tell Fatemeh and give</p> <p>17 her an update on the rescue. Solmaz put the phone down</p> <p>18 and spoke to some firefighters. However, Fatemeh did</p> <p>19 not pick up her calls after this point. She didn't pick</p> <p>20 up any calls after this. We were no longer able to</p> <p>21 reach her. I think that this was around 3am. At the</p> <p>22 time I believed that they must have been rescued by the</p> <p>23 firefighters and my sisters were leaving or had left the</p> <p>24 Tower.</p> <p>25 "19. I waited for my sisters to come out of the</p> <p style="text-align: right;">Page 196</p>

<p>1 building, but they didn't come. It was incredibly 2 difficult. I was crying and found it difficult to 3 breathe. I was getting more and more worried about my 4 sisters as time went on and I started to question 5 whether they had in fact been rescued." 6 If I finally end by just reading a part of 7 paragraph 23. 8 "23. I also went to a local church to get some 9 water. I believe I did this at around 10am. There were 10 two registers at the church and I checked them. One 11 list was for the people who had been rescued from the 12 Tower, and another list for those who were missing. I 13 saw that my sisters had been registered as having been 14 rescued, so I left and went to check all the churches 15 nearby to try and find them. I went to the Town Hall, 16 and to all the hospitals where the survivors were being 17 treated at to see if my sisters were there or if there 18 was a record of them but there wasn't. I do not know 19 why my sisters were on a list as having been rescued as 20 we now know that they lost their lives in that fire, 21 whilst we were watching from the ground. I found out 22 that they died some time on 14 June. The pain I feel is 23 immeasurable." 24 I propose to stop reading from that statement at 25 that point.</p> <p style="text-align: center;">Page 197</p>	<p>1 IWS00001036, please. This is the statement of 2 Rebecca Ross, who was a resident of flat 122 in 3 Grenfell Tower. 4 If we go to page 23 in the statement, please, the 5 statement carries a statement of truth, and it is signed 6 and dated 22 August 2018. 7 There are 10 exhibits accompanying the statement and 8 I should put those formally into the record. They are 9 labelled within the statement RSR/1 to RSR/10, and in 10 terms of their inquiry references, they begin at 11 IWS00001033 to IWS00001036, IWS00001039 to IWS00001041, 12 IWS00001043 to IWS00001044, and finally IWS00001046. 13 As I've explained, Mr Chairman, the statement sets 14 out a great deal of detail, including Ms Ross's account 15 of the night. 16 SIR MARTIN MOORE-BICK: Yes. 17 MR RAWAT: I do not propose to read any part of the 18 statement out loud today, but again would ask that it 19 simply it be formally admitted into the record. 20 SIR MARTIN MOORE-BICK: Yes, thank you. 21 MR RAWAT: I think we've got a little longer than I thought, 22 so perhaps could I just do one more statement, if I may? 23 SIR MARTIN MOORE-BICK: Yes, very well. 24 MAKREM HARZI (evidence read into the record) 25 MR RAWAT: Thank you.</p> <p style="text-align: center;">Page 199</p>
<p>1 SIR MARTIN MOORE-BICK: Yes, thank you very much. 2 NIDA MANGOBA (evidence read into the record) 3 MR RAWAT: Mr Chairman, if I finish today's reading by just 4 putting two further statements into the record. 5 The first statement, if we could just have it up on 6 the screen, is IWS00001145. 7 This is a supplementary statement from Nida Mangoba, 8 who was a resident in Grenfell Tower. 9 If we go to page 2 of the statement, please, you see 10 it carries a statement of truth, it's signed and it's 11 dated 27 October 2018. 12 SIR MARTIN MOORE-BICK: Yes, thank you. 13 MR RAWAT: This statement was provided by Mrs Mangoba in 14 order to clarify some additional details. She has 15 already, as will be obvious from the face of the 16 statement, made a statement to the inquiry which has 17 been read into the record, and it was read into the 18 record on 15 October. In the circumstances, I don't 19 propose to read any part of the statement today, but 20 would ask that it be formally admitted into the record. 21 SIR MARTIN MOORE-BICK: Yes, very well, thank you. 22 MR RAWAT: I should have said it's not accompanied by any 23 exhibits. 24 REBECCA ROSS (evidence read into the record) 25 MR RAWAT: The next statement to deal with is at</p> <p style="text-align: center;">Page 198</p>	<p>1 Could we have, please, IWS00000952 on the screen, 2 and if we go, please, to page 15 of the statement. 3 This is the statement of Makrem Harzi, and on the 4 last page, page 15, we see that it is signed with 5 a statement of truth. 6 The date of the statement appears on the front page 7 as 14 June 2018, if we could go back, please, to that 8 front page. 9 In the statement, Mr Harzi explained that he 10 in June 2017 was living with his family at flat 54 on 11 the 8th floor of Grenfell Tower in a one-bedroom flat. 12 He was living with his wife and their son. 13 If I could just read out part of the statement in 14 terms of Mr Harzi's account of the night. I pick it up 15 at page 6, and paragraph 28, please. 16 In paragraph 28, Mr Harzi explains that he and his 17 wife had put their son to bed and gone to bed themselves 18 between 11.30 and midnight on the night of 19 13/14 June 2017. 20 The statement continues in paragraph 29: 21 "29. I do not know exactly what time it was, but 22 Sometime after midnight we were all awoken by someone 23 banging loudly on the front door of the flat. My wife 24 got up and went to see who was banging on the door. It 25 was our neighbour from Flat 51, Khalid. He said that</p> <p style="text-align: center;">Page 200</p>

<p>1 there was a fire in the building and that we had to get  2 out. I confirm that it was just Khalid at our door and  3 he had not spoken to any fireman as far as I am aware.  4 There were no firemen at this stage that we could see. "  5 I stop there and move on to paragraph 30, because  6 the statement continues -- sorry, there is a bit of  7 paragraph 29 I should read.  8 It continues in relation to the interaction with  9 Khalid:  10 "I remember that behind him we could already see  11 smoke in our communal landing, it was not thick smoke  12 but it was clearly visible. At the time of leaving the  13 flat there was smoke, but it was not very thick. The  14 smoke was not black but more a grey/white colour and you  15 could see through it. I realised straightaway that  16 something was seriously wrong. My wife and I decided to  17 leave our flat immediately, with our child.  18 "30. The three of us rushed out of our flat in our  19 nightclothes. We had two smoke alarms in our flat, one  20 in the kitchen and one in the hallway. Neither of these  21 went off. I know that they were both working as they  22 would go off when we were cooking. This had happened  23 recently within the last month. No smoke alarms were  24 going off outside our flat as there were none. I did  25 not even stop to pick up my mobile phone, nor did my</p> <p>Page 201</p>	<p>1 busy. It certainly was not possible to run down the  2 stairwell and it was not possible to walk at a hasty  3 pace down the stairs. This was because there were quite  4 a number of people, I cannot recall how many. In front  5 of and behind me and my family on the stairs. I  6 absolutely cannot remember how many people. It was like  7 a dream.  8 "33. It felt like being in a dream going down those  9 stairs. In the stairwell I do not remember there being  10 any smoke or if there was then it was very limited. I  11 could see down the stairs as the smoke (if there was  12 any) was not thick. As I have said I cannot remember  13 if there was no smoke or if it was just very thin. I  14 do not remember if there was any smell of smoke on the  15 stairwell. There were lights on in the stairwell, but I  16 do not know if they were the emergency lights or the  17 ordinary lights. I could not hear any fire alarms  18 either above or below where we were, while we were going  19 down the stairwell. However, when I reached around the  20 boxing gym on the first floor, or shortly after. I  21 could hear alarms, but I do not know where the sound was  22 coming from or what the alarms actually were. However,  23 it must have been close as it sounded quite loud. As  24 mentioned above when we were leaving our floor via the  25 stairwell, there were no firemen that we could see.</p> <p>Page 203</p>
<p>1 wife, we just got out with our son straightway. I did  2 stop briefly to put on my shoes, however my wife only  3 had flip flops on as we started down the stairs.  4 "31. I recall that as we were leaving our flat our  5 neighbour, Khalid, was knocking on our other neighbours'  6 doors, when an elderly couple who lived in flat 56  7 opened the door in response to his knocking, I recall at  8 that point I could now see quite thick smoke come out of  9 the flat, as the front door opened. The smoke coming  10 out of Flat 56 came out when they opened their door.  11 The smoke that came out was black and much darker than  12 the smoke that was on the landing. I cannot remember  13 what the smoke smelt like as everything was moving so  14 quickly. There was lots of smoke coming out of their  15 flat, but I could not see inside their flat properly as  16 their flat was in the corner. All I could see was the  17 smoke leaving through the front door. I could not see  18 that they were coughing ... I could clearly see that by  19 this stage, the point at which my family and I had  20 entered the landing to escape (a time I do not know), I  21 could see the smoke coming from inside flat 56. This  22 lent even more urgency to my decision for my family to  23 leave the building soon as possible.  24 "32. At the time I entered the stairwell - we had  25 to open the door leading into it - the stairs were quite</p> <p>Page 202</p>	<p>1 "34. There were people in the stairwell who had  2 clearly just woken up. They were in a state of  3 semi-undress and clearly did not have on proper outdoor  4 clothes. I remember seeing people topless and people  5 just in their underwear, all going down the stairs.  6 They had obviously left their flats in haste and  7 urgency, just like me and my family.  8 "35. We could only go down in single file down the  9 stairwell, as very soon we met fire fighters coming up  10 the stairs. We first met the firefighters either on the  11 floor with the boxing gym or shortly after that. I  12 think we passed about three or four firemen at this  13 point. I also recall seeing the fire fighters' hoses  14 being run up the stairwell. The fire fighters and their  15 hoses restricted the width of the stairwell which could  16 be used by the residents leaving the building. I do not  17 know how long it took for my family to get down the  18 stairs. But it seemed to be no more than five or ten  19 minutes. I really am not sure, though.  20 "36. I subsequently learned from the police that  21 the CCTV camera which was located in our ground floor of  22 the Tower area captured me leaving the building at 1:24  23 am. From this information, assuming that it took my  24 family five to ten minutes to get down the stairwell  25 from the 8th floor. I would have thus seen the smoke</p> <p>Page 204</p>

1 coming out of the front door of flat 56, when it was  
2 opened by the occupants, at between approximately 1:14  
3 am and 1:19 am."  
4 That's all I propose to read from that statement,  
5 Mr Chairman.  
6 SIR MARTIN MOORE-BICK: Right, thank you very much.  
7 MR RAWAT: That is our reading for today.  
8 SIR MARTIN MOORE-BICK: Yes, well, it's right that I should  
9 thank all those who made the statements you've read for  
10 taking the time and trouble to produce them for us, and  
11 just to confirm that they will all be put into the  
12 inquiry's record, they will form part of the evidence  
13 and will be taken into consideration with everything  
14 else.  
15 MR RAWAT: Thank you very much, Mr Chairman.  
16 SIR MARTIN MOORE-BICK: Thank you.  
17 So that's it for today, is it?  
18 MR RAWAT: It is.  
19 SIR MARTIN MOORE-BICK: Right, thank you very much. Well,  
20 we'll break at that point and resume tomorrow morning at  
21 10 o'clock, please. Thank you.  
22 10 o'clock tomorrow, then. Thank you.  
23 (4.30 pm)  
24 (The hearing adjourned until Wednesday, 14 November 2018  
25 at 10.00 am)

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