

<p>1 Monday, 12 November 2018</p> <p>2 (10.00 am)</p> <p>3 SIR MARTIN MOORE-BICK: Good morning, everybody. Welcome to</p> <p>4 today's hearing.</p> <p>5 Today we are going to hear evidence from members of</p> <p>6 the Metropolitan Police Service.</p> <p>7 Yes, Mr Millett.</p> <p>8 MR MILLETT: Good morning, Mr Chairman. Yes, we are.</p> <p>9 My first witness today is Inspector Nicholas</p> <p>10 Thatcher. Can I please call Inspector Thatcher.</p> <p>11 SIR MARTIN MOORE-BICK: Good, thank you.</p> <p>12 NICHOLAS THATCHER (sworn)</p> <p>13 Questions by COUNSEL TO THE INQUIRY</p> <p>14 SIR MARTIN MOORE-BICK: Thank you very much, inspector.</p> <p>15 THE WITNESS: Sir.</p> <p>16 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>17 MR MILLETT: Mr Chairman.</p> <p>18 Inspector, can you please give the inquiry your full</p> <p>19 name?</p> <p>20 A. Inspector Nicholas Thatcher.</p> <p>21 Q. Can I start by saying to you thank you very much for</p> <p>22 coming here today and assisting us with our</p> <p>23 investigations. We very much appreciate it.</p> <p>24 It may be difficult at times in your evidence to</p> <p>25 relive the events of the night of the Grenfell Tower</p> <p style="text-align: center;">Page 1</p>	<p>1 SIR MARTIN MOORE-BICK: Right, no, it isn't.</p> <p>2 MR MILLETT: Ah ...</p> <p>3 A. I would turn it on, but my daughter is not here; she</p> <p>4 does the technical things for me!</p> <p>5 SIR MARTIN MOORE-BICK: We'll see if we can rectify that</p> <p>6 because one of the things that can be done is to blow up</p> <p>7 the text or highlight the text to make it easier to</p> <p>8 read.</p> <p>9 A. Yes, sir.</p> <p>10 (Pause)</p> <p>11 SIR MARTIN MOORE-BICK: Shall we start using the written</p> <p>12 text and --</p> <p>13 MR MILLETT: I was going to suggest for the time being,</p> <p>14 inspector -- we have a technical glitch -- we will use</p> <p>15 the screens at the back of the room and your printed</p> <p>16 version in your file in front of you, if that's all</p> <p>17 right. We'll fix the glitch as soon as we can, perhaps</p> <p>18 at the next break, we'll see how we go. If it becomes</p> <p>19 a problem, we'll stop.</p> <p>20 Your first statement, as I say, is dated</p> <p>21 22 June 2017.</p> <p>22 If you could go, please, to the last page of that,</p> <p>23 it's page 12.</p> <p>24 Is that the last page of it?</p> <p>25 A. That's right.</p> <p style="text-align: center;">Page 3</p>
<p>1 fire, and so if you need a break at any time, all you</p> <p>2 need do is just indicate and we can take a break.</p> <p>3 We will plan to sit for no longer than an hour</p> <p>4 before we take a break at each time, but if, as I say,</p> <p>5 you need a break at any stage before that, just signal</p> <p>6 and we can stop.</p> <p>7 A. Thank you.</p> <p>8 Q. Also, I should just say that when I'm asking you</p> <p>9 questions, it may be that I'm looking at the screen or</p> <p>10 looking at my notes, but I am at the same time also</p> <p>11 listening very keenly to what you are telling us.</p> <p>12 You've done, I think, three witness statements in</p> <p>13 relation to this incident. I'm going to take you to</p> <p>14 them.</p> <p>15 First of all, I'm going to put them into the record</p> <p>16 formally.</p> <p>17 The first is dated 27 June 2017 and it's</p> <p>18 MET00012582.</p> <p>19 Can I ask you to look at that. It will be in</p> <p>20 a bundle in front of you, which I can see is open, or</p> <p>21 also it's on the monitor on the desk in front of you to</p> <p>22 your right.</p> <p>23 A. It's not.</p> <p>24 SIR MARTIN MOORE-BICK: Is it not?</p> <p>25 A. No.</p> <p style="text-align: center;">Page 2</p>	<p>1 Q. The second one is dated 4 July 2018, and that's</p> <p>2 MET00018201. That is an exhibit statement which</p> <p>3 exhibits your body-worn footage that was taken by you on</p> <p>4 your body-worn camera on the night.</p> <p>5 Is that your statement?</p> <p>6 A. It is.</p> <p>7 Q. The third statement you did is dated 8 October 2018, if</p> <p>8 we can just have that, which is MET00023284.</p> <p>9 Is that the first page of your third statement?</p> <p>10 A. It is.</p> <p>11 Q. The fourth one that you did is dated 16 October 2018,</p> <p>12 which is an exhibit statement for photographs of maps,</p> <p>13 and it's exhibit NT/1A. That's MET00023692.</p> <p>14 A. Correct.</p> <p>15 Q. Is that your statement?</p> <p>16 A. Yes.</p> <p>17 Q. Have you read all of these statements recently,</p> <p>18 inspector?</p> <p>19 A. I have.</p> <p>20 Q. Can you confirm for us that the contents are true?</p> <p>21 A. They are.</p> <p>22 Q. Have you discussed your evidence with anybody before</p> <p>23 coming here today to give your evidence?</p> <p>24 A. No.</p> <p>25 Q. Thank you.</p> <p style="text-align: center;">Page 4</p>

<p>1 In terms of your exhibits, I just want to read into 2 the record the references. 3 We have, from the body-worn footage, INQ00000151 4 through to INQ00000165 inclusive, we have INQ00000516 to 5 INQ00000518 inclusive, INQ00000520 to INQ00000525 6 inclusive, and INQ00000527 and INQ00000528. 7 We also have two maps, which are NT/1 and NT/2. 8 NT/1 is MET00023282 and NT/2 is MET00023283. 9 Having got the formal part of putting your evidence 10 into the record out of the way, can I start by asking 11 you some questions about your position and training. 12 A. Certainly. 13 Q. You say in your first statement that you have 23 years 14 of experience as a police officer; is that right? 15 A. Yes, sir. 16 Q. So it's now I think, 24 years or so given the time that 17 has elapsed since your first statement. 18 A. Yes, sir. 19 Q. At the time of the fire, I think it's right that your 20 rank within the Metropolitan Police was assistant 21 inspector. 22 A. Acting inspector. 23 Q. Acting inspector. 24 A. Yes. 25 Q. Are you now a full inspector?</p> <p style="text-align: center;">Page 5</p>	<p>1 Paajarvi on this matter, he was in charge of parking, 2 which is essentially making sure the emergency services 3 could get to the tower. 4 But it could equally be a geographic area. So in 5 Notting Hill Carnival, they have a Bronze per area as 6 it's divided into sections. 7 Q. So would it be right to summarise it that Gold makes the 8 ultimate decision, Silver is responsible for putting 9 that into operational effect, and the Bronzes assist in 10 specific areas of that operational effect? 11 A. That's right. And there are checks and balances within 12 it. Gold will, as you say, retain overall 13 responsibility and make sure that Silver's actions are 14 proportionate and reasonable in the circumstances. 15 Q. In terms of training -- we'll come back to that 16 structure later on -- you say in your first witness 17 statement -- it's on page 1 -- that you are fully 18 trained in the management of major incidents. This is 19 four lines down from the start of the statement. 20 What did that training consist of as at June 2017? 21 A. The previous July, I attended -- it's a bit wordy -- the 22 Joint Emergency Services Interoperability Programme, 23 which is a desktop learning with all the emergency 24 services about how to actually manage a major incident. 25 It was attended by the Fire Brigade, it was run by the</p> <p style="text-align: center;">Page 7</p>
<p>1 A. I am. I'd gone -- 2 Q. When -- 3 A. Sorry. 4 Q. I'm sorry. 5 A. I'd gone through the promotions process several weeks 6 before Grenfell Tower, and then I got the result three 7 weeks later. 8 Q. How long had you been an acting inspector by the time of 9 the Grenfell Tower fire? 10 A. About seven years. 11 Q. On the night of the Grenfell Tower fire, you were 12 nominated to be a Silver commander within the Gold, 13 Silver, Bronze structure. 14 A. That's correct. 15 Q. Can you explain for us, as briefly as you can, the role 16 of a Silver commander as at June 2017 within that 17 structure? 18 A. The Silver sits within the framework of Bronze, Silver 19 and Gold. Gold has the strategic overview and sets what 20 is to be achieved at whatever the incident might be. 21 The Silver is very much the how that's to be achieved, 22 the nuts and bolts of making it happen. Then below them 23 are the Bronzes, who have specific responsibilities 24 within that -- well, whatever the incident might be. It 25 could be a role, could be firearms or -- well, Sergeant</p> <p style="text-align: center;">Page 6</p>	<p>1 ambulance service, and there were members of local 2 authorities there as well, where they would give you 3 a structure -- we do like an acronym, METHANE, which is 4 a way to build the response to a major incident so that 5 everyone understands what they're doing and what they're 6 working towards. 7 Q. Was the underlying base document for that training the 8 JESIP interoperability framework of July 2016? 9 A. Yes. 10 Q. Which I think we have, just for the record, at 11 MET00023290. 12 We'd better just have that up so that I can link it 13 to you and vice versa. 14 Is that the document? 15 A. Yes. 16 Q. Was that available to you for the purposes of that 17 training exercise? 18 A. It was sent to us afterwards, but the elements of the 19 training were taken from that document. 20 Q. I see, okay. 21 Within that training, was there any training in the 22 management of major incidents involving a large-scale 23 fire? 24 A. Not a fire. They did use two case studies. One was the 25 Croydon tram crash, which had happened shortly before</p> <p style="text-align: center;">Page 8</p>

<p>1 this training was brought in, and one was a particularly</p> <p>2 nasty car crash on the M4 that involved some hazardous</p> <p>3 substances.</p> <p>4 Q. It sounds as if that training did not involve a major</p> <p>5 incident in a densely populated urban area.</p> <p>6 A. No.</p> <p>7 Q. Or a large-scale fire, per se.</p> <p>8 A. Not that I remember.</p> <p>9 Q. Let alone a high-rise block.</p> <p>10 A. Definitely not.</p> <p>11 Q. As at June 2017, did you have any training in how to</p> <p>12 take and carry out the responsibilities of a Silver</p> <p>13 commander?</p> <p>14 A. The Gold, Silver and Bronze structure is not rank</p> <p>15 specific. So I have done the tactical role, but on</p> <p>16 a much smaller scale. I've been a public order trained</p> <p>17 officer since 1997, and I've done that role as</p> <p>18 constable, sergeant and inspector.</p> <p>19 So I've done the Bronze role, but much, much</p> <p>20 smaller, and I've also worked as part of the management</p> <p>21 team working directly to who would've been the Silver at</p> <p>22 the time at events such as the New Year's Eve</p> <p>23 celebrations and preplanned operations like that.</p> <p>24 Q. I see. It sounds as if your experience in what I can</p> <p>25 loosely describe as crowd control were your own</p> <p style="text-align: center;">Page 9</p>	<p>1 A. Yes. Not a major fire, but the principles are very</p> <p>2 similar. I've gone into a couple of burning buildings</p> <p>3 myself and I've attended fires as a sergeant and as</p> <p>4 an inspector, and I've been involved in talking to the</p> <p>5 lead fire officer and understanding what they need. But</p> <p>6 the scale is nowhere comparable to Grenfell Tower.</p> <p>7 Q. Did you ever have any training in or experience of what</p> <p>8 we call the stay-put policy?</p> <p>9 A. Training, no.</p> <p>10 Q. Experience?</p> <p>11 A. Only inasmuch as I've been in many tall buildings and</p> <p>12 I've read the fire escape advice, so I knew it was in</p> <p>13 existence.</p> <p>14 Q. Did you ever take the role of Silver commander at</p> <p>15 a major fire?</p> <p>16 A. No.</p> <p>17 Q. Have you ever had any training in or experience of</p> <p>18 ensuring closeness of communication between the</p> <p>19 Metropolitan Police's control room and the London Fire</p> <p>20 Brigade's control room?</p> <p>21 A. On a control room basis, no, but the need for a shared</p> <p>22 understanding and communication was a main part of the</p> <p>23 joint doctrine training.</p> <p>24 Q. Okay.</p> <p>25 Before July 2016, when you were trained about the</p> <p style="text-align: center;">Page 11</p>
<p>1 experience. When you were appointed on the night, were</p> <p>2 you appointed Silver because of that experience or</p> <p>3 because of some other factor?</p> <p>4 A. It's an impossible question to answer. I would say yes.</p> <p>5 And it was my role. I was the inspector. It was my</p> <p>6 team first there. It's my responsibility.</p> <p>7 Q. That leads to this question: I am assuming there are</p> <p>8 other the inspectors in the Metropolitan Police in</p> <p>9 addition to you; why were you selected Silver?</p> <p>10 A. I was the first senior officer there. I'd already</p> <p>11 started putting plans in place. Mr Warnett, who is</p> <p>12 a detective superintendent, arrived very shortly after</p> <p>13 me. I know Mr Warnett, he knows me, and he had</p> <p>14 confidence that I could do the job.</p> <p>15 Q. Going back to training briefly, did you ever have</p> <p>16 training in how the London Fire Brigade would</p> <p>17 communicate with and advise residents in a burning</p> <p>18 building?</p> <p>19 A. In a burning building, no.</p> <p>20 Q. Did you ever have training in relation to any of the</p> <p>21 policies adopted by LFB while at the incident ground?</p> <p>22 A. No training, no.</p> <p>23 Q. Did you ever have any professional experience of</p> <p>24 interoperating, if I can use an expression, with the</p> <p>25 London Fire Brigade at a major fire?</p> <p style="text-align: center;">Page 10</p>	<p>1 joint doctrine that we have on the screen there, did you</p> <p>2 ever have any other training about interoperability</p> <p>3 between emergency services?</p> <p>4 A. The closest would've been working as part of the Chelsea</p> <p>5 Flower Show team, whereby the RHS plan things very, very</p> <p>6 thoroughly, and prior to any of the flower shows, they</p> <p>7 always have an emergency planning meeting. So, again,</p> <p>8 another tabletop scenario, and the Fire Brigade and the</p> <p>9 ambulance service and the police were there and they</p> <p>10 would give us a scenario that last time was the main</p> <p>11 marquee catching fire. That was very useful. But</p> <p>12 I wouldn't say that was formal training, that was just</p> <p>13 luck.</p> <p>14 Q. I want to turn, if I can, please, to the night of the</p> <p>15 fire. I know, from reading your statements, that you</p> <p>16 were involved in the incident for a long period of time</p> <p>17 and you undertook a range of tasks in your role as</p> <p>18 Silver commander.</p> <p>19 I'm not going to ask you about every single aspect</p> <p>20 of that role, but I'm going to focus on a number of</p> <p>21 different particular areas that call for further</p> <p>22 examination. Okay?</p> <p>23 Can I start with notification of the incident</p> <p>24 leading to the declaration of a "Major Incident",</p> <p>25 because that's a defined expression.</p> <p style="text-align: center;">Page 12</p>

<p>1 You were first, I think, notified of the incident</p> <p>2 when the initial call for assistance came across the</p> <p>3 radio.</p> <p>4 A. That's correct.</p> <p>5 Q. You deal with that at page 2 of your statement.</p> <p>6 Do you remember approximately what time that was?</p> <p>7 A. Shortly before 1 o'clock. I'd actually managed to get</p> <p>8 out of the police station. I was in the Chelsea area on</p> <p>9 my own. We had a problem at that time with youths using</p> <p>10 mopeds to commit crimes, so I was in Chelsea, and the</p> <p>11 call came out to a six-pump fire at Grenfell Tower.</p> <p>12 Q. Did you know where Grenfell Tower was?</p> <p>13 A. Yes.</p> <p>14 Q. It's on your ground, as it were?</p> <p>15 A. Yes. So I had previously been a neighbourhood acting</p> <p>16 inspector and sergeant in Notting Hill and our base was</p> <p>17 100 yards from there.</p> <p>18 Q. So you knew the streets and the layout of the building</p> <p>19 and the surrounding buildings?</p> <p>20 A. Not as well as a constable but I had a good</p> <p>21 understanding of it, yes.</p> <p>22 Q. If I can ask you to look at a document we're going to</p> <p>23 come back to many times during this morning. It's</p> <p>24 MET00023294, which is CAD482, and it runs for a number</p> <p>25 of pages.</p> <p style="text-align: right;">Page 13</p>	<p>1 A. This will dictate which division is involved. So</p> <p>2 normally this would -- in Grenfell Tower, it would've</p> <p>3 been just BS, Bravo Sierra, which is the two-letter code</p> <p>4 that signifies Kensington and Chelsea. ASU is the air</p> <p>5 support unit and BS is ourselves. ARV are armed units,</p> <p>6 and it goes on to Kingston, Wandsworth, Hillingdon,</p> <p>7 Ealing, Harrow, everywhere.</p> <p>8 Q. Right, that's a very wide spread.</p> <p>9 A. It needed a lot of people. Only the codes that are</p> <p>10 here, this would then get sent to the borough that is</p> <p>11 involved in being asked for any sort of resource. So as</p> <p>12 you can see, all those boroughs were asked for</p> <p>13 resources.</p> <p>14 Q. Is that a summary of all the boroughs that were asked</p> <p>15 for resources at the incident or those that were asked</p> <p>16 at the start of the incident?</p> <p>17 A. This is linked to this particular CAD message.</p> <p>18 I believe there were others. Certainly on the night you</p> <p>19 can tell how far and wide resources are coming from from</p> <p>20 the two letters that appear -- I don't have them,</p> <p>21 unfortunately -- A is the centre of London, X is out in</p> <p>22 Hayes, Hillingdon, and Z is down in Croydon. And on the</p> <p>23 night, we had the entire alphabet. They were all there.</p> <p>24 Q. Right.</p> <p>25 A. If you keep going down, recorded it's an emergency call,</p> <p style="text-align: right;">Page 15</p>
<p>1 First of all, can I just ask you to identify for us</p> <p>2 what this is, inspector?</p> <p>3 A. This is a typed record of the call for assistance that</p> <p>4 would happen if anyone dials 999 and asks for the</p> <p>5 police. It will come into one of the control rooms, be</p> <p>6 answered by a call handler, who will decide how to</p> <p>7 categorise the particular incident.</p> <p>8 They then complete a pre-defined pro forma</p> <p>9 electronically and they decide: is it going to be</p> <p>10 an emergency or a soon or at some point call, and each</p> <p>11 one of those has a different response time. So an</p> <p>12 emergency, you have to be there within 15 minutes.</p> <p>13 This was an emergency call, so as a manager of</p> <p>14 a response team, myself and the sergeants are able to</p> <p>15 prioritise where we go first, quite frankly, and use our</p> <p>16 resources to the best effect.</p> <p>17 Q. What is this? It looks like a running log collected by</p> <p>18 a computer database. We can turn the pages if you like.</p> <p>19 Perhaps we should look at page 2 to see where the actual</p> <p>20 time starts?</p> <p>21 A. That's quite right -- you can see here, sorry</p> <p>22 (Indicates).</p> <p>23 Q. Yes.</p> <p>24 A. If you can go back a page, please.</p> <p>25 Q. Go back to page 1, please.</p> <p style="text-align: right;">Page 14</p>	<p>1 so it came on the 999 system. This is the location.</p> <p>2 Q. Yes.</p> <p>3 A. To a major incident, although that wouldn't have been</p> <p>4 when the -- wasn't the call-taker's decision.</p> <p>5 Lancaster West Estate. A map reference. In the</p> <p>6 olden days, we all had these great big hardback book</p> <p>7 maps and you actually had to have the map reference and</p> <p>8 you're juggling it whilst your driver is telling you in</p> <p>9 no uncertain terms to find the exact location to go to,</p> <p>10 but the computer hasn't been updated.</p> <p>11 Then the proposal is what units are available at</p> <p>12 that time to go. So whilst all those divisions were</p> <p>13 involved at some point or this message was sent to them,</p> <p>14 when it first came in -- 1, 2, 3, 4, 5, 6, 7, 8, 9 --</p> <p>15 well, 10 -- in fact, they are shoulder numbers, so 10</p> <p>16 people were available at the time.</p> <p>17 Q. Just so we have it on the transcript, you're pointing at</p> <p>18 the line under "Proposal"?</p> <p>19 A. That's right.</p> <p>20 Q. Which starts "BS82N".</p> <p>21 A. So 2 is the secretary sergeant, 38 -- that's a carrier,</p> <p>22 so there would've been a unit of more than two</p> <p>23 constables, 121s, and the three numbers are individual</p> <p>24 officers.</p> <p>25 Q. In that line, you can see, just by "Proposal": "(BOCU at</p> <p style="text-align: right;">Page 16</p>

<p>1 01:19 ..."</p> <p>2 First of all, what is BOCU?</p> <p>3 A. Borough operational command unit.</p> <p>4 Q. 01.19, is that the time of the first call in?</p> <p>5 A. That would've been at the time that the computer decided</p> <p>6 these officers were available.</p> <p>7 Q. If you can turn to page 4 of this document, please, we</p> <p>8 can pick it up two-thirds of the way down the page where</p> <p>9 the title appears, "GUIDANCE RELATING TO INCIDENTS</p> <p>10 INVOLVING FIRE". Under that:</p> <p>11 "01.19:00 14JUN17 CHS.</p> <p>12 "ENTERED BY: CHS ... AT: 01:18:34 [on that date].</p> <p>13 "5 roomed flat on the 4th floor.</p> <p>14 "75% alight."</p> <p>15 First of all, CHS, is that the control room</p> <p>16 operator?</p> <p>17 A. Yes.</p> <p>18 Q. Where would they have got that information from,</p> <p>19 five-room flat on the 4th floor, 75 per cent alight, at</p> <p>20 that time?</p> <p>21 A. That would've been straight from the initial telephone</p> <p>22 call.</p> <p>23 Q. Do you happen to know who made that call, whether it</p> <p>24 came from the LFB or a member of the public?</p> <p>25 A. I can't tell.</p> <p style="text-align: right;">Page 17</p>	<p>1 Q. You say on page 2 that it's not uncommon for the London</p> <p>2 Fire Brigade to request assistance at six-pump fires.</p> <p>3 Is it a matter of policy that the Metropolitan</p> <p>4 Police is notified once there is a six-pump fire?</p> <p>5 A. I believe there's a threshold they have to work to, but</p> <p>6 I don't know what that is. I'm not trained in their</p> <p>7 policies.</p> <p>8 Q. How would the Metropolitan Police normally be notified</p> <p>9 of a fire which you would customary attend, you</p> <p>10 yourself?</p> <p>11 A. Through the CAD system.</p> <p>12 Q. Once notified of such an incident, what is the means</p> <p>13 typically by which the Metropolitan Police will be kept</p> <p>14 informed of the escalation or de-escalation of such</p> <p>15 an incident?</p> <p>16 A. If we've got officers at the scene, then it will be</p> <p>17 direct from the officers that are there giving</p> <p>18 a situational report. If we haven't got anyone there as</p> <p>19 yet, the Fire Brigade control can communicate with the</p> <p>20 police control room.</p> <p>21 Q. Would you expect the London Fire Brigade to provide the</p> <p>22 police, once notified in this way, with the progress of</p> <p>23 the incident?</p> <p>24 A. I've never been involved in anything like this before.</p> <p>25 The level that I've been involved in, you're talking,</p> <p style="text-align: right;">Page 19</p>
<p>1 Q. You can't tell from that?</p> <p>2 A. No.</p> <p>3 Q. You say in your statement on page 2 that you were asked</p> <p>4 for assistance at a six-pump fire.</p> <p>5 Do you remember who told you it was a six-pump fire?</p> <p>6 A. It was transmitted directly over the radio channel.</p> <p>7 Q. Do you remember who told you?</p> <p>8 A. Whoever was controlling the channel that night. We</p> <p>9 don't have a very good first-name basis relationship</p> <p>10 with the people running the channels.</p> <p>11 Q. Do you know where that information originated from?</p> <p>12 A. It would've been from this message.</p> <p>13 Q. Somebody would've told the control room to send that</p> <p>14 message, that it was a six-pump fire and Metropolitan</p> <p>15 Police assistance needed. Do you know who that was?</p> <p>16 A. I don't know, but if they said six-pump fire, I would</p> <p>17 guess that's from the Fire Brigade.</p> <p>18 Q. You go on in your statement, four lines down from the</p> <p>19 paragraph break on page 2, to mention two police</p> <p>20 constables: Sangha and Rees.</p> <p>21 Do you know whether they had any involvement in the</p> <p>22 notification to the control room which led to this</p> <p>23 initial message?</p> <p>24 A. Not the initial message, no, but they were the first</p> <p>25 uniformed officers on scene.</p> <p style="text-align: right;">Page 18</p>	<p>1 you know, a flat on fire above a shop or, you know,</p> <p>2 a house on fire. So that particular question, it just</p> <p>3 doesn't happen.</p> <p>4 Q. Let me try and get at it this way: have you ever been</p> <p>5 involved in or had any training on what the police</p> <p>6 response should be in the case of an incident which goes</p> <p>7 from a six-pump fire through higher numbers of pumps</p> <p>8 very quickly, 10, 15, 20, 25?</p> <p>9 A. Only the JESIP training we discussed at the start of</p> <p>10 this evidence. Nothing specific.</p> <p>11 Q. But within that training that you had, would you expect</p> <p>12 or is there a system by which LFB would provide the</p> <p>13 Metropolitan Police with an update, even if it's just,</p> <p>14 "We're now at 10 pumps", "We're now at 15 pumps"?</p> <p>15 A. That would be through the CAD system.</p> <p>16 Q. Would you expect that to be the case, would you expect</p> <p>17 that to be communicated?</p> <p>18 A. I would.</p> <p>19 Q. What would the point of contact at the Metropolitan</p> <p>20 Police be for those updates?</p> <p>21 A. If it's going through the control room, then there's</p> <p>22 a senior officer that works up there who has</p> <p>23 responsibility to understand what's exactly happening</p> <p>24 all across London. That officer is primarily concerned</p> <p>25 with allocating resources, so he or she has to</p> <p style="text-align: right;">Page 20</p>

<p>1 understanding what's going on, what the threat is and 2 where resources can be best used. 3 Q. Would that person to your knowledge -- and I am asking 4 you, not them, clearly -- expect the London Fire Brigade 5 to keep that control room updated as to the number of 6 pumps at the scene and oncoming emergency traffic? 7 A. I would hope so. If it's going to significantly 8 escalate and be much more demand on our resources, 9 I would hope so. I can't say I'd expect because I've no 10 experience of it. 11 Q. No, I understand. 12 If you had been told shortly after six pumps that it 13 was now, for example, a 10-pump fire or a 15-pump fire 14 within a matter of minutes, what would that have 15 indicated to you? 16 A. Things were significantly escalating and we would need 17 more resources. 18 Q. What kind of resources would you need? 19 A. People. 20 Q. Yes, but to do what? 21 A. Whenever there's a fire or a nasty car crash, which tend 22 to be the two things we'll be involved with the Fire 23 Brigade with, it just draws people. It really is ... 24 yes, it's unpleasant, but people come from far and wide. 25 Social media makes things worse. The first thing you</p> <p style="text-align: right;">Page 21</p>	<p>1 Q. I might ask you about the channel. 2 You say on page 2 of your first statement -- we've 3 discussed this briefly this morning -- that Police 4 Constables Sangha and Rees were the first officers on 5 the scene. 6 You say, a third of the way down the main paragraph 7 on page 2 of your statement, he began to relay 8 a situation report. Six lines down from the top of that 9 page, you say: 10 "PC Sangha quickly began to relay a situation report 11 using his personal radio ..." 12 Do you see that? 13 A. Yes. 14 Q. "... he described that a flat on the 3rd floor was 15 alight; it was unknown if there were people trapped, 16 that evacuation of the building was required and that 17 sections of the building were falling to the ground." 18 One or two questions about that. 19 First of all, are you sure it was the 3rd floor that 20 he was describing? 21 A. That's what he said, I'm sure of that. 22 Q. You have a clear recollection of that? 23 A. Oh, yes. 24 Q. You say that he said that the evacuation of the building 25 was required. Do you have a clear recollection of him</p> <p style="text-align: right;">Page 23</p>
<p>1 see is a bank of handheld telephones recording what's 2 happening. 3 So in something like this, it was a beacon. And the 4 time of year, religious festivals, there were lots of 5 people on the street. So, yeah, you'd need to know as 6 soon as possible so you can start getting cordons in 7 place to keep the people safe and allow the Fire Brigade 8 to do their jobs. 9 Q. That was the point of the policing? 10 A. That was the major concern at Grenfell Tower, yes, was 11 making sure that the people coming were safe, and that 12 we could provide a safe working environment for our 13 colleagues in the Fire Brigade and ambulance service. 14 Q. Does it follow from that that you would need to know the 15 speed and scale of escalation of pumps so that you could 16 act timely with the right resourcing response? 17 A. Yes. 18 Q. When you learnt it was a six-pump fire, where were you? 19 A. I was on the King's Road in Chelsea. 20 Q. Were you in your vehicle? 21 A. I was. 22 Q. Were you alone at the time? 23 A. I was. 24 Q. Clearly you had your radio. Is that an Airwave radio? 25 A. It is, yes.</p> <p style="text-align: right;">Page 22</p>	<p>1 saying that? 2 A. Yes. They weren't his exact words. 3 Q. Can I just take you to the messages that we see in 4 CAD482, if we can go back to that, which is MET00023294 5 at page 5. 6 At the top of the page we see a time mark of 7 01:23:28. 8 ""119BS OTHER FLATS AT RISK OF FIRE.. GOING TO BE 9 A MASSIVE EVACUATION." 10 First of all, 119BS I think is PC Sangha. Do you 11 know -- 12 A. That's right. 13 Q. That's right, is it? 14 A. Yes. 15 Q. He says "GOING TO BE A MASSIVE EVACUATION", as we can 16 see. 17 Do you remember hearing him say that? 18 A. Well, yes. They weren't the exact words, but yes. 19 Q. Was the message that you heard him say which you 20 recorded in your statement the same message that we can 21 see encapsulated at this time mark in the CAD here? 22 A. Yes. 23 Q. Did you respond to him? 24 A. In terms of? 25 Q. Over your radio.</p> <p style="text-align: right;">Page 24</p>

<p>1 A. I would've acknowledged it. I can't remember what 2 I exactly said to him. But as soon as PC Sangha said it 3 was going to be a critical incident, that's when I used 4 my blue lights and siren to make sure I would get there. 5 At that point, I'd got as far as Holland Park Avenue, so 6 I was quite close. 7 Q. We'll come back to critical incident in just a moment. 8 Before I do, I just want to focus on this massive 9 evacuation that PC Sangha thought was required. 10 When he said that, what did you do with that 11 information, do you remember? 12 A. I understood that it was a far more desperate situation 13 than the usual six-pump fires we get with the LFB and 14 I needed to get there quickly to make an assessment. 15 Q. Where did you think he was obtaining the information 16 from that there was going to be a massive evacuation? 17 A. His own experience. 18 Q. What was that experience, did you know? 19 A. Well, he's a very competent and capable constable that 20 I do trust, so if he says something is critical and we 21 could need a big evacuation, then I believe him. 22 Q. So, to be clear, you thought at the time that it was his 23 view rather than something he was told by the LFB? 24 A. Oh, definitely, yes, it would've been his view. 25 Q. Would you expect him to have been liaising with the</p> <p style="text-align: right;">Page 25</p>	<p>1 with any evacuation at that stage? 2 A. We'd have done exactly what we were told to do. 3 Q. By? 4 A. The Fire Brigade. 5 Q. So you wouldn't have had any plan of your own? 6 A. I beg your pardon? 7 Q. You wouldn't have had any plan of your own for 8 evacuation? 9 A. If the Fire Brigade had said, "Can you deal with the 10 evacuation", then we would've put a plan in place. If 11 they'd said, "We will deal with it, but you can assist 12 with action A, B, C or D", we'd have done that. We'd 13 have been very much led by the Fire Brigade. 14 Q. I see. 15 Just staying with this page, page 5, halfway down 16 it, you can see a time mark of 01.26.05: 17 "^MXB155 IS THERE ANY CCTV, AND CONSIDER LINKING 18 WITH COUNCIL RE EVACUATION." 19 First of all what is MXB155? 20 A. I believe that's Mr Warnett, who would've been the 21 superintendent. 22 Q. Did you action or did anybody to your knowledge action 23 this message in any way, so as to link with the council 24 in relation to evacuation? 25 A. Yes. I must admit, I didn't hear him say that, but</p> <p style="text-align: right;">Page 27</p>
<p>1 incident commander at this stage? 2 A. You have to put this into the context of the time. 3 I think he had only been there a matter of seconds. You 4 do hear officers arriving at these things, they will say 5 "On scene" or sometimes they will say "TOA", which means 6 time of arrival, which is pertinent to the CAD 7 operators. From memory, they'd only been there very, 8 very briefly, and as he'd only been there very, very 9 briefly, then I wouldn't have expected him to have 10 spoken to anyone of rank within the LFB. 11 Q. Do you know, from your own knowledge -- because you say 12 you trust PC Sangha -- what experience or even training 13 he's had in the evacuation of densely populated 14 buildings in the event of a fire? 15 A. He wouldn't have had any formal training, it would've 16 just been experience. There are a number of addresses 17 in the Notting Hill area that we quite regularly had to 18 evacuate people because of gas leaks -- and it was 19 mostly gas leaks, to be fair. So we've done it, but no 20 formal training. 21 Q. Did you form a view at the time when he used the words 22 "massive evacuation" that he meant the tower which was 23 on fire itself or the surrounding buildings or both? 24 A. I didn't have time to consider that. 25 Q. Do you know how the police would've assisted the LFB</p> <p style="text-align: right;">Page 26</p>	<p>1 before I arrived at the tower, I'd already decided it 2 would be a major incident and I asked my colleague -- 3 I think it was Sergeant Blondell who was in our local -- 4 it's not quite a control room, but it's a hub -- to 5 start making phone calls to the council to find a place 6 to put the people. 7 Q. Did you monitor what -- did you say Sergeant 8 Blondell? -- 9 A. Yes. 10 Q. -- did? Did you follow up or did he follow up? 11 A. Throughout the night, yes. But in terms of immediacy, 12 there were more pressing matters to be concerned about. 13 Q. Do you know from your own knowledge whether 14 Sergeant Blondell got through to anyone at the council 15 at that time? 16 A. I believe he did. 17 Q. What happened as a result, do you know? 18 A. It took a while to get anywhere open. Exactly the 19 mechanics behind it, I don't know. The local authority 20 have a duty officer who understands their procedures and 21 their ability to respond to requests. It's a mobile 22 telephone that links to a switchboard, the switchboard 23 then calls their on-duty local authority member and they 24 will work through their organisation to get what we 25 need.</p> <p style="text-align: right;">Page 28</p>

<p>1 Q. Do you know what time roughly, or how long after this 2 message roughly, Sergeant Blondell got through to RBKC 3 in relation to evacuation? 4 A. I'd be guessing. It wouldn't have taken long because it 5 was, as I say, just a phone call. 6 Q. Did you follow that up with the LFB when you arrived on 7 scene? 8 A. No. There were more pressing things than wondering if 9 I could open a church hall. 10 Q. Okay. 11 PC Sangha has provided a witness statement -- and 12 that's MET00007387, I will just read that into the 13 record -- and I will tell you what he says on page 1. 14 He says his intention was to make contact with the LFB 15 incident commander and make an assessment of the scene 16 in order to prioritise your role to save life and limb 17 and assist the LFB with cordon and control of the scene. 18 He then goes on to say that he asked PC Rees to make 19 contact with the LFB command unit. 20 Arising from that, one or two questions. 21 First of all, do you know whether PC Rees received 22 any briefing from the incident commander? 23 A. I don't believe so. PC Rees will have provided 24 a statement. When I arrived, PC Rees was within the 25 building helping residents from the staircase.</p> <p style="text-align: right;">Page 29</p>	<p>1 command unit. I spoke to the senior officer there and 2 asked what they required of us. 3 Q. We'll come back to that because I do have some questions 4 about that detail. 5 Before we do, can I take you on in the CAD, CAD482, 6 please, to page 6 and ask you, please, to look at the 7 time mark of 01.29.39: 8 "^BS1N....BS2N TO CONTACT THE LOCAL AUTHORITY AS 9 THEY WILL NEED TO RE- HOUSE RESIDENTS FROM THIS 10 BUILDING." 11 First of all, BS1N, is that you? 12 A. Yes. 13 Q. BS2N, who is that? 14 A. That's me calling a sergeant at the police station. 15 That wasn't Sergeant Blondell but Sergeant Blondell 16 responded. 17 Q. Do you remember hearing that message? 18 A. That was me asking. 19 Q. That was you asking him? 20 A. Yes, from Bravo Sierra 1 to -- 21 Q. Ah, the "dot dot dot" is to, is it? 22 A. -- to Bravo Sierra 2, contact local authority. 23 Q. I see. 24 What did you expect to be happening in relation to 25 the evacuation of residents at this point?</p> <p style="text-align: right;">Page 31</p>
<p>1 Q. Do you know whether PC Sangha made any contact with the 2 incident commander? 3 A. When I arrived, PC Sangha had already moved to the other 4 side of the building. I didn't speak to PC Sangha 5 probably until significantly on in the evening. 6 Q. Did you receive any kind of handover from PC Rees or 7 PC Sangha when you arrived? 8 A. No, I didn't see PC Sangha, but I did see PC Rees. 9 I pulled him out of the building. It was chaotic. 10 PC Rees was clearly under stress. He wanted to go back 11 in and help people, so the best thing I could do for him 12 was get him out, get him a distance from there so he 13 could settle himself, and the control unit we're talking 14 about was just behind me, so I could go and do it 15 myself. 16 Q. Did PC Rees during that discussion tell you who the 17 incident commander was? 18 A. No. 19 Q. Did you ask him? 20 A. I don't believe I did, no. But as I say, it was just 21 behind me, so it was a redundant question. 22 Q. Did you have any discussion with the incident commander 23 at the time of your arrival? 24 A. Yes. I went into -- I don't know what time, but one of 25 the first things I did was to go into the incident</p> <p style="text-align: right;">Page 30</p>	<p>1 A. I don't believe I'd arrived at this point. 2 Q. Okay. 3 A. So it would've been make sure that telephone call was 4 put in to the local authority duty officer. 5 Q. When you did arrive, is this something you discussed 6 with the LFB at all? 7 A. It wasn't one of the main priorities. 8 Q. Was there any kind of discussion about evacuation of the 9 residents from Grenfell at this stage, so at or before 10 01.29.39? 11 A. No. 12 Q. Just looking back a page to page 5 in the CAD, you can 13 see that at 01.26.32 -- I'm trying to look at page 5 -- 14 I'm not sure we have it quite on the screen, actually. 15 Let's start with 01.26.21, which we do have on the 16 screen. 17 Just halfway down where it says: 18 "^119BS THIS IS TURNING INTO A CRITICAL INCIDENT." 19 Did you hear that message? 20 A. Yes. 21 Q. Then a few minutes later, or seconds later, four-fifths 22 of the way down the page at 01.26.36, just above it: 23 "^BS1N....DECLARED AS CRITICAL INCIDENT." 24 That's you? 25 A. Yes, that's wrong though; it was major incident.</p> <p style="text-align: right;">Page 32</p>

<p>1 Q. Right. So just breaking that up.</p> <p>2 First of all, did you hear PC Sangha saying, "This</p> <p>3 is turning into a critical incident"?</p> <p>4 A. Yes.</p> <p>5 Q. Did that statement of his over the radio have any kind</p> <p>6 of status?</p> <p>7 A. It made me realise -- again, because PC Sangha is such</p> <p>8 a competent, capable officer -- he thinks it's</p> <p>9 a critical incident, then it's far more dangerous than</p> <p>10 other six-pump fires, so it does elevate the</p> <p>11 significance of what I was going to.</p> <p>12 Q. I think you say in your statement -- correct me if I'm</p> <p>13 wrong -- that actually any officer can declare</p> <p>14 a critical incident.</p> <p>15 A. Yes.</p> <p>16 Q. Was this a declaration of a critical incident by</p> <p>17 PC Sangha?</p> <p>18 A. I took it as it, yes.</p> <p>19 Q. Lower down page 5, we can see, as you just told us, you</p> <p>20 declaring a critical incident.</p> <p>21 A. No, I declared a -- at no time did I say this is</p> <p>22 a critical incident; I went straight in at major.</p> <p>23 Q. Exactly. The document says declared as a critical</p> <p>24 incident, so is it right, just in summary, that at</p> <p>25 01.26.32, you declared a major incident?</p> <p style="text-align: center;">Page 33</p>	<p>1 "*****MAJOR INCIDENT*****"</p> <p>2 Can you, first of all, explain why that appears at</p> <p>3 that point in the CAD, about 6 minutes or so after you</p> <p>4 had declared a major incident?</p> <p>5 A. I can't.</p> <p>6 Q. Who would be responsible for putting that into the</p> <p>7 system which generated this document?</p> <p>8 A. That would've been the channel controller.</p> <p>9 Q. Do you know, from your knowledge, of any intervening</p> <p>10 declaration or communication with the control room that</p> <p>11 produced these words here, "Major Incident", that might</p> <p>12 have led to the control room putting "Major Incident"?</p> <p>13 A. No.</p> <p>14 Q. So can we take it that although there's a gap of about</p> <p>15 6 minutes between your declaration of a major incident</p> <p>16 at 01.26.32 or 01.26.36 and 01.32.27, that is the major</p> <p>17 incident that you declared?</p> <p>18 A. I believe so.</p> <p>19 Q. Can I take you back to your witness statement, page 2,</p> <p>20 please. First witness statement.</p> <p>21 You explain towards the bottom of the page that you</p> <p>22 immediately transmitted to the control room that this</p> <p>23 was a major incident, and you say five lines up from the</p> <p>24 bottom:</p> <p>25 "I made the decision to call a 'Major' incident</p> <p style="text-align: center;">Page 35</p>
<p>1 A. Yes.</p> <p>2 Q. So we take the word "critical" in the record and change</p> <p>3 it to "major" because that's a mistake; that's right, is</p> <p>4 it?</p> <p>5 A. That's correct.</p> <p>6 Q. Why did you reach that decision and make that</p> <p>7 declaration?</p> <p>8 A. You have to understand the difference between a critical</p> <p>9 and a major, really. A critical is any incident which,</p> <p>10 if handled wrongly, will affect the public's confidence</p> <p>11 in the police. So it can be anything and there's no</p> <p>12 matter of scale. It's just if we don't do things</p> <p>13 absolutely perfectly, then it will really affect how the</p> <p>14 public see us, which is, you know, a big concern as we</p> <p>15 police by consent.</p> <p>16 A major incident, on the other hand, again, it's any</p> <p>17 incident, but it requires a pre-defined response by any</p> <p>18 of the emergency services and typically involves the</p> <p>19 movement of large numbers of people. I was looking at</p> <p>20 a housing estate in the sky on fire. It seemed to fit</p> <p>21 the definition.</p> <p>22 Q. Just moving ahead a little bit to page 7 of this same</p> <p>23 document.</p> <p>24 Very near the bottom of that page, you can see, with</p> <p>25 stars either side of it, 01.32.27, the document says:</p> <p style="text-align: center;">Page 34</p>	<p>1 because it was immediately clear that all the blue light</p> <p>2 emergency services would be called to respond in special</p> <p>3 pre-defined ways relevant to their role and the incident</p> <p>4 would involve a massive number of people."</p> <p>5 We can see what you say in your statement, but what</p> <p>6 was it about what you could see which made you declare</p> <p>7 a major incident?</p> <p>8 A. Mr Warnett had already asked me -- it's not recorded,</p> <p>9 I didn't see it on the CAD -- was I considering calling</p> <p>10 it as a major incident when I was on Holland Park</p> <p>11 Avenue. It's a massive step up to go from critical to</p> <p>12 major. I said I'd be there in a few seconds so I'm just</p> <p>13 going to reserve my decision until I could actually see</p> <p>14 what's happening.</p> <p>15 I went up the little hill, if you are familiar with</p> <p>16 Ladbroke Grove, past the police station, started coming</p> <p>17 down the other side, and I have a memory of seeing the</p> <p>18 tower and the 3rd or 4th floor above my head. I saw the</p> <p>19 fire for the first time. And it was the intensity; it</p> <p>20 was like a jet engine coming out of this window and</p> <p>21 starting to go up the side and just moving around in</p> <p>22 straight lines.</p> <p>23 The other things I'd been to fire-wise, even ones</p> <p>24 that are on fire, you don't get that. The windows</p> <p>25 haven't gone half the time, but when it has gone, you</p> <p style="text-align: center;">Page 36</p>

<p>1 just get flame, you know, licking up the building; you</p> <p>2 don't get that. It was just like nothing I'd ever seen.</p> <p>3 The flame came out and went up the building.</p> <p>4 So, yeah, it was a major incident.</p> <p>5 Q. Just going back to what you said in the last answer</p> <p>6 about Superintendent Warnett's role -- and you say in</p> <p>7 your statement, just below halfway down, that he</p> <p>8 contacted you, and he was a senior officer. If we can</p> <p>9 just have that highlighted, you say, just there, at the</p> <p>10 top of where we can see it on the screen:</p> <p>11 "Detective Superintendent WARNETT, who was the on</p> <p>12 duty senior officer and also the local Superintendent</p> <p>13 contacted me via the PR asking if I was going to declare</p> <p>14 the fire a 'Major' incident?"</p> <p>15 Do you know why he asked you that question?</p> <p>16 A. Well, because I was the inspector. Whilst any officer</p> <p>17 can make the call, I've had the JESIP training. I'm</p> <p>18 more experienced. It's my job.</p> <p>19 Q. Where was Superintendent Warnett at that moment?</p> <p>20 A. Absolutely no idea.</p> <p>21 Q. What did you think he could see or know that you</p> <p>22 couldn't see or knew?</p> <p>23 A. Nothing, which is why I wasn't worried about my</p> <p>24 detective superintendent to wait and I'll make my own</p> <p>25 mind up.</p> <p style="text-align: right;">Page 37</p>	<p>1 a machine. You know, how many times have you turned on</p> <p>2 your computer and wanted it to go quicker? It's like</p> <p>3 that. When it wakes up and it moves, it's a phenomenal</p> <p>4 engine, but it takes time, and the quicker you can turn</p> <p>5 it on, the better.</p> <p>6 Q. Did you know at that point -- when I say "at that</p> <p>7 point", I mean at 01.26, when you declared a major</p> <p>8 incident -- whether the LFB or any other emergency</p> <p>9 service had declared it a major incident?</p> <p>10 A. No idea.</p> <p>11 Q. Did you have any expectation that the LFB or any other</p> <p>12 emergency service --</p> <p>13 A. I didn't give it a second thought.</p> <p>14 Q. From your point of view, would it have assisted you if</p> <p>15 the LFB had already declared it a major incident or at</p> <p>16 the same time made the same declaration?</p> <p>17 A. Assisted me -- we had different roles within the event.</p> <p>18 We had different roles to do. Would an extra few fire</p> <p>19 engines help me on the cordons? Probably not. Would it</p> <p>20 have made a difference overall? I don't know.</p> <p>21 Q. Being a bit more specific, at that time -- 01.26 or</p> <p>22 so -- would it have helped you and your planning already</p> <p>23 to have received a METHANE message as a result of the</p> <p>24 LFB declaring a major incident?</p> <p>25 A. Not really, when you consider what METHANE actually</p> <p style="text-align: right;">Page 39</p>
<p>1 Q. Do you know why he was thinking of a major incident?</p> <p>2 A. Because it's a six-pump fire in a block of flats. But</p> <p>3 he's approaching it as a career detective's point of</p> <p>4 view, not someone who has spent over 20 years in</p> <p>5 emergency policing. This was my bread and butter.</p> <p>6 Q. I follow.</p> <p>7 You say on page 2 -- and we've covered this -- at</p> <p>8 the bottom that it was clear all the blue light</p> <p>9 emergency services would be called to respond.</p> <p>10 What did you want to achieve by declaring a major</p> <p>11 incident?</p> <p>12 A. I wanted everything. I wanted police, I wanted</p> <p>13 ambulances, Fire Brigade were already there. Yes,</p> <p>14 I wanted everything. I made the call, and I'm so glad</p> <p>15 I did, but I could quite easily have been wrong, but</p> <p>16 I would far rather have made the call early, started</p> <p>17 things moving, and had the resources sent than not.</p> <p>18 Because you can always say I'm wrong and I'll get told</p> <p>19 off, reprimanded later on, but what I was seeing, it was</p> <p>20 clear that I was going to have to get things moving</p> <p>21 quickly.</p> <p>22 It's important to understand just how big the</p> <p>23 organisations are we're talking about. It's a big</p> <p>24 beast, the Metropolitan Police Service, and there's not</p> <p>25 much it can't do, but it takes time to wake up. It's</p> <p style="text-align: right;">Page 38</p>	<p>1 stands for. It's a major incident, you know, the exact</p> <p>2 type -- well, I can see a huge burning building. You</p> <p>3 know, the elements were there -- I should also probably</p> <p>4 mention that it's a massive call to make. It took half</p> <p>5 a second.</p> <p>6 Q. Right.</p> <p>7 A. And many of the things going on through the night,</p> <p>8 I will say again that it's -- we have structures, we</p> <p>9 have frameworks, we have ways of doing things that are</p> <p>10 put in place to help people make decisions, but when</p> <p>11 you're looking at something, and if you act, people</p> <p>12 might die, if you don't act, people will die, you have</p> <p>13 a clarity.</p> <p>14 Q. I'm just really trying to get a feel for why you were</p> <p>15 able to make that decision in 30 seconds --</p> <p>16 A. Less than that; it was a snap second.</p> <p>17 Q. -- but the LFB didn't, as we know they didn't.</p> <p>18 A. I've considered this myself because I've obviously</p> <p>19 followed this in the media.</p> <p>20 When you were a distance from the tower, you could</p> <p>21 see it in all its horror. When you were under it, you</p> <p>22 couldn't.</p> <p>23 It was a significantly different -- yes, things were</p> <p>24 dropping on you and you had to be a bit nimble, but you</p> <p>25 couldn't see -- it was predatory, the fire. It was</p> <p style="text-align: right;">Page 40</p>

<p>1 going up the side of the building in straight lines.</p> <p>2 And I've tried to describe it to people. If you're of</p> <p>3 a certain age, there was a science fiction film called</p> <p>4 Tron and it involved some chap being chased on a bike</p> <p>5 and his bike left a trail in straight lines. He could</p> <p>6 only make 90-degree turns. That's what the fire was</p> <p>7 doing. And you could see it, and it was going up the</p> <p>8 building. And that, including the intensity from the</p> <p>9 point of origin, was significantly different to standing</p> <p>10 underneath and the perspective of just looking up. That</p> <p>11 probably played a part, but I'm guessing.</p> <p>12 Q. And this was at the top of the hill at Ladbroke Grove</p> <p>13 but at the lights as you go north?</p> <p>14 A. I have a memory of that. I can see it now. But I can't</p> <p>15 have seen it from there because I've been back and</p> <p>16 checked. So it was probably on Blenheim Crescent,</p> <p>17 I think, which is halfway down the hill, turn left. But</p> <p>18 we're talking about -- I don't know -- 500 metres.</p> <p>19 Q. You are looking at it from the south-east?</p> <p>20 A. I'll take your word for that. I was looking out the</p> <p>21 front of my car --</p> <p>22 Q. I'm the last person you should take that from! But</p> <p>23 I think that is right. You could see --</p> <p>24 A. I was heading north, it was to my left, so, yes, it</p> <p>25 would've been.</p> <p style="text-align: right;">Page 41</p>	<p>1 THE WITNESS: Certainly.</p> <p>2 SIR MARTIN MOORE-BICK: Please don't talk to anyone about</p> <p>3 your evidence while you're out of the room.</p> <p>4 THE WITNESS: Of course.</p> <p>5 SIR MARTIN MOORE-BICK: We'll resume at 11.10. If you would</p> <p>6 like to go with the usher, she'll look after you. All</p> <p>7 right?</p> <p>8 THE WITNESS: Okay.</p> <p>9 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>10 11.10, please. Thank you.</p> <p>11 (11.00 am)</p> <p>12 (A short break)</p> <p>13 (11.10 am)</p> <p>14 SIR MARTIN MOORE-BICK: All right, ready to carry on,</p> <p>15 inspector?</p> <p>16 THE WITNESS: Yes, sir.</p> <p>17 MR MILLETT: Inspector, thank you for coming back to us.</p> <p>18 Can I just go back over one or two things we covered</p> <p>19 before the break.</p> <p>20 If I can take you back, please, to page 5 of the</p> <p>21 CAD, CAD482, which is MET00023294, and pick up the</p> <p>22 declaration of, as it says, critical incident just below</p> <p>23 the time mark of 01.26.32. We can see that it's next to</p> <p>24 your call sign.</p> <p>25 Let me put this to you, first of all: PC Sangha in</p> <p style="text-align: right;">Page 43</p>
<p>1 SIR MARTIN MOORE-BICK: How are we doing, Mr Millett? We've</p> <p>2 had nearly an hour.</p> <p>3 MR MILLETT: We have. I'm just about to finish this line of</p> <p>4 questions and I hope to do so within 2 minutes.</p> <p>5 SIR MARTIN MOORE-BICK: All right.</p> <p>6 MR MILLETT: Inspector, did you know that the JESIP joint</p> <p>7 doctrine operability framework says that each responder</p> <p>8 agency should send a METHANE message to their control</p> <p>9 room as soon as possible?</p> <p>10 A. No.</p> <p>11 Q. You didn't?</p> <p>12 A. No. It wouldn't have made any difference either.</p> <p>13 Q. When you declared a major incident at 01.26, did you ask</p> <p>14 for a METHANE message to be sent?</p> <p>15 A. No, because as soon as you say the words "major</p> <p>16 incident", that's when the machine wakes up and that's</p> <p>17 when the control room comes into its own.</p> <p>18 Q. So you assume, do you, that the control room is going to</p> <p>19 send a METHANE message itself?</p> <p>20 A. I trust, not assume.</p> <p>21 MR MILLETT: Okay, thank you.</p> <p>22 That is a convenient moment, Mr Chairman.</p> <p>23 SIR MARTIN MOORE-BICK: A good point?</p> <p>24 MR MILLETT: Yes.</p> <p>25 SIR MARTIN MOORE-BICK: We'll have a break now, inspector.</p> <p style="text-align: right;">Page 42</p>	<p>1 his statement has said that he declared a critical</p> <p>2 incident, that he was the one who did that.</p> <p>3 Can I ask you really how firm your recollection is</p> <p>4 that you declared a critical incident at around this</p> <p>5 time?</p> <p>6 A. At no time did I declare a critical incident.</p> <p>7 Q. So you never declared a critical incident?</p> <p>8 A. No.</p> <p>9 Q. In which case, as you told us before, the person writing</p> <p>10 this in the log, putting "critical" when they meant</p> <p>11 "major", was a mistake; is that right?</p> <p>12 A. I believe so.</p> <p>13 Q. Would that be a very serious or grave mistake given the</p> <p>14 differences between critical and major?</p> <p>15 A. It would be less than helpful, but you'd have to also</p> <p>16 consider what they were actually doing. I've worked in</p> <p>17 a control room, and this operator would've been very</p> <p>18 used to typing the word "critical". Critical incidents</p> <p>19 happen quite regularly. There's nothing to say that</p> <p>20 they didn't type "critical" and then start the major</p> <p>21 incident process.</p> <p>22 There would've had to have been something that</p> <p>23 would've 6 minutes later make them realise I haven't</p> <p>24 added to the -- are you able to go back to the screen</p> <p>25 that had the major incident pro forma? At all?</p> <p style="text-align: right;">Page 44</p>

<p>1 Q. Yes, which I think is page 1.</p> <p>2 A. No.</p> <p>3 Q. You say the pro forma --</p> <p>4 A. Yeah, unfortunately it doesn't look any different. With</p> <p>5 the CAD system, if you type in a particular code,</p> <p>6 a predefined amount of information fields appear on the</p> <p>7 screen. So there is one for a critical incident, one</p> <p>8 for a major incident, there's one for a missing person,</p> <p>9 and anything that holds a lot of risk. It's also like</p> <p>10 a pre-defined risk assessment and things you can</p> <p>11 consider.</p> <p>12 So even though the CAD operator here has written</p> <p>13 "critical", 6 minutes later they have then added the</p> <p>14 pro forma for a major incident.</p> <p>15 Q. That's page 7. Do you want to see that? I think it is.</p> <p>16 Let's take this slightly more slowly.</p> <p>17 Sticking with page 5 at the moment, you say you</p> <p>18 never declared a critical, you only declared a major.</p> <p>19 A. Yes.</p> <p>20 Q. PC Sangha says in his statement that he did declare</p> <p>21 a critical incident.</p> <p>22 Given the importance of the difference, as you've</p> <p>23 told us, between critical and major, is it possible that</p> <p>24 in fact what this CAD is recording here is PC Sangha's</p> <p>25 declaration of a critical incident at 01.26.32?</p> <p style="text-align: center;">Page 45</p>	<p>1 declare a critical incident.</p> <p>2 Do you recall hearing him declare a critical</p> <p>3 incident at any stage?</p> <p>4 A. I heard him saying this was a critical incident, yes,</p> <p>5 and that's what made me more concerned, to the extent</p> <p>6 that I then illuminated my blue lights and used my siren</p> <p>7 to get there quickly.</p> <p>8 Q. We've seen him saying this is turning into a critical</p> <p>9 incident. Did you hear him say anything about</p> <p>10 a critical incident more than once?</p> <p>11 A. No.</p> <p>12 Q. Going over to page 7, which I think is what you referred</p> <p>13 as to the pro forma for a major incident -- let me just</p> <p>14 check with you. At 01.31.52, you can see eight items of</p> <p>15 information there. Is that what you're referring to as</p> <p>16 the pro forma?</p> <p>17 A. Yes.</p> <p>18 Q. You can see at item 4 in there:</p> <p>19 "4) EXACT NATURE OF DUTY TSG COMMISSIONERS RESERVE</p> <p>20 REQUIRED TO PERFORM **RISK ASSESSMENT MUST HAVE BEEN</p> <p>21 COMPLETED**: MAJOR INCIDENT FIRE."</p> <p>22 What does that tell us about whether or not a major</p> <p>23 incident has been declared yet or is about to be</p> <p>24 declared?</p> <p>25 A. Yes, the colon would indicate -- if we go back a tad.</p> <p style="text-align: center;">Page 47</p>
<p>1 A. You've rather confused me, to be honest.</p> <p>2 SIR MARTIN MOORE-BICK: I think what Mr Millett is</p> <p>3 suggesting is the attribution to you --</p> <p>4 A. Ah, I see.</p> <p>5 SIR MARTIN MOORE-BICK: -- is wrong.</p> <p>6 MR MILLETT: The attribution is BSN1.</p> <p>7 SIR MARTIN MOORE-BICK: Or may be wrong.</p> <p>8 MR MILLETT: Could that be the mistake?</p> <p>9 A. No. No, no, my voice is distinctive, and when you hear</p> <p>10 "BS1 Nights" or "Charlie Whisky 1 Nights", that means</p> <p>11 that's the duty officer, and when the duty officer</p> <p>12 speaks, you know it's the duty officer. That's their</p> <p>13 job.</p> <p>14 Q. If it's attributed correctly to you, then, the person</p> <p>15 who inputted the information into the CAD, putting it in</p> <p>16 as critical as opposed to major, made a mistake?</p> <p>17 A. Yes.</p> <p>18 Q. That's not a typographical mistake, is it?</p> <p>19 A. No, it certainly says critical.</p> <p>20 Q. Given the difference between critical and major, I'm</p> <p>21 suggesting to you that that is an important mistake for</p> <p>22 an operator like that to make.</p> <p>23 A. Yes.</p> <p>24 Q. Turning over the page, I just want to pursue this</p> <p>25 a little bit further, because PC Sangha says he did</p> <p style="text-align: center;">Page 46</p>	<p>1 Sorry, I've been told off for not talking into the</p> <p>2 microphone.</p> <p>3 Exact nature of duty TSG commissioners reserve. So</p> <p>4 exact duty means: what are you asking them to do? This</p> <p>5 is a request for resources. TSG is the Territorial</p> <p>6 Support Group, which are reserve officers that can be</p> <p>7 available to assist their borough colleagues for</p> <p>8 anything.</p> <p>9 This would've been -- I believe this is</p> <p>10 prepopulated. Everything after the colon is then typed</p> <p>11 in by the operator.</p> <p>12 Q. So the operator needed to know that this was a major</p> <p>13 incident before typing that in at item 4; is that right?</p> <p>14 A. Yes.</p> <p>15 Q. How would they know what to type in? How would they</p> <p>16 know this was a major incident?</p> <p>17 A. Well, because I told them earlier.</p> <p>18 Q. So they would be aware that you'd told them that. Would</p> <p>19 they go back over the log up to that point, back, say,</p> <p>20 to page 5, to look for the moment when you declared it</p> <p>21 a major incident, or would they just carry it in their</p> <p>22 heads?</p> <p>23 A. Your guess is as good as mine.</p> <p>24 Q. Having declared a major incident, at latest by</p> <p>25 01.32.27 -- let's take it as a common time mark -- what</p> <p style="text-align: center;">Page 48</p>

<p>1 steps did you take to ensure that the London Fire</p> <p>2 Brigade knew that the Metropolitan Police had declared</p> <p>3 a major incident?</p> <p>4 A. I can't actually specifically remember saying to anyone</p> <p>5 that this is a major incident for us, us being the</p> <p>6 police. I don't remember saying that. But in the</p> <p>7 context of the night, it wouldn't have made any</p> <p>8 difference.</p> <p>9 Q. You say "I can't actually specifically remember saying</p> <p>10 to anyone that this is a major incident". I thought</p> <p>11 that you had said that at the message at 01.26.32.</p> <p>12 A. Oh, no, I mean on the ground. I'm talking face-to-face.</p> <p>13 Q. Right, okay.</p> <p>14 Asking my question again, what steps, if any, did</p> <p>15 you take to tell the LFB, either by radio or on the</p> <p>16 ground or asking somebody in your organisation to pass</p> <p>17 it on --</p> <p>18 A. Oh, right.</p> <p>19 Q. -- that the Metropolitan Police had declared a major</p> <p>20 incident?</p> <p>21 A. That would've been the control room's responsibility</p> <p>22 because they would co-ordinate everything. That's their</p> <p>23 reason for being.</p> <p>24 Q. Did you follow up with the control room or monitor the</p> <p>25 control room in any way in respect of them passing on to</p> <p style="text-align: right;">Page 49</p>	<p>1 see that there's a message:</p> <p>2 ""TWOP - K&C COUNCIL INFORMED ... (KATHERINE</p> <p>3 ASCOMBE) THEY WILL BE CONTACTING THEIR DUTY OFFICER WHO</p> <p>4 WILL LIASE[sic] WITH BSC DIRECT. COUNCIL HAVE SET UP A</p> <p>5 DEDICATED OP NAMED ERRIN FOR ANY FURTHER POL</p> <p>6 CONTACT ..."</p> <p>7 First of all, what is TWOP?</p> <p>8 A. I don't know.</p> <p>9 Q. Do you know anything about this entry?</p> <p>10 A. No.</p> <p>11 Q. Do you know whether it was about this time when RBKC</p> <p>12 were notified or was it before that?</p> <p>13 A. It's going to be after I made the request. TW does</p> <p>14 stand for Twickenham, OP is normally operator. So it</p> <p>15 could be because of the increased demand for service</p> <p>16 from the control room, they've brought people across</p> <p>17 from the quieter channels. So it's possible that it was</p> <p>18 a quiet night in Twickenham and they had their operator</p> <p>19 come across. Or they shouted -- it's an open-plan room</p> <p>20 like this -- they could have just shouted across the</p> <p>21 room, "Phone this number", and then the TW operator has</p> <p>22 done that for them and they've updated everybody else by</p> <p>23 typing on this message, because the little up marker</p> <p>24 there means from, so this is from TWOP, "This is what</p> <p>25 I've done" (Indicates).</p> <p style="text-align: right;">Page 51</p>
<p>1 the LFB the fact that the Metropolitan Police had</p> <p>2 declared a major incident?</p> <p>3 A. No. Once I've said that then the procedure should take</p> <p>4 over.</p> <p>5 Q. Do you know whether there is a procedure within the</p> <p>6 control room whereby once an officer such as yourself</p> <p>7 has declared a major incident formally in the way we've</p> <p>8 seen, they would then take over and disseminate that</p> <p>9 information to the other emergency services?</p> <p>10 A. I believe there is, but what it is, I couldn't tell you.</p> <p>11 Q. Going forward, then, can you confirm for us that you</p> <p>12 asked over your radio for RBKC to be told about the fire</p> <p>13 while you were en route?</p> <p>14 A. Yes.</p> <p>15 Q. I think we can see a message in the CAD at page 6, and</p> <p>16 this is at 01.29.39.</p> <p>17 Just below halfway down the page, BSN1, that's</p> <p>18 you -- we've looked at this before this morning --</p> <p>19 telling BSN2 to contact the local authority.</p> <p>20 Is that a record of your message that you told us</p> <p>21 about in your statement?</p> <p>22 A. Yes.</p> <p>23 Q. Just jumping ahead a little bit to page 11 in this</p> <p>24 document, in the CAD, if you go to the time mark of</p> <p>25 02.10.02, four-fifths of the way down the page, you can</p> <p style="text-align: right;">Page 50</p>	<p>1 Q. Going back, if we can, to page 7 of the CAD, and looking</p> <p>2 at the time mark of 01.33.05, you can see you send</p> <p>3 a message:</p> <p>4 ""BSIN TOP TWO FLOORS OF BUILDING IS ON FIRE."</p> <p>5 That's your entry --</p> <p>6 A. Yes.</p> <p>7 Q. -- I assume, because it has your call sign.</p> <p>8 Over the page at 01.34.28, just above halfway down,</p> <p>9 you send another message:</p> <p>10 "... ENTIRE SIDE OF THE BUILDING IS ON FIRE 20</p> <p>11 FLOORS."</p> <p>12 Do you see that?</p> <p>13 A. Yes.</p> <p>14 Q. Where were you at that point, do you remember?</p> <p>15 A. I think I was underneath it.</p> <p>16 Q. What was the purpose of that message, do you know?</p> <p>17 A. As you say -- it was to try and get people to understand</p> <p>18 the speed of it. It was just phenomenal.</p> <p>19 Q. So you were on scene at that stage.</p> <p>20 Given what PC Sangha was saying earlier about the</p> <p>21 need to evacuate the entire building that we've seen,</p> <p>22 and there are other messages as well to that effect, did</p> <p>23 you have any thoughts at this point about whether there</p> <p>24 should be a full or partial building evacuation?</p> <p>25 A. On my arrival, I thought there would've been, but I'm</p> <p style="text-align: right;">Page 52</p>

<p>1 not trained in that side of things. We have clear</p> <p>2 defined roles within it. My fire training as such is</p> <p>3 essentially which fire extinguisher to put out what kind</p> <p>4 of fire.</p> <p>5 I can remember being asked by the control room quite</p> <p>6 early on: do I have enough ambulances there? And I can</p> <p>7 remember looking around and thinking: I've got too many,</p> <p>8 I should see more people. And that was a concern.</p> <p>9 But in terms of me going in to the Fire Brigade and</p> <p>10 saying, "You need to evacuate this building" -- they're</p> <p>11 the experts. Yes, it was a concern, but they're the</p> <p>12 experts.</p> <p>13 Q. Did you have any discussions with anybody at the scene</p> <p>14 about evacuation?</p> <p>15 A. No, because, as I say, you get there, "What do you need</p> <p>16 from us?" They tell us what they need and then we</p> <p>17 provide them the safe working environment to do their</p> <p>18 jobs.</p> <p>19 Q. We've seen from the CAD, and we've identified already</p> <p>20 one or two instances of PC Sangha's view that the</p> <p>21 building was going to be evacuated. When you arrived,</p> <p>22 did you share that opinion?</p> <p>23 A. I can't remember going there and focusing just on that</p> <p>24 point. Going there, as soon as I'd said it was a major</p> <p>25 incident, I was thinking what I would have to do and</p> <p style="text-align: center;">Page 53</p>	<p>1 Q. Well, you told us earlier that you declared a major</p> <p>2 incident at 01.26 from your vantage point --</p> <p>3 A. Okay, I'd just be arriving then.</p> <p>4 Q. Looking at that time entry, it says, "IT IS BEING</p> <p>5 EVACUATED NOW." That is what PC Sangha is recorded as</p> <p>6 broadcasting over his radio.</p> <p>7 Do you remember hearing that?</p> <p>8 A. No.</p> <p>9 Q. When you arrived, did you expect the building to be</p> <p>10 evacuated, consistently with this message, or to be in</p> <p>11 the process of being evacuated?</p> <p>12 A. I don't know what I expected, to be honest. I didn't</p> <p>13 think we'd be leaving anybody in there. But whether</p> <p>14 that process was already underway didn't cross my mind.</p> <p>15 Q. So you didn't think to yourself "Well, I've heard</p> <p>16 a message about evacuation being underway" --</p> <p>17 A. I don't remember hearing that message. I might have</p> <p>18 heard it, but I don't remember hearing that message.</p> <p>19 Q. You say on page 3 of your statement -- I won't take you</p> <p>20 to it just yet -- you parked in Bomore Road and took</p> <p>21 a moment to assess the situation. You remember it being</p> <p>22 Bomore Road, I assume, because you're familiar with the</p> <p>23 area.</p> <p>24 A. Yes.</p> <p>25 Q. What did you do to assess the situation?</p> <p style="text-align: center;">Page 55</p>
<p>1 I was thinking about the cordons, about getting more</p> <p>2 resources, about looking after the crime on the rest of</p> <p>3 Kensington and Chelsea whilst we were doing -- and</p> <p>4 putting all that in place.</p> <p>5 I never thought: I need to go and speak to the Fire</p> <p>6 Brigade and say "You need to evacuate this building."</p> <p>7 As the training was, you talk to them, you find out what</p> <p>8 they need, and you do your best to allow them to do</p> <p>9 their jobs.</p> <p>10 Much like if it had been crime orientated, say, one</p> <p>11 of the terrorist atrocities at the bridges that very</p> <p>12 same summer, there would've been a Fire Brigade version</p> <p>13 of me turning up to the police saying, "What do you want</p> <p>14 me to do?" They wouldn't turn around and say, "You need</p> <p>15 to shoot that man."</p> <p>16 Q. Going back to page 6 of that CAD at 01.28.37, you can</p> <p>17 see this is PC Sangha saying:</p> <p>18 "THE BUILDING IS 30 STOREYS HIGH - IT IS BEING</p> <p>19 EVACUATED NOW. WE NEED OFF-BOROUGH UNITS TO ASSIST.</p> <p>20 LOTS OF BURNING MASONRY FALLING FROM THE BUILDING."</p> <p>21 First of all, do you know whether you were on scene</p> <p>22 by that stage? It looks unlikely given we know where</p> <p>23 you were at 01.26, but you tell me.</p> <p>24 A. I think I probably was. I think I got there about</p> <p>25 01.15.</p> <p style="text-align: center;">Page 54</p>	<p>1 A. Just take it all in, really. Had a deep breath. I'd</p> <p>2 already been considering things in my mind in the short</p> <p>3 time it took me to get there from making the call.</p> <p>4 Bomore Road was a good vantage point. You could see</p> <p>5 the seat of the fire, you could see it tracking up the</p> <p>6 building. You could see the Fire Brigade. You could</p> <p>7 see an open space. I just worked out what I needed and</p> <p>8 how I needed to prepare the ground for the ambulance</p> <p>9 service, who were obviously going to be needed, more</p> <p>10 fire engines, which were probably going to be needed,</p> <p>11 and just work out what was going to go where and start</p> <p>12 putting the jigsaw puzzle together, and then worrying</p> <p>13 about where PC Sangha and PC Rees were, because</p> <p>14 constables have an awful habit of running in.</p> <p>15 Q. You said before you didn't get to meet with PC Sangha</p> <p>16 but did speak to PC Rees.</p> <p>17 A. Yes.</p> <p>18 Q. Inspector Warnett says in his statement that he arrived</p> <p>19 on scene at about 01.45 am. Does that accord with your</p> <p>20 recollection?</p> <p>21 A. He was there shortly after me.</p> <p>22 Q. He says that he met you and you discussed clear</p> <p>23 priorities.</p> <p>24 A. Yes.</p> <p>25 Q. Do you remember that?</p> <p style="text-align: center;">Page 56</p>

<p>1 A. Yes.</p> <p>2 Q. One of those priorities was getting the public a safe</p> <p>3 distance back from the tower and allowing the LFB a safe</p> <p>4 and large enough working area.</p> <p>5 A. Yes.</p> <p>6 Q. That's right, is it? Okay.</p> <p>7 Did you know at that point, when you first started</p> <p>8 discussing matters with Superintendent Warnett, that you</p> <p>9 were going to be taking over Silver command?</p> <p>10 A. Not at that time, I don't believe. But the niceties</p> <p>11 of: you're the Gold Commander, this is the Silver</p> <p>12 Commander, they really paled into insignificance. He's</p> <p>13 my senior officer, I'm his junior officer, and I'm above</p> <p>14 everybody else. It was just my immediate response team</p> <p>15 there. Putting the framework into place did come in --</p> <p>16 sorry, I'm losing the power of speech.</p> <p>17 Mr Warnett did put the Gold, Silver and Bronze</p> <p>18 framework in place relatively quickly after that, but</p> <p>19 initially it would've been silly to start talking about</p> <p>20 the niceties when we just needed to act.</p> <p>21 Q. Right. Okay.</p> <p>22 Do you know whether at that stage, when you first</p> <p>23 met Superintendent Warnett, he had spoken to the</p> <p>24 incident commander?</p> <p>25 A. I believe he had. He said he'd spoken to LFB, but I had</p> <p style="text-align: right;">Page 57</p>	<p>1 Q. Do you know whether Superintendent Warnett spoke to him</p> <p>2 or whether he spoke to anybody else?</p> <p>3 A. I don't know.</p> <p>4 Q. On page 4 of your first witness statement, you describe</p> <p>5 various things, and a third of the way down -- this is</p> <p>6 after you've arrived on the incident ground -- you say:</p> <p>7 "The LFB were clearly too busy to speak to me."</p> <p>8 At what point did you try to speak to them but</p> <p>9 couldn't make communication?</p> <p>10 A. I think that was as close to immediate as possible when</p> <p>11 I went down to try and find where my constables were.</p> <p>12 There was lots of coming and going from the command</p> <p>13 truck, and I was going to go across and make the contact</p> <p>14 there. But it was a lot of people coming and going,</p> <p>15 lots of radio channels and chatter, they are all intent</p> <p>16 on LFB business, so I thought I'd give them</p> <p>17 a few minutes to get themselves sorted out, I'd find my</p> <p>18 constables and then I'd go and find out what their</p> <p>19 priorities would be.</p> <p>20 But as I say, it was quite obvious.</p> <p>21 Q. Did you know whether anybody you were speaking to was</p> <p>22 the actual incident commander?</p> <p>23 A. At the time, yes.</p> <p>24 Q. So the person you spoke to you thought was the incident</p> <p>25 commander?</p> <p style="text-align: right;">Page 59</p>
<p>1 as well.</p> <p>2 Q. Who had you spoken to?</p> <p>3 A. I can't remember his name. He identified himself as the</p> <p>4 senior officer for the LFB. He was in the command truck</p> <p>5 just on Grenfell Road, and he said priorities at the</p> <p>6 time were the cordons for safe working environment, and</p> <p>7 he was concerned about identifying any fatalities.</p> <p>8 Q. Was this right on arrival, immediately after arrival,</p> <p>9 or --</p> <p>10 A. It was the first contact I had with LFB.</p> <p>11 Q. Yes, but was that on arrival?</p> <p>12 A. Within a couple of minutes.</p> <p>13 Q. Where was that contact?</p> <p>14 A. That was in the command truck.</p> <p>15 Q. In the command unit?</p> <p>16 A. Yes.</p> <p>17 Q. Was that the one on Bomore Road or the one nearer --</p> <p>18 A. No, on Grenfell.</p> <p>19 Q. Grenfell Road. Right.</p> <p>20 Do you remember the name or rank of the officer you</p> <p>21 spoke to?</p> <p>22 A. No. He was a tall chap with grey hair.</p> <p>23 Q. How long was your discussion with him?</p> <p>24 A. Very short, because his priorities were exactly as</p> <p>25 expected.</p> <p style="text-align: right;">Page 58</p>	<p>1 A. Yes.</p> <p>2 Q. Did the person you spoke to tell you that they were the</p> <p>3 incident commander?</p> <p>4 A. I think so.</p> <p>5 Q. That's the tall person with grey hair; is that right?</p> <p>6 A. Yes.</p> <p>7 Q. In the command unit?</p> <p>8 A. Yes.</p> <p>9 Q. Nobody on the incident ground?</p> <p>10 A. Do you mean outside?</p> <p>11 Q. You're quite right, I mean outside at the base of the</p> <p>12 tower.</p> <p>13 A. No one outside the tower said they were in charge.</p> <p>14 Q. You go on in the middle of page 4 -- and it's a block of</p> <p>15 text, I'm afraid, but it's just below halfway down --</p> <p>16 you say:</p> <p>17 "I could only see one or two people who were walking</p> <p>18 but coughing, this was worrying as I should have seen</p> <p>19 hundreds of people. At this point my priorities were to</p> <p>20 save human life, both inside and outside the Tower."</p> <p>21 Where were you when you say "I could only see one or</p> <p>22 two people walking but coughing"?</p> <p>23 A. I don't know if you have a map of the site, have you?</p> <p>24 No.</p> <p>25 Q. Yes. It's your second exhibit, actually, which we can</p> <p style="text-align: right;">Page 60</p>

<p>1 have up --</p> <p>2 A. Oh, that won't be any use. There's another building</p> <p>3 immediately adjacent to Grenfell Tower called Barandon</p> <p>4 Walk. There's a narrow strip of concrete between them.</p> <p>5 It's like a covered way, and I was under there, and</p> <p>6 I was right next to the glass entrance to the tower.</p> <p>7 Q. Yes.</p> <p>8 A. So I could see who was coming out and who wasn't coming</p> <p>9 out.</p> <p>10 Q. Right.</p> <p>11 A. I could see the Fire Brigade going in.</p> <p>12 Q. You could see them, what, coming down the stairs through</p> <p>13 the glass and coming out of the exit, could you?</p> <p>14 A. Yes.</p> <p>15 Q. You go on to say:</p> <p>16 "At this point my priorities were to save human</p> <p>17 life, both inside and outside the tower."</p> <p>18 Then you say:</p> <p>19 "To prepare the ground for 20 LFB, 20 LAS and as</p> <p>20 many police units as possible."</p> <p>21 What do you mean by 20 LFB?</p> <p>22 A. My understanding was that once you say it's a major</p> <p>23 incident, then they come in tranches of 20.</p> <p>24 Q. Had anybody told you that 20 more pumps were oncoming at</p> <p>25 that point?</p> <p style="text-align: right;">Page 61</p>	<p>1 Q. Do you ever have any training on how the command and</p> <p>2 control centre actually works?</p> <p>3 A. Formal training, no.</p> <p>4 Q. So your knowledge of how it works is based on your</p> <p>5 day-to-day experience?</p> <p>6 A. Day-to-day experience, and I was a CAD operator when</p> <p>7 I was a constable. We used to have control rooms in</p> <p>8 each of the boroughs, so there was one for Hillingdon,</p> <p>9 one for Harrow, one for Kensington. Then about --</p> <p>10 I don't know -- 15 years ago, we moved to three large</p> <p>11 call centres, at Bow, Lambeth and Hendon. When it had</p> <p>12 a control room on borough, I worked in there.</p> <p>13 I also had a year working for the New Zealand police</p> <p>14 in their southern control room, which was slightly</p> <p>15 different to the way we did it, but the same pressures.</p> <p>16 Q. Right.</p> <p>17 "Warrett" is obviously Warnett.</p> <p>18 Can I just ask you, was this about the time --</p> <p>19 01.53.48 -- that your command structure was established</p> <p>20 to the best of your recollection?</p> <p>21 A. Yes, that would've been put in as a result of Mr Warnett</p> <p>22 contacting them and saying: this is the command</p> <p>23 structure.</p> <p>24 Q. Do you know why it wasn't established sooner than that?</p> <p>25 A. There's a big difference between it being established</p> <p style="text-align: right;">Page 63</p>
<p>1 A. At that point, I don't think so.</p> <p>2 Q. Did anybody tell you that, in fact, the incident had</p> <p>3 been escalated to 25 pumps by 01.31?</p> <p>4 A. No.</p> <p>5 Q. Going back to this question of appointment of Gold and</p> <p>6 Silver Command we discussed a moment ago, can I take you</p> <p>7 back to the CAD, please, and turn to page 10.</p> <p>8 At 01.53, just below the top of the page, 01.53.48,</p> <p>9 if we can have that highlighted please, it says:</p> <p>10 "^SI - COMMAND STRUCTURE</p> <p>11 "GOLD SUPT PAUL WARRETT."</p> <p>12 Then a little bit down the page:</p> <p>13 "SILVER - INSP THATCHER</p> <p>14 "BRONZE - TBC."</p> <p>15 First of all, SI, is that superintendent?</p> <p>16 A. No, it's a function within the control centre.</p> <p>17 Q. What is that?</p> <p>18 A. What it actually stands for, I couldn't tell you. It</p> <p>19 comes from SI, it's a role within the command centre.</p> <p>20 Q. Do you know what it is?</p> <p>21 A. No. Well, that's a lie. If you want something,</p> <p>22 everyone says, "Send it to SI." It's something that</p> <p>23 they do -- it's a way of command -- well, it's command</p> <p>24 and control. But exactly who it is and what they do, no</p> <p>25 idea.</p> <p style="text-align: right;">Page 62</p>	<p>1 and someone typing that on a computer record.</p> <p>2 Q. So how big a difference is it in this case? How long do</p> <p>3 you think elapsed before 01.53.48, when the operator</p> <p>4 typed this in?</p> <p>5 A. I've no idea. It's difficult to put anything that night</p> <p>6 into chronological order. I have memories of events,</p> <p>7 I have memories of taking decisions, but if you were to</p> <p>8 ask me to put things in a chronological order, it's</p> <p>9 fractured. It's like a broken jigsaw.</p> <p>10 Q. Did you know at that point, prior to or as at 01.53.48,</p> <p>11 whether the LFB had declared their own major incident?</p> <p>12 A. No.</p> <p>13 Q. Did you know that they hadn't?</p> <p>14 A. No.</p> <p>15 Q. You didn't know one way or other?</p> <p>16 A. No.</p> <p>17 Q. Did you --</p> <p>18 A. As I say, there's very defined and clear roles. I had</p> <p>19 my role, I knew what I had to do. I really couldn't</p> <p>20 worry about what the LFB were doing because my role was</p> <p>21 significant enough.</p> <p>22 Q. Is it not important for joint responder agencies to know</p> <p>23 whether each other has declared a major incident?</p> <p>24 A. Well, it must be. But in the nature of this event, it</p> <p>25 was so fast. It's the time you're talking about. We're</p> <p style="text-align: right;">Page 64</p>

<p>1 talking minutes. A lot of the training, the</p> <p>2 interoperability the training, it's for things that</p> <p>3 take -- you know, you've got time to sit down and</p> <p>4 consider and establish, control rooms and shared ways of</p> <p>5 working and sharing and -- 15 cups of tea -- you've got</p> <p>6 the time. What you have to understand is time was our</p> <p>7 enemy; you just had to act, because if you didn't act,</p> <p>8 then all was lost.</p> <p>9 So someone not typing that on the computer screen</p> <p>10 really didn't have much bearing on it whatsoever. Yes,</p> <p>11 the Fire Brigade, if they'd declared it a major</p> <p>12 incident -- I must admit, I assumed it was because there</p> <p>13 was a tower block in the sky on fire. So someone</p> <p>14 telling me that, very interesting, but didn't make any</p> <p>15 difference to what I had to do because I had to make</p> <p>16 sure that they had a safe working environment, I had to</p> <p>17 make sure that everyone that came out of that building</p> <p>18 was able to get to hospital and didn't die on the grass,</p> <p>19 I had to make sure that no one else coming to the</p> <p>20 building could get through and harm themselves going</p> <p>21 into the building. I had all that to worry about. So</p> <p>22 whether or not they said it was a major incident for us,</p> <p>23 it was an administrative process, so far as I was</p> <p>24 concerned.</p> <p>25 Q. It sounds as though, although it's an administrative</p> <p style="text-align: center;">Page 65</p>	<p>1 life was changed.</p> <p>2 So, yes, you are quite right, it is important, but</p> <p>3 I would say in my experience, having left the JESIP</p> <p>4 training, I knew the framework and I knew that we had to</p> <p>5 understand what each other needed, we had to understand</p> <p>6 where each other were, we had to understand how we could</p> <p>7 support each other, I knew all that, and all that did</p> <p>8 happen.</p> <p>9 Yes, the niceties probably are missing. But the</p> <p>10 niceties weren't important. What was important was</p> <p>11 something happened and we had to bloody well move or</p> <p>12 people would die.</p> <p>13 Sorry.</p> <p>14 Q. No, that's understandable, and I understand why you've</p> <p>15 used those terms.</p> <p>16 What I'm really trying to get at is how JESIP's</p> <p>17 programme or policy worked in the context of this fire.</p> <p>18 Can I just ask you to look at MET00023290, which is</p> <p>19 the interoperability framework which we looked at very</p> <p>20 briefly at the start of your evidence and on which you</p> <p>21 said you had training.</p> <p>22 Can I ask you to go to page 14 of that.</p> <p>23 I'm not going to read it all to you, I'm just going</p> <p>24 to show you what it looks like on the page.</p> <p>25 Section 7 is entitled "Establishing a common</p> <p style="text-align: center;">Page 67</p>
<p>1 process, it's one that, at least on this night, was one</p> <p>2 that could be begun in its own vacuum without knowing</p> <p>3 whether or not the LFB had themselves declared a major</p> <p>4 incident?</p> <p>5 A. Very much so.</p> <p>6 Q. You'd agree with that?</p> <p>7 A. Yes.</p> <p>8 Q. But isn't the purpose of JESIP and all these</p> <p>9 arrangements that you were trained on to get emergency</p> <p>10 services in London working together so that each knew</p> <p>11 what the other was doing?</p> <p>12 A. But I knew what the others were doing. I was there.</p> <p>13 I could see them doing it. You're right, it is all</p> <p>14 about the co-operation and shared understanding of risks</p> <p>15 and goals and aims -- as you say, it's working together.</p> <p>16 It sounds cheesy, but it's not. What I experienced on</p> <p>17 that night was the finest example of teamwork I have</p> <p>18 ever been involved in. If you think what happened in</p> <p>19 those short hours between arriving at half a dozen fire</p> <p>20 engines and 20 coppers, and what we left, it's amazing.</p> <p>21 It really is amazing.</p> <p>22 And the time -- the time. Every time you thought</p> <p>23 you had a handle on something, it changed, and your</p> <p>24 priorities changed -- well, priorities didn't change,</p> <p>25 because it was saving human life. But where that human</p> <p style="text-align: center;">Page 66</p>	<p>1 operating picture":</p> <p>2 "A common operating picture (COP) has been defined</p> <p>3 as: 'A common overview of an incident that is created by</p> <p>4 assessing and fusing information from multiple sources,</p> <p>5 and is shared between appropriate command, control and</p> <p>6 co-ordinating groups to support joint decision-making'."</p> <p>7 It goes on:</p> <p>8 "... [it's] a single point of reference for those</p> <p>9 involved, and supports joint decision-making."</p> <p>10 There are various questions that then get asked.</p> <p>11 Then penultimate paragraph before we get to 8:</p> <p>12 "The common operating picture should have a clear</p> <p>13 relationship with established command, control and</p> <p>14 co-ordination groups ..."</p> <p>15 Then under 8:</p> <p>16 "8. ARRANGEMENTS FOR JOINT WORKING.</p> <p>17 "Decision making in incident management follows a</p> <p>18 general pattern of:</p> <p>19 "a) Working out what's going on (situation)</p> <p>20 "b) Establishing what you need to achieve</p> <p>21 (direction)</p> <p>22 "c) Deciding what to do about it (action), all</p> <p>23 informed by a statement and understanding of overarching</p> <p>24 values and purpose."</p> <p>25 Then under 8.1 on the next page there is a joint</p> <p style="text-align: center;">Page 68</p>

<p>1 decision model, which is self-explanatory.</p> <p>2 My question is a single one and a simple one: unless</p> <p>3 you knew what LFB was doing vis-a-vis a major incident,</p> <p>4 and unless they knew what you were doing vis-a-vis</p> <p>5 a major incident, how could you establish a common</p> <p>6 operating picture?</p> <p>7 A. Because I could see. I was there. Everything you've</p> <p>8 just talked us through happened. I knew what was</p> <p>9 important, I knew what was happening, I knew. I knew</p> <p>10 what they needed of me.</p> <p>11 Q. But you didn't know whether or not they declared a major</p> <p>12 incident.</p> <p>13 A. Well, no, but as I say that's -- no, I didn't.</p> <p>14 Q. You say it wouldn't have made a difference, but does it</p> <p>15 mean, though, that what is intended by this policy</p> <p>16 wasn't operating as this policy contemplates, at that</p> <p>17 point?</p> <p>18 A. That part of it didn't happen, yes.</p> <p>19 Q. Do you remember what your first point of contact with</p> <p>20 the LFB after the establishment of the Gold and Silver</p> <p>21 command structure was?</p> <p>22 A. It would've been prior to the first command meeting.</p> <p>23 Q. At 03.20?</p> <p>24 A. Exactly what time, I couldn't tell you.</p> <p>25 Q. So we have a period between 01.53 when Superintendent</p> <p style="text-align: right;">Page 69</p>	<p>1 "Three other [redacted] males then went to go past</p> <p>2 me up BOMORE ROAD I stopped one who I now know to be</p> <p>3 Michael PERKINS I started to tell him to go back but he</p> <p>4 said he had keys for a hall which he wanted to open up</p> <p>5 for the residents. I thanked him and let him through. He</p> <p>6 was walking up BOMORE away from the Tower and I needed a</p> <p>7 place of refuge for survivors. I believe it was now that</p> <p>8 I started to push the message to the constables that</p> <p>9 they needed to be forceful but not to start a riot</p> <p>10 because we would not win."</p> <p>11 Do you remember roughly what time this was?</p> <p>12 A. This is my first statement, which I say was</p> <p>13 chronologically not correct. It was memories from the</p> <p>14 night. I think that was just after one of the meetings.</p> <p>15 It's on my body-worn.</p> <p>16 Q. We'll come --</p> <p>17 A. The exact time, I couldn't tell you.</p> <p>18 Q. We'll come to look at the --</p> <p>19 A. I think it was about 03.00ish.</p> <p>20 Q. Right. Okay.</p> <p>21 You go on to say, just a bit lower down, after the</p> <p>22 sentence which starts "On the balance of probability"</p> <p>23 you can see three lines on from there, it says:</p> <p>24 "I think it was now that I found the LFB command</p> <p>25 unit parked just up BOMORE ROAD I made first contact</p> <p style="text-align: right;">Page 71</p>
<p>1 Warnett establishes the Gold, Silver, Bronze structure</p> <p>2 at 01.53, and then your first tactical command meeting,</p> <p>3 which is at 03.20.</p> <p>4 A. Yes.</p> <p>5 Q. So it's an hour and a half.</p> <p>6 A. (Nodded assent)</p> <p>7 Q. During that hour and a half period, do you remember what</p> <p>8 your first contact with the LFB was, or was there none?</p> <p>9 A. Is this after I'd spoken to the gentleman with the grey</p> <p>10 hair?</p> <p>11 Q. Well, on what you told us before this morning, given</p> <p>12 that you made that contact very shortly after arrival,</p> <p>13 it follows the answer to that is yes, but I'm asking</p> <p>14 you.</p> <p>15 A. I don't remember any other contact.</p> <p>16 Q. Right.</p> <p>17 On page 6 of your statement, just a slightly</p> <p>18 separate point, you describe how you let someone called</p> <p>19 Michael Perkins through the barrier.</p> <p>20 Just go to page 6. You can pick this up in your</p> <p>21 statement there about two-thirds of the way down the</p> <p>22 page.</p> <p>23 You have been describing what's been happening at</p> <p>24 the cordon and then you say two-thirds of the way down</p> <p>25 the page:</p> <p style="text-align: right;">Page 70</p>	<p>1 with LFB command. It was a brief conversation about</p> <p>2 what they needed."</p> <p>3 I was going to ask you that in the context of</p> <p>4 talking to Michael Perkins, but given what you told us</p> <p>5 this morning about making contact in the command unit</p> <p>6 early on after your arrival, is what you said there in</p> <p>7 your statement really correct?</p> <p>8 A. No, chronologically, it's out. I can remember making</p> <p>9 contact with Mr Perkins having just come from the LFB,</p> <p>10 so I had that joined up in my mind. I had just left an</p> <p>11 LFB -- but obviously I got which contact wrong because</p> <p>12 I'd made contact with the grey-haired gentleman much,</p> <p>13 much, much earlier before I had spoken to Mr Perkins.</p> <p>14 Q. Is that sentence, then, a reference to what you told us</p> <p>15 this morning about the brief conversation in the command</p> <p>16 unit with the incident commander, tall chap, grey hair?</p> <p>17 A. Yes.</p> <p>18 Q. Can we start, then, by taking you through a number of</p> <p>19 clips of your body-worn footage.</p> <p>20 I understand this is obviously going to bring back</p> <p>21 very clear recollections of the night, inspector. If</p> <p>22 you'd like a break at this point, we can take a break.</p> <p>23 A. No, let's just do it, please.</p> <p>24 Q. All right. If at any point during this --</p> <p>25 A. Well, you'll know.</p> <p style="text-align: right;">Page 72</p>

<p>1 Q. Right. Okay.</p> <p>2 Can I ask you, please, to be shown -- this is not</p> <p>3 a very long clip -- INQ00000521.</p> <p>4 This starts at an adjusted time, I should tell you,</p> <p>5 of 02.39.10, and runs just for a minute or so to</p> <p>6 02.40.20. So it's a short clip</p> <p>7 (Video Played)</p> <p>8 The senior officer of the LFB that you were talking</p> <p>9 to there, we know who he is -- I'll tell you who he is</p> <p>10 in a minute -- was he the tall chap, grey hair, you were</p> <p>11 referring to earlier in your evidence?</p> <p>12 A. Yes.</p> <p>13 Q. Was this the first occasion on which you met him?</p> <p>14 A. Yes.</p> <p>15 Q. So there was no meeting with this officer immediately</p> <p>16 prior to arrival?</p> <p>17 A. No.</p> <p>18 Q. We have, just to remind you, a time mark of this meeting</p> <p>19 at 02.39.10 and the clip runs for 1 minute and 10</p> <p>20 seconds or so.</p> <p>21 Do you think you had any meeting with any other</p> <p>22 officers in a command unit prior to that time?</p> <p>23 A. No.</p> <p>24 Q. That, for you and for the record, is DAC O'Loughlin,</p> <p>25 Andy O'Loughlin, who was incident commander at that time</p> <p style="text-align: center;">Page 73</p>	<p>1 for the ambulance service and all of the blue light</p> <p>2 matters.</p> <p>3 So actually going to see them and having the</p> <p>4 physical: this is our priorities -- we save people</p> <p>5 first.</p> <p>6 Q. Forgive this question, and I detect what I think I know</p> <p>7 you are going to say, but would it be normal for you at</p> <p>8 a major incident to leave it an hour before speaking to</p> <p>9 the LFB, for example? Another emergency service.</p> <p>10 A. Well, this is the first major incident that I've been in</p> <p>11 this position to deal with, so normal, I've absolutely</p> <p>12 no idea.</p> <p>13 Q. Right.</p> <p>14 A. Would it have been best -- if I was planning it, of</p> <p>15 course I'd have gone there much earlier. But you have</p> <p>16 to balance that against the priorities of stopping</p> <p>17 people going into the burning building. And the first</p> <p>18 officer to arrive -- there were just a handful of us.</p> <p>19 So could I justify not -- if I made up, say, 10 per cent</p> <p>20 of the arriving police officers, could I justify not</p> <p>21 being there and stopping people hurting themselves or</p> <p>22 getting in the way and harming the Fire Brigade because</p> <p>23 I wanted to go and have a chat to tell me something that</p> <p>24 was obvious?</p> <p>25 Q. Did your not going to the command unit for an hour or so</p> <p style="text-align: center;">Page 75</p>
<p>1 and was then relieved by Assistant Commissioner Roe.</p> <p>2 A. Obviously he did actually tell me it was a major</p> <p>3 incident, but it didn't register.</p> <p>4 Q. So that means that you first spoke to the LFB -- in this</p> <p>5 context, at least -- about an hour after you arrived.</p> <p>6 A. That surprises me, but if that's what it says. In terms</p> <p>7 of the -- yes, it must be. Because I went down to find</p> <p>8 where Kiran and Josh were. A brief conversation at the</p> <p>9 bottom of the tower, they were busy. Could well have</p> <p>10 been. I mean, times on fast-forward that night. It</p> <p>11 could well have been.</p> <p>12 Q. Just so you know, first of all, this is an adjusted time</p> <p>13 because we have to adjust forward an hour on the time</p> <p>14 clock in the top right-hand corner, but we've also</p> <p>15 looked at the BWV footage before that and there's no</p> <p>16 discussion in the command unit prior to that, just so</p> <p>17 you know.</p> <p>18 That being so, your first detailed discussion with</p> <p>19 the LFB about an hour after you arrived, can you just</p> <p>20 explain to me why that was, why you left it until then?</p> <p>21 A. Because we needed to act when we first got there. Upon</p> <p>22 arrival, there were people edging towards the tower,</p> <p>23 more people coming towards it. The priorities were</p> <p>24 going to be clear: it was going to be cordons to keep</p> <p>25 everyone safe, and then get everything ready, as I say,</p> <p style="text-align: center;">Page 74</p>	<p>1 after your arrival cause you any difficulties in</p> <p>2 understanding the priorities and tasks to be carried out</p> <p>3 by your men?</p> <p>4 A. No, it just confirmed.</p> <p>5 Q. I'd like to show you, please, what we've called clip 2,</p> <p>6 which is INQ00000520, which is also, just to tell you</p> <p>7 what it is, you in the command unit.</p> <p>8 If we can just play that, please. I have a number</p> <p>9 of questions about what we see. We may have to play it</p> <p>10 twice. It runs, just so you know, from 02.36.53 to</p> <p>11 02.39.02.</p> <p>12 (Video Played)</p> <p>13 SIR MARTIN MOORE-BICK: All right?</p> <p>14 MR MILETT: Are you okay with that? Just a number of</p> <p>15 questions.</p> <p>16 I won't play it to you again unless we have to to</p> <p>17 make my questions more comprehensible.</p> <p>18 First of all, who were you talking to on the radio?</p> <p>19 A. I think that was the helicopter operator.</p> <p>20 Q. Was the problem that they knew you couldn't access the</p> <p>21 heli-tele downlink?</p> <p>22 A. Sounds like they were asking whether the Fire Brigade</p> <p>23 could see the downlink.</p> <p>24 Q. You say -- we couldn't quite hear it, but let me see if</p> <p>25 you can recall it having been prompted with that -- you</p> <p style="text-align: center;">Page 76</p>

<p>1 were yet to find a command unit that had access to your 2 pictures. 3 A. Yes. 4 Q. That's what you were saying, was it? 5 A. Yes, I'd gone to several of the command units trying to 6 identify who was where and what was doing what. 7 Q. How long were you doing that for before this 8 conversation, roughly, do you think? 9 A. Not long. 10 Q. Did you find out from that that there was no command 11 unit that had access to the heli-tele downlink? 12 A. Yes, I believe that command unit that we were just 13 viewing at that point was the main decision place. 14 Q. We can see from that that an LFB officer, who we think 15 is Station Manager Johnson, although he's wearing a red 16 T-shirt, said it's not working. Did you take from that 17 that the heli-tele downlink wasn't working? 18 A. Yes. 19 Q. We've had some suggestion in the evidence so far that 20 the messages were being scrambled by the Metropolitan 21 Police so they weren't actually reaching the command 22 unit. 23 Can you comment on that? 24 A. Scrambled? 25 Q. Well, that is a word that has been used by LFB.</p> <p style="text-align: right;">Page 77</p>	<p>1 Q. Let's pursue this a little bit more. I am going to show 2 you a reference in the CAD in a moment, but before I do, 3 at that point, during this discussion, did you have any 4 plan to communicate the NPAS helicopter radio messages 5 either to the LFB command unit or to MPS control? 6 A. At that point, no, because it was a problem that it 7 looked like people were working on. 8 Q. What about the radio messages? Was there a way in which 9 you could harvest the radio messages and get those 10 messages to the LFB command unit? 11 A. At that point, it would've been going through the 12 command and control centre, so the police control room 13 talking to the Fire Brigade control room and moving 14 around in that direction. 15 Q. So let me get the line of communication: helicopter, to 16 MetCC, MetCC to LFB at Stratford and then Stratford to 17 the command unit? 18 A. Yes, at that point, yes. 19 Q. Did that chain of communication change during the night, 20 to your knowledge? 21 A. Specifically from the helicopter or just in general? 22 Q. Specifically from the helicopter. 23 A. I don't know of anything that was put in place specific 24 from the helicopter, but we did have an awful lot of 25 radio traffic coming from constables and the precursor</p> <p style="text-align: right;">Page 79</p>
<p>1 A. My understanding -- and I'm clearly not a helicopter 2 pilot -- is that the -- when we had individual 3 helicopters assigned to police forces and services, they 4 had a way of communicating with each other through 5 standard channels. 6 We moved to the National Police Air Service, or 7 NPAS, a couple of years ago now. I think the Met had 8 three helicopters, but they pooled them all together. 9 So if I had a burglary or something in Notting Hill and 10 I requested a helicopter, it wasn't uncommon for them to 11 say, "Yes, a helicopter is assigned", "Where is it 12 travelling from, please?" "Devon." At which point you 13 say, "Thank you very much, don't worry, we'll put a dog 14 in." That's the practicality of it. So we had 15 helicopters coming to us from all over. 16 Because they were from different force areas, they 17 didn't necessarily have the right -- I think there's 18 some sort of code they had to put in. So as long as you 19 knew the code that particular helicopter needed to speak 20 to that particular fire service, everything was fine. 21 If neither one had that particular code, there were 22 problems. 23 Q. Was that a well known discrepancy or problem as 24 at June 2017? 25 A. The first time I heard of it was after Grenfell Tower.</p> <p style="text-align: right;">Page 78</p>	<p>1 to the message was always: is anybody with LFB to pass 2 a message? 3 Again, I come back to this time aspect and making 4 sure that we were moving as quickly as we could because 5 we were just reacting to what was happening in the 6 tower. 7 So I stationed a constable there with a radio at the 8 command centre, and if someone said, "Anybody with the 9 LFB", that officer was there, just speak directly so 10 they didn't have to go around the houses as we've 11 discussed. 12 Q. Which officer was that? 13 A. Constable Jacobs. 14 Q. She was on the incident ground? 15 A. Yes. 16 Q. Do you know who she had direct contact with within the 17 LFB control room? 18 A. I couldn't give you the person's name, but I stood there 19 and said, "You, talk to him." 20 Q. Okay. We'll come to that, then, in a bit more detail in 21 a moment. 22 Can I take you back to CAD482, please, and go to 23 page 22. 24 SIR MARTIN MOORE-BICK: Mr Millett, I wonder whether the 25 inspector ought to have a break quite soon.</p> <p style="text-align: right;">Page 80</p>

<p>1 MR MILLETT: I think, Mr Chairman, now is probably as good 2 a time as any for a short break if we can afford one. 3 SIR MARTIN MOORE-BICK: Can you help me before we break, are 4 you going to show him a lot more body-worn footage? 5 MR MILLETT: We are going to show him -- yes, not a lot, 6 some. 7 SIR MARTIN MOORE-BICK: Some? 8 MR MILLETT: Yes. 9 SIR MARTIN MOORE-BICK: Yes. 10 MR MILLETT: Some more. 11 SIR MARTIN MOORE-BICK: The reason I asked that question, 12 inspector, was because there was a point at which you 13 obviously wanted to get on with these films and see 14 them, but I think, to be honest, it would be in your 15 interest to have a short break now. 16 I'm afraid there are more of them to look at, but it 17 may be you'll find it easier to look at them when you've 18 had a bit of a break. 19 THE WITNESS: Yes, sir. 20 SIR MARTIN MOORE-BICK: So we'll have a 10-minute break, 21 resume at 12.15 and go on from there, all right? 22 THE WITNESS: Yes. 23 MR MILLETT: Mr Chairman, I should just mention for 24 everybody's benefit that one of them we're going to come 25 to about 10 or 15 minutes after the break requires</p> <p style="text-align: center;">Page 81</p>	<p>1 SIR MARTIN MOORE-BICK: I don't think you have. 2 Can I ask you, are you comfortable with that fan 3 blowing at you from such -- 4 THE WITNESS: I had no idea what it is. It was quite 5 nerve-racking, actually. That's a fan, is it? Oh, it's 6 fine, thank you, sir. 7 SIR MARTIN MOORE-BICK: Well, you are comfortable? 8 THE WITNESS: Yes. 9 SIR MARTIN MOORE-BICK: Yes, Mr Millett. 10 MR MILLETT: Mr Chairman, inspector, thank you for coming 11 back to us. 12 Can I just ask you one or two questions arising out 13 of the exchanges we had just before we broke. 14 First of all, when a major incident is declared and 15 you are put in as Silver Command, as we see you were at 16 01.53 or thereabouts, does that mean you were Silver 17 Command across the board for the whole incident or just 18 Silver Command so far as the Metropolitan Police were 19 concerned? 20 A. Just the police. 21 Q. So everything that you were doing in that role was 22 limited, was it, to the police, and there might well be 23 another Silver Commander for the LFB or the LAS? 24 A. Exactly. As I say, there are defined roles at this -- 25 well, any incident. So there will be someone similar to</p> <p style="text-align: center;">Page 83</p>
<p>1 a trigger warning because it shows the building on fire 2 at the very start of the clip. It's from some distance, 3 but it nonetheless shows the building on fire. 4 I say that for your benefit, inspector, and for the 5 benefit of those in the room and those watching on the 6 live stream so that they can make arrangements. 7 SIR MARTIN MOORE-BICK: All right. 8 THE WITNESS: Yes, sir. 9 SIR MARTIN MOORE-BICK: Would you like to go with the usher, 10 she'll look after you. Thank you. 11 Right, 12.15, please. 12 (12.07 pm) 13 (A short break) 14 (12.15 pm) 15 SIR MARTIN MOORE-BICK: All right? Happy to carry on, 16 inspector? 17 THE WITNESS: Yes, thank you, sir. I've just spoken to my 18 wife. She says I'm becoming argumentative. 19 SIR MARTIN MOORE-BICK: Oh, I don't know if I trust her 20 judgement! 21 THE WITNESS: She can see you, sir! If that is the case, 22 I'm sorry. I know this isn't pinning blame. 23 I understand the inquiry, but it's just very difficult. 24 SIR MARTIN MOORE-BICK: That's all right. 25 THE WITNESS: If I have become a pain, I'm sorry.</p> <p style="text-align: center;">Page 82</p>	<p>1 myself working within the LFB, delivering on the ground. 2 Q. Would that Silver person be your point of contact within 3 that emergency service? 4 A. If we're talking just in terms of Grenfell Tower, 5 because of the speed and nature of it, everyone got 6 together in the command meetings. I am assuming you're 7 going to be asking me who was that person and did I go 8 to that person through the night. 9 There wasn't an occasion that I needed to go and 10 speak to people because something had been changed 11 significantly on the ground. I thought that the command 12 meetings on the hourly basis run by Mr Roe were very 13 useful and they pretty much confirmed what you could see 14 was happening. 15 Q. We can see from the last clip that you go into the 16 command unit. When did you first realise that there 17 were two command units, not just one? 18 A. I can't give you a time, but it was quite early on. 19 I think there were more than two; there were lots. That 20 was one of the things that made me understand just how 21 bad this was going to get, because you only see 22 a command unit at a significant deployment of the Fire 23 Brigade. And there were lots of command units. 24 Q. All right. Well, we'll come back to that in a moment. 25 Can I then go back to the question of the heli-tele</p> <p style="text-align: center;">Page 84</p>

<p>1 downlink.</p> <p>2 In the clip we've just seen, where you're told it's</p> <p>3 not working, before that, there was another officer with</p> <p>4 a red T-shirt who comes up to you with a mobile with</p> <p>5 what looks like a map on it, which looked like it</p> <p>6 mirrored the map on the main screen.</p> <p>7 My question is: to your knowledge, was there</p> <p>8 a mobile app that would, if it was working, carry the</p> <p>9 heli-tele downlink?</p> <p>10 A. I've no idea. My experience of heli-tele is limited to</p> <p>11 one previous occasion before that, which was New Year's</p> <p>12 Eve 2011 into 2012, whereby I was working with the</p> <p>13 command team at the New Year's Eve celebrations in</p> <p>14 central London. That's the only time I've ever used it.</p> <p>15 Q. Do you know whether there is a mobile app on which an</p> <p>16 officer can --</p> <p>17 A. No. No idea.</p> <p>18 Q. Can I ask you to go to CAD482 at page 22 and look at the</p> <p>19 time mark of 03.23.36, four-fifths of the way down that</p> <p>20 page.</p> <p>21 You can see that it says there:</p> <p>22 "GT^ASU - FYI OE21N HAVE TWO PORTABLE DOWNLINKS</p> <p>23 ONBOARD AND ENROUTE TO SCENE FOR LFB AND POLICE TO VIEW</p> <p>24 HELTELI PICUTRES[sic]."</p> <p>25 First of all, do you know anything about that</p> <p style="text-align: right;">Page 85</p>	<p>1 whether you saw this in operation once these --</p> <p>2 A. I saw them in operation in a police environment but not</p> <p>3 in the Fire Brigade environment.</p> <p>4 Q. What was that environment?</p> <p>5 A. Mr Warnett had the handset and we were discussing the</p> <p>6 danger to Barandon Walk and Treadgold House as the</p> <p>7 helicopter was saying the roofs of those two buildings</p> <p>8 were heating up to a point where they were both likely</p> <p>9 to catch fire and debris was now blowing down on to the</p> <p>10 roofs.</p> <p>11 Q. Did you ever yourself see any heli-tele downlink images?</p> <p>12 A. Only that and for about two seconds.</p> <p>13 Q. On what? On what device?</p> <p>14 A. On the portable downlinks which that message is</p> <p>15 referring to.</p> <p>16 Q. Where do they go, those portable downlinks? Or were</p> <p>17 they on the incident ground, sorry.</p> <p>18 A. Mr Warnett had one. Where they went, I don't know.</p> <p>19 Q. Can you just describe it for us? Is it like a mobile</p> <p>20 phone or iPad or ...?</p> <p>21 A. It's larger. Probably about iPad size, two handles.</p> <p>22 It's probably not too far from the dimensions of this A4</p> <p>23 binder.</p> <p>24 Q. Roughly do you know how long after 03.23 those arrived?</p> <p>25 A. No idea.</p> <p style="text-align: right;">Page 87</p>
<p>1 message?</p> <p>2 A. No. In fact, it answers a question. I've always</p> <p>3 wondered why they turned up. I certainly didn't ask for</p> <p>4 them. GT is the control room, so it's from GT to ASU,</p> <p>5 which is aerial support unit, for your information,</p> <p>6 OE21N is the traffic unit, they have the handsets and</p> <p>7 they're making their way to us.</p> <p>8 Q. GT -- you say control room. That's not MetCC; that was</p> <p>9 the strategic command, wasn't it, Lambeth?</p> <p>10 A. Yes. GT is a special operations room, essentially, that</p> <p>11 gets set up. It's in Lambeth as opposed to Hendon,</p> <p>12 which is the normal domestic control room.</p> <p>13 Q. You said in your last answer but one, "I always wondered</p> <p>14 why they turned up." Did they turn up?</p> <p>15 A. Yes, I saw them once.</p> <p>16 Q. Did they work?</p> <p>17 A. Yes, yes.</p> <p>18 Q. So was there a point in the night when the LFB was able</p> <p>19 to view heli-tele pictures?</p> <p>20 A. I believe that when it was a Metropolitan Police</p> <p>21 helicopter, they could, but when it wasn't, they</p> <p>22 couldn't. But my involvement with whether they could</p> <p>23 see the television pictures from the helicopter or not</p> <p>24 was minimal.</p> <p>25 Q. So you yourself have no information to give us about</p> <p style="text-align: right;">Page 86</p>	<p>1 Q. Do you know whether they were shown to the LFB, given to</p> <p>2 the LFB, in a command unit?</p> <p>3 A. No. As I say, the first I knew of them was when</p> <p>4 Mr Warnett had one.</p> <p>5 Q. Do you know why the LFB weren't supplied with these?</p> <p>6 A. No, no idea.</p> <p>7 Q. Do you know who might be able to tell us why those were</p> <p>8 not supplied to the LFB?</p> <p>9 A. No. It's the first I hear that they didn't have one.</p> <p>10 It's the first I really know that the -- going from your</p> <p>11 line of questioning, I'm guessing they didn't get to see</p> <p>12 the pictures at all through the night. This is the</p> <p>13 first I hear -- I knew there was problems, but I have no</p> <p>14 interaction with these things at all, just that 2-second</p> <p>15 period.</p> <p>16 Q. You saw a couple of seconds' worth on Superintendent</p> <p>17 Warnett's portable downlink. Is there any reason you</p> <p>18 didn't say to him, "That's very helpful, the command</p> <p>19 unit needs one, let's take it there"?</p> <p>20 A. It wasn't that helpful. It was helpful in terms of</p> <p>21 seeing the roofs of the adjacent buildings, but we were</p> <p>22 there, we could see everything. You could see hot</p> <p>23 debris was blowing because you were there. You could</p> <p>24 see people at the windows because you were there.</p> <p>25 Everything the helicopter could tell us, we could see</p> <p style="text-align: right;">Page 88</p>

<p>1 because we were there.</p> <p>2 The main benefit of the helicopter was the fact that</p> <p>3 it could show exactly -- not exactly -- but give you</p> <p>4 an indication how hot the adjacent buildings' roofs were</p> <p>5 getting. But I think in one of the previous clips, the</p> <p>6 helicopter said the southern aspect is starting to</p> <p>7 crumble. But we knew because it's there.</p> <p>8 Q. Given you were told by the NPAS helicopter pilot that</p> <p>9 the images weren't getting through, and you were told by</p> <p>10 the LFB officer in the red T-shirt that they weren't</p> <p>11 being received in the command unit, why didn't you</p> <p>12 suggest to Superintendent Warnett that the portable</p> <p>13 downlink he was holding be run around to the command</p> <p>14 unit so that those in the command unit could have access</p> <p>15 to the heli-tele downlink images?</p> <p>16 A. Because at that time I didn't know they didn't. So</p> <p>17 I knew there were problems early on, but I didn't know</p> <p>18 that that was the case.</p> <p>19 Q. Equally, you didn't have any reason to think that the</p> <p>20 problems had been solved?</p> <p>21 A. No, but you have to trust your colleagues.</p> <p>22 Q. Did anybody tell you that the heli-tele downlink</p> <p>23 problems had been solved so that you didn't have to send</p> <p>24 the portables around to the command unit?</p> <p>25 A. No, but in terms of Grenfell Tower, worrying about</p> <p style="text-align: center;">Page 89</p>	<p>1 Q. Yes.</p> <p>2 A. -- came after the conversation with the grey-haired</p> <p>3 gentleman but before the first command meeting.</p> <p>4 Q. Yes.</p> <p>5 A. Is that your understanding?</p> <p>6 Q. That is my understanding.</p> <p>7 A. Brilliant.</p> <p>8 Q. And it's your evidence, I think.</p> <p>9 A. Ah, yes, but ...</p> <p>10 Q. I can show you the statement again, page 6, four lines</p> <p>11 up from the bottom of the page.</p> <p>12 Do we put these two together?</p> <p>13 (Pause)</p> <p>14 A. I think so.</p> <p>15 Q. We then move on in your statement, and you say, it's</p> <p>16 highlighted:</p> <p>17 "I pulled PC428 from the nearest cordon and tasked</p> <p>18 her as the conduit between police and LFB."</p> <p>19 Is that Alice Jacobs?</p> <p>20 A. Yes.</p> <p>21 Q. I am going to ask you some questions about her role</p> <p>22 shortly, but before I do so, can I just ask you this:</p> <p>23 either on arrival or during the incident, did you expect</p> <p>24 to communicate personally with the LFB?</p> <p>25 A. Well, at some point, yes.</p> <p style="text-align: center;">Page 91</p>
<p>1 a heli-tele image was down on my list of priorities.</p> <p>2 Q. Can I ask you to go to page 6 of your first witness</p> <p>3 statement, please.</p> <p>4 You say on that page, four lines up from the</p> <p>5 bottom -- you're discussing your conversation we've</p> <p>6 already seen the clip of, and you say:</p> <p>7 "I explained what our situation was and that we</p> <p>8 would be able to clear the area once more resources</p> <p>9 arrived. He accepted this."</p> <p>10 I just want to show you a short clip and ask you</p> <p>11 whether the discussion you're referring to in your</p> <p>12 statement here is captured in this clip.</p> <p>13 It's INQ00000516, which runs from an adjusted time</p> <p>14 of 02.45.10 to 02.45.35, so it's very short. It's what</p> <p>15 we have as clip 4</p> <p>16 (Video Played)</p> <p>17 Is that the discussion?</p> <p>18 A. I think so. But that first statement was -- as I said,</p> <p>19 the memories were not chronologically correct. They</p> <p>20 were fractured. It all just came out, really. It took</p> <p>21 me several days to write it.</p> <p>22 Can you just show me the statement again, please?</p> <p>23 Q. The statement or the clip?</p> <p>24 A. Yes, please. No, I can remember that. That</p> <p>25 conversation with Mr Roe --</p> <p style="text-align: center;">Page 90</p>	<p>1 Q. You didn't have any formal or shared communication</p> <p>2 channels in the first few hours.</p> <p>3 A. No.</p> <p>4 Q. You say that in your third statement at page 9. I don't</p> <p>5 need to take you back to it. But you do say that you</p> <p>6 told LFB commanders which Airwave channel you were</p> <p>7 using.</p> <p>8 A. Yes.</p> <p>9 Q. Did you have any discussion with any of the commanders</p> <p>10 about setting up a shared communication channel with</p> <p>11 them?</p> <p>12 A. Not at that time. I can remember that conversation and</p> <p>13 it was the gentleman in the red T-shirt.</p> <p>14 Q. The one on the right?</p> <p>15 A. I'll take your word for that. There were a few red</p> <p>16 T-shirts.</p> <p>17 Q. No, I'm asking you. I mean, there were. Which one was</p> <p>18 it, do you remember?</p> <p>19 A. Well, the gentleman I told -- in fact, I showed him my</p> <p>20 radio -- he was wearing a red T-shirt.</p> <p>21 Q. Right, okay.</p> <p>22 A. That control room was hectic. There were a number of --</p> <p>23 at least two or three radio channels going on. It</p> <p>24 wouldn't have made sense to add another radio channel in</p> <p>25 there to get another member of the LFB to listen to our</p> <p style="text-align: center;">Page 92</p>

<p>1 conversations.</p> <p>2 Q. So did you establish a shared channel at any stage?</p> <p>3 A. Not in the early hours, no.</p> <p>4 Q. When did you establish a shared channel?</p> <p>5 A. That would've been done through the command and control</p> <p>6 complex.</p> <p>7 Q. Do you know when that was?</p> <p>8 A. No.</p> <p>9 Q. Do you think it would've assisted your role if you had</p> <p>10 had a shared communication channel at an early stage in</p> <p>11 the incident?</p> <p>12 A. It's a very difficult question to answer, because it's</p> <p>13 in the abstract, isn't it?</p> <p>14 Er ... I honestly don't know.</p> <p>15 If you were planning this event, you would probably</p> <p>16 have planned to have this shared control room capacity,</p> <p>17 but in terms of turning up to an event that then</p> <p>18 escalated from minute to minute, at what point you would</p> <p>19 think we definitely need a shared control room now,</p> <p>20 I don't know when that point would be. Because that was</p> <p>21 the real difficulty around this fire, it just escalated</p> <p>22 and escalated and got worse and worse.</p> <p>23 Q. PC Rees, who has given us a statement, says that he told</p> <p>24 members of the public that there was a dedicated line</p> <p>25 set up on 999 for people to ring and say that they were</p> <p style="text-align: right;">Page 93</p>	<p>1 Q. So no briefing?</p> <p>2 A. No.</p> <p>3 Q. Were you aware that there was a command unit</p> <p>4 specifically designated to deal with fire survival</p> <p>5 guidance calls?</p> <p>6 A. Not immediately, but through the night, yes.</p> <p>7 Q. When did you come to learn that?</p> <p>8 A. Probably about halfway. Because initially when I spoke</p> <p>9 to PC Jacobs, she was at a command unit, and then when</p> <p>10 I went to check on her later on, she was at a different</p> <p>11 one, and that's when I understood that that was the role</p> <p>12 that was happening at that location.</p> <p>13 Q. Was this before or after your first conversation with</p> <p>14 Assistant Commissioner Roe?</p> <p>15 A. After, I think.</p> <p>16 Q. Was it before or after your first tactical command</p> <p>17 meeting?</p> <p>18 A. Before, I think.</p> <p>19 Q. We know that that started at 03.20 or so. So you learnt</p> <p>20 that there was a designated command unit between about</p> <p>21 02.50, I suppose, and 03.20, within that half-hour</p> <p>22 period.</p> <p>23 A. It sounds like it. But no one said: this is the</p> <p>24 dedicated command unit for fire safety guidance; it was</p> <p>25 a case of seeing what's going on and working it out for</p> <p style="text-align: right;">Page 95</p>
<p>1 in Grenfell Tower. That's what he said, and</p> <p>2 I paraphrase it.</p> <p>3 Does that accord with your recollection?</p> <p>4 A. That PC Rees said that or that there was a line?</p> <p>5 Q. That there was a line?</p> <p>6 A. I've no idea.</p> <p>7 Q. Did you or did the MPS have a dedicated 999 line for</p> <p>8 Grenfell at any stage?</p> <p>9 A. I don't think you can dedicate a 999 line.</p> <p>10 Q. Do you know whether the officers in general on the</p> <p>11 ground at the incident ground were told that there was</p> <p>12 a dedicated 999 line for Grenfell Tower?</p> <p>13 A. Not by me, and I don't remember the control room saying</p> <p>14 that.</p> <p>15 Q. I want to ask you one or two questions about PC Jacobs's</p> <p>16 role. You asked her, as we've seen in your statement --</p> <p>17 it's still on the screen -- to act as the conduit</p> <p>18 between the police and the LFB.</p> <p>19 We've seen some of the discussions you had with the</p> <p>20 LFB, but did you ever receive a briefing from the LFB</p> <p>21 about what kind of information should be collected and</p> <p>22 passed on to them regarding fire survival guidance?</p> <p>23 A. No.</p> <p>24 Q. Or conditions in the building or in the flats?</p> <p>25 A. No.</p> <p style="text-align: right;">Page 94</p>	<p>1 myself.</p> <p>2 Q. Did you actually need to have a separate liaison officer</p> <p>3 to communicate with command and control or between the</p> <p>4 MPS and the FSG command unit?</p> <p>5 A. Are you asking was there a role for PC Jacobs to</p> <p>6 perform?</p> <p>7 Q. Yes, was there an operational requirement to have</p> <p>8 a liaison officer?</p> <p>9 A. Yes. Traffic was building up on the air around -- as</p> <p>10 I said, the precursor was, "Any officer with LFB".</p> <p>11 Before PC Jacob was put there, there was no one that was</p> <p>12 specifically with the fire service, so it made sense to</p> <p>13 put someone there to answer those calls.</p> <p>14 Q. That was your idea, was it?</p> <p>15 A. Yes.</p> <p>16 Q. In the role you asked her to assume, what did you think</p> <p>17 she would have to do?</p> <p>18 A. I thought it would've been the more logistical aspects</p> <p>19 of the work, in terms of they needed police officers at</p> <p>20 a particular location because the cordons were thin or</p> <p>21 people had got through or we needed to tell the Fire</p> <p>22 Brigade -- as I say, more the management rather than the</p> <p>23 fire survival guidance it turned into.</p> <p>24 Q. When you tasked her, did you think that you were tasking</p> <p>25 her to pass on FSG messages from residents at the cordon</p> <p style="text-align: right;">Page 96</p>

<p>1 to the command unit?</p> <p>2 A. No. That just evolved through the night. In many ways,</p> <p>3 I'm glad that she was there because that work could be</p> <p>4 done.</p> <p>5 Q. Did you ever specifically task any officer with</p> <p>6 gathering FSG information from people gathered at the</p> <p>7 cordon and then passing them on to the command unit?</p> <p>8 A. By the time that started, I realised that was what was</p> <p>9 happening. They were already doing the job.</p> <p>10 Q. On page 9 of your third witness statement, if I can ask</p> <p>11 you to go to that, please, MET00023284.</p> <p>12 You describe your decision to station PC Jacobs with</p> <p>13 LFB command, and you say in the second sentence:</p> <p>14 "I did not know of any formal shared communication</p> <p>15 channels that were operational in those first hours."</p> <p>16 Then you go on to say, four lines down:</p> <p>17 "The police channels were busy with officers trying</p> <p>18 to pass messages to LFB. This could be done via MetCC</p> <p>19 passing electronic messages to the LFB control room,</p> <p>20 this would however take time."</p> <p>21 First of all, what type of messages were being</p> <p>22 passed that you're describing there?</p> <p>23 A. I can't tell you specifically. It's when you're in the</p> <p>24 moment -- not just at Grenfell Tower, but at anything,</p> <p>25 really -- you understand that -- well, you're listening</p> <p style="text-align: right;">Page 97</p>	<p>1 people on the telephones.</p> <p>2 Q. That message would've gone out, what, to all officers --</p> <p>3 A. No, no, it probably didn't go -- the telephone operators</p> <p>4 are telling the channel operators they're getting</p> <p>5 telephone calls.</p> <p>6 Q. What would the channel operators do with those messages?</p> <p>7 A. What, in -- oh, I see.</p> <p>8 Q. Let me ask the question --</p> <p>9 A. How would the information be passed to the LFB, is that</p> <p>10 what you're trying to say?</p> <p>11 Q. Let me ask the question in a different way.</p> <p>12 The channel operator receives that from the</p> <p>13 telephone operator and puts it on the log. I think</p> <p>14 that's what you're saying.</p> <p>15 In your experience, would the channel operator at</p> <p>16 MetCC then pass that information on, first of all, to</p> <p>17 anybody else within the Met at the incident ground?</p> <p>18 A. Each telephone call would have generated another CAD</p> <p>19 message, and that individual message could be passed --</p> <p>20 I would expect it to be passed electronically to the</p> <p>21 Fire Brigade.</p> <p>22 Q. You say you would've expected it.</p> <p>23 Let's look at another example, perhaps slightly more</p> <p>24 pertinent. Page 11 of the CAD, CAD482, time mark</p> <p>25 02.07.25:</p> <p style="text-align: right;">Page 99</p>
<p>1 to the radio and there's normally other things going on</p> <p>2 as well, and it just comes with experience, and I could</p> <p>3 just hear, "Anyone with LFB, anyone with LFB", and that</p> <p>4 precursor's saying that's there's a blockage somewhere</p> <p>5 that we needed to get information to people. Exactly</p> <p>6 what the nature was, I couldn't tell you, because</p> <p>7 something clicked in my mind that we needed to do</p> <p>8 something to actually get this through. That's why</p> <p>9 I asked PC Jacobs to go and fulfil that role.</p> <p>10 Q. Let me show you CAD482 again and a few pages in that</p> <p>11 just to pick up some of the messages at certain times</p> <p>12 and see where we go with that.</p> <p>13 If you go to page 9 of CAD482, MET00023294, page 9.</p> <p>14 You can see first of all on that page, at 01.42.57:</p> <p>15 "BS^OP WE ARE GETTING NUMEROUS CALLS IN FC FROM</p> <p>16 PEOPLE INSIDE GRENFELL."</p> <p>17 Was that the sort of message that you're referring</p> <p>18 to in your third statement on page 9?</p> <p>19 A. No, that's a communication between the people in the --</p> <p>20 I doubt this would've been put out over the Airwaves;</p> <p>21 these are people within the control room talking to each</p> <p>22 other. So BS refers to the channel manager when it was</p> <p>23 the domestic channel we were using, BS from operator, so</p> <p>24 operator is going to be the call receipt side of the</p> <p>25 room, so they're the people that are actually talking to</p> <p style="text-align: right;">Page 98</p>	<p>1 "BS FLATS FROM 115 ARE TRAPPED, FLOOR ON FIRE</p> <p>2 UNABLE TO GET OUT FOR INFO."</p> <p>3 So what would happen to that message?</p> <p>4 A. Again, that hasn't come from the cordons, that would've</p> <p>5 been -- again, I'm thinking -- and it's just my take on</p> <p>6 it -- that this is information that's come from a call</p> <p>7 handler who has created a separate CAD, but they're</p> <p>8 informing the channel controller that there are people</p> <p>9 trapped.</p> <p>10 Q. Would that message in some way go to the LFB at the</p> <p>11 incident ground?</p> <p>12 A. That message would've had a separate CAD and that</p> <p>13 could've been passed electronically, I believe.</p> <p>14 Q. How would it have been passed to the incident ground?</p> <p>15 A. There's a mechanism but I've never worked in that</p> <p>16 environment, so I couldn't tell you exactly how it</p> <p>17 happens.</p> <p>18 Q. Using that as an example -- and there are plenty of</p> <p>19 others we can see in the CAD -- and going back to your</p> <p>20 third witness statement at page 9, when you refer to</p> <p>21 MetCC passing electronic messages to the LFB control</p> <p>22 room, are you referring to these kinds of messages that</p> <p>23 I've just shown you in the CAD?</p> <p>24 A. Sorry, all the jumping around is a little bit</p> <p>25 disconcerting. Can you show me the statement again?</p> <p style="text-align: right;">Page 100</p>

<p>1 Q. Yes, sure. If you go to your third witness statement --</p> <p>2 perhaps we can have both on the screen at the same time,</p> <p>3 Ralph. Keep CAD482 on the screen, and then have</p> <p>4 MET00023284, page 9, which is your third statement, also</p> <p>5 on the screen, and compare.</p> <p>6 So highlighting, if we can, where you say, five</p> <p>7 lines down in your statement:</p> <p>8 "The police channels were busy with officers trying</p> <p>9 to pass messages to LFB. This could be done via MetCC</p> <p>10 passing electronic messages to the LFB control room ..."</p> <p>11 My question is really what messages, and are the</p> <p>12 messages that are passed to the LFB control room</p> <p>13 messages such as we see as highlighted in the CAD on the</p> <p>14 left-hand side of the screen?</p> <p>15 A. Yes.</p> <p>16 Q. My question -- I think I've asked it but I'll ask it</p> <p>17 once more -- is: what is the mechanism whereby that kind</p> <p>18 of message at 02.07.25 gets passed to the LFB control</p> <p>19 room?</p> <p>20 A. It's the CAD system.</p> <p>21 Q. How do the two link? How does the CAD system link to</p> <p>22 the LFB system?</p> <p>23 A. I don't know.</p> <p>24 Q. When you say you posted PC Jacobs, as you do in the next</p> <p>25 line, with the LFB to act as a conduit in real time to</p> <p style="text-align: center;">Page 101</p>	<p>1 Q. You say also PC Jacobs on the ground. She had a radio</p> <p>2 on. Who was giving her messages over that radio that</p> <p>3 you expected her to pass on to the command unit?</p> <p>4 A. Colleagues at the cordons.</p> <p>5 Q. So at the incident ground itself?</p> <p>6 A. Yes.</p> <p>7 Q. What about the MetCC control room?</p> <p>8 A. They monitor it all. They're not completely divorced</p> <p>9 from this process. The CAD controller is listening to</p> <p>10 everything that goes on the channel.</p> <p>11 Q. Would the CAD controller also radio Alice Jacobs and</p> <p>12 pass on messages such as this?</p> <p>13 A. I don't know if that happened.</p> <p>14 Q. So as far as you were concerned, when you tasked Alice</p> <p>15 Jacobs, it was to essentially take radio messages from</p> <p>16 colleagues at the cordon, who were getting them from</p> <p>17 members of the public, and then pass them into the</p> <p>18 command unit?</p> <p>19 A. When I tasked her, it was for the logistical side of</p> <p>20 things. This developed through the night. This is what</p> <p>21 it became.</p> <p>22 Q. Before you tasked PC Jacobs -- and we have a time for</p> <p>23 that of 02.54, which is after your first meeting with</p> <p>24 Andy Roe -- how were these messages getting to the LFB,</p> <p>25 do you know, before you tasked her?</p> <p style="text-align: center;">Page 103</p>
<p>1 speed up the process and reduce ambiguity, what did you</p> <p>2 task her to do?</p> <p>3 A. To be at the command unit, and when someone else,</p> <p>4 "Anyone with LFB", if they're passing whatever that</p> <p>5 information could be, to speak directly to the LFB.</p> <p>6 Q. Where would she get that information from?</p> <p>7 A. From the officer that's on the radio.</p> <p>8 Q. In the MetCC control room?</p> <p>9 A. No, no, on the -- well, whoever, but, yeah, it would</p> <p>10 normally have been, from my memory, people on the</p> <p>11 ground.</p> <p>12 Q. There are later messages, so I don't want to get</p> <p>13 embroiled in a time point, but assuming for the moment</p> <p>14 that this kind of message, 02.07.25, was a message that</p> <p>15 you tasked Alice Jacobs to pass on to the LFB, how would</p> <p>16 she have got that information from the control room,</p> <p>17 from the MetCC control room? Would it come over her</p> <p>18 radio?</p> <p>19 A. They wouldn't necessarily have told her. They would've</p> <p>20 contacted them through their channels, so there would've</p> <p>21 been two channels, as I think we're getting at.</p> <p>22 Q. Yes.</p> <p>23 A. Is that the control room has a way the control room</p> <p>24 communicates, but there was also PC Jacobs on the</p> <p>25 ground.</p> <p style="text-align: center;">Page 102</p>	<p>1 A. It would've been straight through the control room.</p> <p>2 Q. Right.</p> <p>3 A. But you have to remember that police units were arriving</p> <p>4 throughout this time, so in the early stages, there was</p> <p>5 less volume because there were less of us. The more</p> <p>6 officers arrived, the more the volume increased.</p> <p>7 Q. I understand that.</p> <p>8 You say in your last answer but one it would've been</p> <p>9 straight through the control room.</p> <p>10 Again, what was the mechanism whereby police at the</p> <p>11 cordon would be able to speak to the LFB control room?</p> <p>12 A. That would've been communicating with the channel</p> <p>13 operator, as we've discussed, who would then pass it</p> <p>14 through the system.</p> <p>15 Q. I see. So it was done control room to control room,</p> <p>16 was it?</p> <p>17 A. Yes.</p> <p>18 Q. I see. I don't think you could help us further about</p> <p>19 how that mechanism worked because you told us before you</p> <p>20 couldn't.</p> <p>21 A. No.</p> <p>22 Q. Okay.</p> <p>23 Do you know of any recording system within the Met</p> <p>24 that you're aware of that would show how these messages</p> <p>25 were passed to the LFB?</p> <p style="text-align: center;">Page 104</p>

<p>1 A. No, I don't know.</p> <p>2 Q. When you did task Alice Jacobs, did you task her</p> <p>3 specifically to pass on any FSG messages she got?</p> <p>4 A. When I first tasked her, it was for anything.</p> <p>5 Q. Who was she to talk to? If she got a message from the</p> <p>6 cordon about a family or person trapped, who did you</p> <p>7 task her to speak to?</p> <p>8 A. When I first put her there, it was, "This is the control</p> <p>9 room, just knock on the door and speak to someone in</p> <p>10 there." I didn't say, "This is your contact, his name's</p> <p>11 Bill", or whatever; it was a matter, "You are here,</p> <p>12 that's the control room."</p> <p>13 What she did with that information would depend upon</p> <p>14 the nature, I'm guessing. If it was as important as</p> <p>15 there's someone trapped in a particular flat, then</p> <p>16 obviously she would speak to someone who is dealing in</p> <p>17 that part of their business. If it's a matter of the</p> <p>18 Fire Brigade needs some more water, it would be someone</p> <p>19 else, I'm guessing.</p> <p>20 Q. Did you intend, when you first tasked her, that she was</p> <p>21 going to be the sole point of contact for the MPS</p> <p>22 messages to go to the LFB or did you intend her to be</p> <p>23 supplemented at some point?</p> <p>24 A. I thought she was supplementary to the control system.</p> <p>25 Q. So did you start off, when you first tasked her, you</p> <p style="text-align: center;">Page 105</p>	<p>1 there. So shall we just wait a few seconds --</p> <p>2 SIR MARTIN MOORE-BICK: Yes, I think just a short time.</p> <p>3 MR MILLETT: -- to allow people to do that.</p> <p>4 (Pause)</p> <p>5 Inspector, are you happy to view this?</p> <p>6 A. Not really, but ...</p> <p>7 Q. No, all right. We'll do our best and see how we go. If</p> <p>8 you need a break at any point during this footage, we</p> <p>9 can take a break.</p> <p>10 Before I play it, I'll just tell you I'm going to be</p> <p>11 asking you questions about Alice Jacobs's role and</p> <p>12 instruction, and also the involvement of Nick Layton at</p> <p>13 the RBKC, so look out for that. If we play that,</p> <p>14 please.</p> <p>15 (Video Played)</p> <p>16 Do you want a couple of moments?</p> <p>17 A. No, it's fine.</p> <p>18 Q. First of all, is what we've just seen your briefing of</p> <p>19 Alice Jacobs?</p> <p>20 A. Yes.</p> <p>21 Q. So we can put a time mark on that of 02.54.25 through to</p> <p>22 02.54.59 or so.</p> <p>23 When you tasked her, as we've seen, to pass</p> <p>24 information to Nick at the RBKC -- first of all, you'd</p> <p>25 already met him, had you, at that point?</p> <p style="text-align: center;">Page 107</p>
<p>1 would eventually supplement her, or did you intend her</p> <p>2 to be carrying out that role on her own?</p> <p>3 A. Oh, I see, sorry, it's difficult to follow the line of</p> <p>4 the question.</p> <p>5 Q. Let me put the question again. It wasn't very well put.</p> <p>6 When you first instructed Alice Jacobs to take on</p> <p>7 the role as acting as a conduit, did you intend at that</p> <p>8 stage that she would be acting alone or did you intend</p> <p>9 at that stage that she would be helped?</p> <p>10 A. Well, at the time I put her there, and with the nature</p> <p>11 of the messages that I thought they were, I was going to</p> <p>12 leave her on her own. By the time I realised it had</p> <p>13 become the fire survival guidance, she'd already been</p> <p>14 joined by Constable Neave.</p> <p>15 MR MILLETT: Okay. We'll come back to him shortly.</p> <p>16 I'm going to show you some body-worn footage, if</p> <p>17 I can. It's about three minutes of that. I'll give the</p> <p>18 number, INQ00000525.</p> <p>19 But I need to repeat the trigger warning I gave</p> <p>20 before the break in case anybody didn't hear it or has</p> <p>21 forgotten about it. It does have at the beginning</p> <p>22 images of the building on fire, at a distance, and</p> <p>23 doesn't last very long, but I think it's right to tell</p> <p>24 people so they can make arrangements, either to leave</p> <p>25 this room or to get away from the live stream if they're</p> <p style="text-align: center;">Page 106</p>	<p>1 A. Been introduced, yes.</p> <p>2 Q. You knew he was the LALO, the local authority liaison</p> <p>3 officer?</p> <p>4 A. Yes.</p> <p>5 Q. What did you anticipate she would do in that respect,</p> <p>6 liaison with him?</p> <p>7 A. If he had been able to set up rescue centres, or respite</p> <p>8 centre, I should say, or if they need anything from the</p> <p>9 police in terms of problems at the respite centres, he</p> <p>10 could speak to her and she could get directly in touch</p> <p>11 with me.</p> <p>12 Q. We heard you stationing her at the command unit. You</p> <p>13 said that.</p> <p>14 A. Yes.</p> <p>15 Q. Do you know where Nick Layton was stationed?</p> <p>16 A. He spent most of his time there as well.</p> <p>17 Q. So they had an easy liaison, so far as you know?</p> <p>18 A. That is where Alice was initially put. The LFB --</p> <p>19 obviously when events have taken the turn that they did</p> <p>20 in terms of the fire survival guidance, she was then</p> <p>21 moved around by LFB to the other command unit, as</p> <p>22 I said, further down the road.</p> <p>23 Q. That was my next question. Do you know what time or</p> <p>24 point that was?</p> <p>25 A. No, I checked back with her three or four times through</p> <p style="text-align: center;">Page 108</p>

<p>1 the night.</p> <p>2 Q. Did she tell you that she'd been moved by the LFB to the</p> <p>3 other command unit, CU7?</p> <p>4 A. I can't remember.</p> <p>5 Q. When you were pointing to the window and asking her to</p> <p>6 communicate the messages going that way, was that you</p> <p>7 instructing her to pass messages which were coming from</p> <p>8 the officers at the cordon to the LFB?</p> <p>9 A. Anyone, yes. If anyone needed to get a message through,</p> <p>10 and they were communicating directly.</p> <p>11 Q. Did you communicate to other Met officers that PC Jacobs</p> <p>12 was to act as the conduit between the police and the</p> <p>13 LFB?</p> <p>14 A. I told the control room over the main channel that she</p> <p>15 was there and everyone was listening to that one</p> <p>16 channel.</p> <p>17 Q. On page 9 of your third statement, if we can just go</p> <p>18 back to that -- we were on it a moment ago -- you say</p> <p>19 six or seven lines up from the bottom of the page:</p> <p>20 "PC Jacobs was only a few weeks in the job and I was</p> <p>21 trying to keep her away from the front line (i.e. The</p> <p>22 more challenging cordons). I expected her to be</p> <p>23 required to receive LFB requests for police assistance</p> <p>24 and pass them on and vice versa. In fact this became a</p> <p>25 more significant role because of the way in which the</p> <p style="text-align: right;">Page 109</p>	<p>1 A. When I found out that she'd moved to the other command</p> <p>2 centre and PC Neave was with her. That's when it hit me</p> <p>3 that that's what she was doing.</p> <p>4 Q. How long do you think after first instructing her at</p> <p>5 02.54 or so did she move to the other command unit?</p> <p>6 A. I don't know. I'd be guessing.</p> <p>7 Q. Was it before your first tactical command meeting, do</p> <p>8 you think?</p> <p>9 A. I'd be guessing, I don't know.</p> <p>10 Q. Well, don't guess. Was it light?</p> <p>11 A. I beg your pardon?</p> <p>12 Q. Was it getting light?</p> <p>13 A. No, it was still dark.</p> <p>14 Q. How did you discover that she was guiding LFB to trapped</p> <p>15 residents, as you say?</p> <p>16 A. Because I went down and spoke to I think it was</p> <p>17 PC Neave, actually, and asked what was happening.</p> <p>18 Q. Did you tell the LFB that she was the PC who had FSG</p> <p>19 information from the cordon?</p> <p>20 A. At one of the command meetings, I did tell the command</p> <p>21 group that there was a constable stationed in that role,</p> <p>22 but I didn't say it was her, no.</p> <p>23 Q. Before that -- because the first one is at 03.20 or</p> <p>24 so -- did you tell the LFB that there was a Met officer</p> <p>25 acting as a conduit between the cordon and the command</p> <p style="text-align: right;">Page 111</p>
<p>1 incident developed. When that became apparent, she was</p> <p>2 joined by a more experienced officer, PC Neave."</p> <p>3 At the point at which you first deployed her or</p> <p>4 instructed her, did you ever have any experience of your</p> <p>5 own of assigning somebody to this role?</p> <p>6 A. No.</p> <p>7 Q. Did you think she had the sufficient experience to carry</p> <p>8 out the role you were initially giving her?</p> <p>9 A. Yes.</p> <p>10 Q. Did you monitor or supervise her when she was carrying</p> <p>11 out the role that you'd initially given her?</p> <p>12 A. I went back and made sure that she was -- yes, I went</p> <p>13 back to her -- in terms of was I able to listen to her</p> <p>14 specifically on the radio, I don't remember listening</p> <p>15 out for her. But then in the context of the night, that</p> <p>16 would've been next to impossible anyway.</p> <p>17 Q. In your first witness statement, just to take you back</p> <p>18 to that, at page 6, you say at the very bottom of the</p> <p>19 page, second line up:</p> <p>20 "I did think that this would have been a logistical</p> <p>21 role, however it involved into a critical role as she</p> <p>22 guided LFB to trapped residents."</p> <p>23 At what point did you first discover that she was</p> <p>24 undertaking a critical role guiding LFB to trapped</p> <p>25 residents?</p> <p style="text-align: right;">Page 110</p>	<p>1 unit?</p> <p>2 A. Other than speaking to them when I did it, that you saw?</p> <p>3 Q. Yes.</p> <p>4 A. No, just that once, when I spoke to the command unit</p> <p>5 personnel and said she's here.</p> <p>6 Q. We saw that on the clip.</p> <p>7 A. Yes.</p> <p>8 Q. You didn't do anything else; is that right?</p> <p>9 A. I don't know what else I could have done.</p> <p>10 Q. I'm not being critical, I just want to know whether you</p> <p>11 did anything else.</p> <p>12 A. No, I understand, I am just trying to think, could</p> <p>13 I have done anything else, and short of standing there</p> <p>14 and saying, "She's here to talk to you" ...</p> <p>15 Q. Okay, right.</p> <p>16 I don't know whether you could see this, we may need</p> <p>17 to go back to it, but in the clip we've seen, when you</p> <p>18 try to pass on information relating to flat 83, you're</p> <p>19 told by the LFB officer in that command unit that the</p> <p>20 other command unit is the one dealing with FSG.</p> <p>21 Do you remember that from the clip or do I need to</p> <p>22 show you that again?</p> <p>23 A. I remember him speaking. If that's what he said, that's</p> <p>24 what he said.</p> <p>25 Q. Did you hear him say or did you understand him to say</p> <p style="text-align: right;">Page 112</p>

<p>1 that, in fact, there was another command unit dealing</p> <p>2 with fire survival guidance?</p> <p>3 A. I can't honestly say I would've understood what the</p> <p>4 acronym FSG stood for.</p> <p>5 Q. Perhaps we should just look at that clip. If we can</p> <p>6 start that clip at 02.54 exactly and stop it at</p> <p>7 02.54.15, just look at 15 seconds of it, see if we can</p> <p>8 get that. It will be early on.</p> <p>9 So if we start at 02.54 exactly ...</p> <p>10 (Video Played)</p> <p>11 Did you pick up from that that the officer at the</p> <p>12 window there was saying there was another FSG unit?</p> <p>13 A. This head here? (Indicates).</p> <p>14 Q. The chap in the window, inside the command unit.</p> <p>15 A. Yes, I heard that now, whether I heard that on the</p> <p>16 night --</p> <p>17 Q. Were you aware on the night that the officer inside the</p> <p>18 command unit was pointing out that there was another</p> <p>19 command unit handling FSG calls?</p> <p>20 A. I don't remember that.</p> <p>21 Q. Why did you station PC Jacobs at this command unit?</p> <p>22 A. Because that was the main command place that the</p> <p>23 incident commander was at.</p> <p>24 Q. Did PC Jacobs tell you that, in fact, there was another</p> <p>25 command unit carrying out a discrete role in relation to</p> <p style="text-align: center;">Page 113</p>	<p>1 (Pause)</p> <p>2 SIR MARTIN MOORE-BICK: Just for my guidance, Mr Millett,</p> <p>3 how are you getting on?</p> <p>4 MR MILLETT: I will be, I think, another hour or so with</p> <p>5 this witness. But the following witness,</p> <p>6 Commander Jerome, will be shorter. But it will be</p> <p>7 a well-filled afternoon.</p> <p>8 SIR MARTIN MOORE-BICK: I don't think anyone expected</p> <p>9 anything else.</p> <p>10 Thank you very much indeed. 2.05, please.</p> <p>11 (1.05 pm)</p> <p>12 (The short adjournment)</p> <p>13 (2.05 pm)</p> <p>14 SIR MARTIN MOORE-BICK: All right, inspector? Ready to</p> <p>15 carry on?</p> <p>16 THE WITNESS: Yes, sir.</p> <p>17 SIR MARTIN MOORE-BICK: Thank you.</p> <p>18 Yes, Mr Millett.</p> <p>19 MR MILLETT: Inspector, thank you for coming back to us,</p> <p>20 I just want to revisit one topic we covered before the</p> <p>21 break, if I can, and that's the assignment of PC Neave</p> <p>22 to assist PC Jacobs.</p> <p>23 PC Neave has given us a statement and he says he</p> <p>24 joined Alice Jacobs about 03.30. I think you said to us</p> <p>25 before that when you found out that he had joined her,</p> <p style="text-align: center;">Page 115</p>
<p>1 fire survival guidance calls?</p> <p>2 A. At that point?</p> <p>3 Q. After this.</p> <p>4 A. The only time I realised that's what was happening is</p> <p>5 when I went down and spoke to PC Neave, who was with her</p> <p>6 at the time. There was no separate briefing that</p> <p>7 said: this is the command unit for fire survival.</p> <p>8 Q. Did you ask PC Neave to assist PC Jacobs?</p> <p>9 A. No, he had taken it upon himself.</p> <p>10 Q. Do you know what time he joined PC Jacobs?</p> <p>11 A. No.</p> <p>12 Q. We have from her body-worn footage that it was about</p> <p>13 03.30 or so. Would that accord with your recollection?</p> <p>14 A. To be honest, I don't know. So if my recollection is</p> <p>15 I don't know, I'm not much use to you, I'm afraid.</p> <p>16 MR MILLETT: Mr Chairman, that's a convenient moment and it</p> <p>17 is also past 1 o'clock.</p> <p>18 SIR MARTIN MOORE-BICK: Yes.</p> <p>19 Well, we'll have a break now for some lunch,</p> <p>20 inspector. Please don't talk to anyone about your</p> <p>21 evidence while you're out of the room.</p> <p>22 THE WITNESS: Yes, sir.</p> <p>23 SIR MARTIN MOORE-BICK: We'll resume at 2.05, please. All</p> <p>24 right? Would you like to go with the usher.</p> <p>25 THE WITNESS: Thank you.</p> <p style="text-align: center;">Page 114</p>	<p>1 it was his idea to do so; is that right?</p> <p>2 A. I didn't assign him. He was assigned. I suspected he</p> <p>3 did it himself.</p> <p>4 Q. Did you ever find out whether he had actually been</p> <p>5 assigned by somebody more senior --</p> <p>6 A. No, but then I didn't ask, either, I just accepted it.</p> <p>7 Q. Fair enough.</p> <p>8 I know it is a hindsight question: do you think,</p> <p>9 looking back on it, that this cover to deal with FSG was</p> <p>10 too little too late?</p> <p>11 A. As I wasn't there when the information was being passed,</p> <p>12 it's a very difficult question to answer. If Alice felt</p> <p>13 she needed the help and PC Neave felt he should help,</p> <p>14 then maybe it should've been put in earlier. But</p> <p>15 without having been there and understanding how</p> <p>16 difficult or taxing the actual mechanism of delivering</p> <p>17 the information was, it's difficult to say.</p> <p>18 Q. You have told us -- and we can see, actually, from the</p> <p>19 body-worn footage -- that one of your primary priorities</p> <p>20 was establishing a reliable and safe police cordon.</p> <p>21 A. Yes.</p> <p>22 Q. At any time in the night -- this is a general</p> <p>23 question -- during your establishment and oversight of</p> <p>24 those police cordons, did you see the police cordons</p> <p>25 preventing family members and friends passing fire</p> <p style="text-align: center;">Page 116</p>

<p>1 survival guidance messages or messages about trapped</p> <p>2 individuals within the tower to the command unit?</p> <p>3 A. Sorry, can you rephrase that?</p> <p>4 Q. Let me put it in a different way.</p> <p>5 Did you ever see or get the sense that the police</p> <p>6 cordon was operating in such a way that individual</p> <p>7 family and friends of people trapped in the tower was</p> <p>8 stopping messages coming through the cordon to the</p> <p>9 command unit?</p> <p>10 A. Were preventing messages?</p> <p>11 Q. Yes.</p> <p>12 A. I didn't see anything being prevented. The closest that</p> <p>13 came was when two gentlemen had got through the cordon</p> <p>14 and were about to come into the command unit and</p> <p>15 I turned them around and sent them back to the cordon.</p> <p>16 But in terms of anyone else actually preventing, no.</p> <p>17 Q. When they did turn up at the command unit, do you recall</p> <p>18 taking information about trapped residents from them and</p> <p>19 passing it to those in the command unit?</p> <p>20 A. No, I didn't. I didn't tell them I'd done it. I didn't</p> <p>21 make them any promises. I turned them around and sent</p> <p>22 them back to the cordons where that could be done.</p> <p>23 Q. We saw in the footage before the break, clip 6, some</p> <p>24 communications about flat 83. Do you remember seeing</p> <p>25 the clip?</p> <p style="text-align: right;">Page 117</p>	<p>1 When you took Silver Command, did you discover what</p> <p>2 advice LFB were giving to people who were ringing in on</p> <p>3 999 calls?</p> <p>4 A. I knew quite early on that that was the advice. I can't</p> <p>5 remember a specific time upon my arrival that I was told</p> <p>6 that is the advice, but I did know very early on.</p> <p>7 Q. Do you remember how you knew?</p> <p>8 A. No. As I say, I knew I knew, but I can't say that</p> <p>9 a particular person said to me: this is the advice.</p> <p>10 Q. So far as you could see or hear or know, did your</p> <p>11 officers know that, that that was the advice?</p> <p>12 A. Yes, because the main way of understanding that they</p> <p>13 knew was that they were asking me: is this the advice?</p> <p>14 Q. Do you recall specific instances of being asked by your</p> <p>15 officers: what is the advice?</p> <p>16 A. I know that it happened; I can't tell you at this</p> <p>17 particular time and this particular location.</p> <p>18 Q. When you were asked that question by officers -- and</p> <p>19 I know it's difficult to remember specifics -- was it</p> <p>20 because they had residents on the other end of the phone</p> <p>21 or they had a family member or friend next to them?</p> <p>22 A. Both those scenarios. Any number of scenarios. The</p> <p>23 volume of calls -- not calls, the amount of information</p> <p>24 coming from the cordon lines was -- I can't say</p> <p>25 overwhelming, but there was a lot of desperate people.</p> <p style="text-align: right;">Page 119</p>
<p>1 A. Yes.</p> <p>2 Q. I'm not going to play it to you again.</p> <p>3 Do you remember any update about flat 83 over the</p> <p>4 radio, general communication over the radio, to the</p> <p>5 effect that flat 83 had been checked at any time?</p> <p>6 A. What, after that sequence we saw?</p> <p>7 Q. After that, yes.</p> <p>8 A. I can't remember.</p> <p>9 Q. If there had been an update from the LFB about checking</p> <p>10 a particular flat, how would that, to your expectation,</p> <p>11 have been communicated if the Met were involved in that</p> <p>12 communication? How would the update have come through?</p> <p>13 A. Are you asking me how the Fire Brigade would tell us</p> <p>14 that the flat 83 had been checked?</p> <p>15 Q. Yes, had been checked.</p> <p>16 A. Well, it would've gone through -- it would either be the</p> <p>17 control room, through the formal channels, or straight</p> <p>18 to Alice at the command unit.</p> <p>19 Q. Can I turn to the topic of stay put and the revocation</p> <p>20 of the stay-put advice.</p> <p>21 We use the expression "stay-put advice" as</p> <p>22 a shorthand which may not be entirely accurate,</p> <p>23 inspector, but when I say the stay-put advice, what</p> <p>24 I mean is the advice generally given by LFB operators to</p> <p>25 callers saying: stay in your flat, you will be rescued.</p> <p style="text-align: right;">Page 118</p>	<p>1 Q. Had you had any communication with the LFB itself about</p> <p>2 that advice or can you not remember?</p> <p>3 A. In terms of who told me?</p> <p>4 Q. Yes. Who and when.</p> <p>5 A. No, as I said, who told me and when they told me -- the</p> <p>6 only time we really went into the detail was at the</p> <p>7 command meeting with Mr Roe when he explained why that</p> <p>8 was the advice.</p> <p>9 Q. In your third witness statement, if we could please go</p> <p>10 to that, at page 10, you describe the change in stay-put</p> <p>11 advice under the heading on that page, and you cover it</p> <p>12 for the rest of the page and over the top of the page</p> <p>13 onto page 11.</p> <p>14 You say that having viewed your BWV recording or</p> <p>15 body-worn video recording:</p> <p>16 "... my actions on the night and I have read my</p> <p>17 initial statement provided soon after the events. I am</p> <p>18 now aware that the message about the change in stay put</p> <p>19 advice had been received from the LFB by MetCC at 03.08</p> <p>20 hours, before it was transmitted out across the radio by</p> <p>21 MetCC to all police officers at 03.10 hours. I do not</p> <p>22 now have a positive recollection of hearing the MetCC</p> <p>23 message."</p> <p>24 I just want to ask you a little bit about that.</p> <p>25 First of all, can I ask you, please, to go to</p> <p style="text-align: right;">Page 120</p>

<p>1 CAD482, so MET00023294, and go, please, to page 20.</p> <p>2 We can see on that page, just below halfway down, at</p> <p>3 the time mark of 03.08.27:</p> <p>4 "LFB OUR INSTRUCTIONS TO PEOPLE THAT ARE STILL</p> <p>5 INSIDE THE FLATS ARE TO ESCAPE BY ANY MEANS NECESSARY."</p> <p>6 Do you see that?</p> <p>7 A. Yes.</p> <p>8 Q. Just help me, it says at the start "LFB"; who is</p> <p>9 communicating that message to MetCC?</p> <p>10 A. That's the Fire Brigade. As to who it came from,</p> <p>11 I couldn't tell you.</p> <p>12 Q. Can you tell me any more about the means by which the</p> <p>13 LFB communicated that to MetCC?</p> <p>14 A. Sorry, I can't.</p> <p>15 Q. That message as you can see recorded there by the MetCC</p> <p>16 operator, did that go out by radio to all officers at</p> <p>17 the scene?</p> <p>18 A. It did go out a short time later. I think it was -- if</p> <p>19 you look at my statement I give the time.</p> <p>20 Q. You do. I just want to know what the difference is</p> <p>21 between these two. If I can ask you, please, to turn</p> <p>22 the page to page 21, you can see that the message is</p> <p>23 repeated in similar terms, not identical, at 03.10.56,</p> <p>24 just about a quarter of the way down the page. Do you</p> <p>25 see, 03.10.56, it says:</p> <p style="text-align: right;">Page 121</p>	<p>1 I think we can both see what is going on in that</p> <p>2 clip. We can hear you and we can see what you're doing.</p> <p>3 We can also hear the radio message coming in. Halfway</p> <p>4 through it, you are dealing with what is happening in</p> <p>5 front of you on the ground.</p> <p>6 Going back to the radio message, and reviewing the</p> <p>7 clip, is that the radio message --</p> <p>8 A. Yes.</p> <p>9 Q. -- broadcasting to all officers the change in advice?</p> <p>10 A. Yes.</p> <p>11 Q. You didn't hear it at the time, clearly, because you</p> <p>12 said in your statement, and we can see why --</p> <p>13 A. Well, I didn't say I didn't hear it; I have no positive</p> <p>14 recollection of --</p> <p>15 Q. You're quite right.</p> <p>16 A. I had it right next to me. I couldn't have done any</p> <p>17 more to hear it. I know it's a bad answer, but it's the</p> <p>18 best I can give you, I'm afraid.</p> <p>19 Q. In terms of the nature of the broadcast, we can hear it</p> <p>20 being broadcast over your handheld radio, was that</p> <p>21 message broadcast to all officers at the incident ground</p> <p>22 at that moment?</p> <p>23 A. Yes.</p> <p>24 Q. Who was broadcasting it?</p> <p>25 A. That was the control room.</p> <p style="text-align: right;">Page 123</p>
<p>1 "LFB - ANYONE WHO IS IN THE FLATS TO GET OUT AND</p> <p>2 ESCAPE BY ANY MEANS DO NOT STAY INSIDE FLATS."</p> <p>3 Is that the same kind of message --</p> <p>4 A. Yes.</p> <p>5 Q. -- transmitted by the LFB to the MetCC or is that</p> <p>6 recording the transmission of the earlier message out to</p> <p>7 officers?</p> <p>8 A. As far as I can see, this is again information coming</p> <p>9 from the LFB going to the control room.</p> <p>10 Q. Right.</p> <p>11 A. Whether it went -- I don't think -- the times -- about</p> <p>12 that time, the operator did put out over the air, the</p> <p>13 Airwaves, that the advice had changed and people would</p> <p>14 self-evacuate.</p> <p>15 Q. You said in your statement that you don't have</p> <p>16 a positive recollection of hearing the MetCC message.</p> <p>17 Let's see if we can pick it up in your BWV, your</p> <p>18 body-worn video.</p> <p>19 This is clip 6 at INQ00000517, with an adjusted time</p> <p>20 of 03.10.10, and it runs from 03.10.10 to 03.10.27, if</p> <p>21 we can just have that, there are two clips within this</p> <p>22 topic.</p> <p>23 If we could just play that one, please, to start</p> <p>24 with</p> <p>25 (Video Played)</p> <p style="text-align: right;">Page 122</p>	<p>1 Q. There's also a clip, clip 7, which is INQ00000523, which</p> <p>2 runs from an adjusted time of 03.14.25 to 03.14.32, so</p> <p>3 a very short clip. Can we just have that again.</p> <p>4 (Video Played)</p> <p>5 We're going to play that again because it's quite</p> <p>6 hard to hear what is going on on the radio, but if we</p> <p>7 can listen out for what is being broadcast over your</p> <p>8 radio, we may be able to pick that up.</p> <p>9 Can we have that again, please</p> <p>10 (Video Played)</p> <p>11 Not as clear.</p> <p>12 Can you help us with what is being said over the</p> <p>13 radio?</p> <p>14 A. No, not at all.</p> <p>15 Q. No more than we can, okay.</p> <p>16 Again, assuming that one can hear it clearly, and</p> <p>17 that that was a direct message about persons who were</p> <p>18 trapped in the building, again, would that have been</p> <p>19 heard by all of the officers at the incident ground.</p> <p>20 A. Yes.</p> <p>21 Q. Do you know -- we can go back to the CAD -- whether the</p> <p>22 message came from the LFB's control room originally or</p> <p>23 from someone on the incident ground?</p> <p>24 A. I don't know.</p> <p>25 Q. Given that you were at the scene, the information that</p> <p style="text-align: right;">Page 124</p>

<p>1 anyone who was in the flat should be told to get out and</p> <p>2 escape by any means and do not stay in the flats, is</p> <p>3 that advice something that you would've expected to have</p> <p>4 been told directly by LFB at the incident ground, rather</p> <p>5 than hearing it by radio from your own control room?</p> <p>6 A. I would rather it got out of the people that could make</p> <p>7 a difference before some sort of deference to rank. So</p> <p>8 I wouldn't expect anyone not to pass that advice just</p> <p>9 because they wanted to talk to the Silver Commander.</p> <p>10 The most important thing is get that message out.</p> <p>11 Q. Yes, I see. So more important to get the message spread</p> <p>12 across all officers rather than just talking to you?</p> <p>13 A. Yes, because all I would do is tell them to do what they</p> <p>14 did.</p> <p>15 Q. If we go back to page 10 of your third witness</p> <p>16 statement, you say that at 03.20 -- this is just below</p> <p>17 halfway down the first paragraph on page 10:</p> <p>18 "... I do not remember a feeling of surprise when at</p> <p>19 the 03.20 hours TCM the LFB lead explained the reasons</p> <p>20 behind the decision."</p> <p>21 Perhaps we should just highlight it there, about</p> <p>22 two-thirds of the way through that block of text.</p> <p>23 As far as you recall, inspector, was that the first</p> <p>24 time that you remember being told directly about the</p> <p>25 change in stay-put advice?</p> <p style="text-align: right;">Page 125</p>	<p>1 A. Yes.</p> <p>2 Q. Right, I see.</p> <p>3 Then if we can just see the CAD summary. This is</p> <p>4 a new document I haven't shown you. This is</p> <p>5 MET00023293, which is a different document.</p> <p>6 I should just, I think, perhaps get you to explain</p> <p>7 what it is, first of all.</p> <p>8 We've called it a CAD summary. Could you just</p> <p>9 explain what this is?</p> <p>10 A. It looks like it's information taken from the CAD that's</p> <p>11 been lifted directly onto a Word document and cobbled</p> <p>12 together.</p> <p>13 Q. It has some things on here which are not in CAD482, but</p> <p>14 can I ask you to look at pages 16 and 17.</p> <p>15 Go to the bottom of page 16, first of all, and you</p> <p>16 can see it says there, 03.26:</p> <p>17 "⁴52WW — FEMALE 11TH FLOOR FLAT 82 — SHE IS IN THE</p> <p>18 FAR BEDROOM."</p> <p>19 Then at 03.27.02:</p> <p>20 "⁴BS FLAT 193 TRAPPED WITH FAMILY CAD 951.. ADVISED</p> <p>21 TO ESCAPE BY ALL MEANS."</p> <p>22 In general terms, was this the kind of advice by</p> <p>23 this time you would expect to have been passed?</p> <p>24 A. Well, that's what I could hear being passed.</p> <p>25 Q. Right.</p> <p style="text-align: right;">Page 127</p>
<p>1 A. That's the first good memory I have of it.</p> <p>2 Q. At that moment, when you heard that and have a good</p> <p>3 memory, as you say, of that, do you remember whether you</p> <p>4 considered sending that message out to all of your</p> <p>5 police officers so that they knew the most up-to-date</p> <p>6 advice from the LFB?</p> <p>7 A. No, it didn't cross my mind to do that, but having seen</p> <p>8 the body-worn video and having it right next to my ear,</p> <p>9 that work had already taken place. Had I thought that</p> <p>10 this was critical information that had not been passed,</p> <p>11 then that would've been the first thing to have done.</p> <p>12 Q. Let me try this: when you do get the information at</p> <p>13 03.20 during the TCM that the advice is to evacuate, do</p> <p>14 you remember thinking, "That's the first time I've heard</p> <p>15 that", or --</p> <p>16 A. No.</p> <p>17 Q. You don't remember thinking that?</p> <p>18 A. No.</p> <p>19 Q. Okay.</p> <p>20 A. Because it's a significant moment, and that's where the</p> <p>21 surprise, you know, or some sort of -- there would've</p> <p>22 been an impact, but there was no impact.</p> <p>23 Q. Yes. So the fact that you didn't feel surprise about</p> <p>24 hearing that news led you to think at that stage you'd</p> <p>25 already discovered it?</p> <p style="text-align: right;">Page 126</p>	<p>1 A. But as you've just seen on the body-worn, it was</p> <p>2 an incredibly busy night. I was being pulled from</p> <p>3 pillar to post, so it's not like you're standing there</p> <p>4 just listening to your radio constantly. It's</p> <p>5 constantly briefing people arriving, being told of a new</p> <p>6 problem, making a decision, and all of that</p> <p>7 unfortunately means you can't listen to absolutely</p> <p>8 everything.</p> <p>9 Q. Sure.</p> <p>10 Before you went into the TCM at 03.20, do you have</p> <p>11 any recollection of getting any message or any</p> <p>12 impression of any message that advice was being given by</p> <p>13 LFB or Met control rooms to stay put?</p> <p>14 A. Nothing that raised concern.</p> <p>15 Q. Going back to your statement, if you could, please, at</p> <p>16 page 10, where we were before, you say in the second</p> <p>17 paragraph on that page, under the heading "The change in</p> <p>18 stay put advice":</p> <p>19 "The TCM finished at 03.33 hours and immediately on</p> <p>20 stepping from the command unit I was called upon to deal</p> <p>21 with decisions around the evacuation of buildings,</p> <p>22 providing long shields to support LFB and the public</p> <p>23 providing respite centres."</p> <p>24 Just pausing there, do you remember at that stage</p> <p>25 making any communication with any of your officers about</p> <p style="text-align: right;">Page 128</p>

<p>1 the stay-put advice?</p> <p>2 A. No, my next involvement with the stay-put advice was</p> <p>3 a short time after then, I suppose, when I did hear some</p> <p>4 messages being passed, and the content of the messages</p> <p>5 wasn't what I was expecting. It didn't sound as if</p> <p>6 people had really taken on board the information.</p> <p>7 Q. Let's take this slowly.</p> <p>8 Just looking a little bit further down the</p> <p>9 paragraph, you say:</p> <p>10 "At about 03.53 hours I got the impression that not</p> <p>11 all the officers had heard or understood the message</p> <p>12 about the change in stay put advice. I got that</p> <p>13 impression from hearing a rapid series of radio</p> <p>14 transmissions detailing the location of trapped</p> <p>15 residents, which made me believe that the 03.10 hours</p> <p>16 communication was not necessarily being acted on."</p> <p>17 That would've been after the TCM had finished.</p> <p>18 A. Yes.</p> <p>19 Q. Is that right? Right.</p> <p>20 Perhaps we should just look at another clip of the</p> <p>21 body-worn footage, and this one is INQ00000527. It's</p> <p>22 clip 9.</p> <p>23 This has an adjusted time of 03.53.05 to 03.56.20.</p> <p>24 I should just give a trigger warning before it comes</p> <p>25 up. Again, this shows images of the tower on fire, so</p> <p style="text-align: center;">Page 129</p>	<p>1 Q. Was that message a direct order to all officers?</p> <p>2 A. Yes. I think it's important that he made that call</p> <p>3 based on a feeling I had. I had nothing to say that the</p> <p>4 earlier messages hadn't got through, it was just</p> <p>5 a feeling I had. And quite often, when you are at</p> <p>6 significant things, incidents, it's the voice you</p> <p>7 understand, you know and you trust coming over the radio</p> <p>8 that actually gets through to you.</p> <p>9 So it's not so much they need to know the message in</p> <p>10 general, it needs to come from the commanders on the</p> <p>11 scene, it needs to come from whoever is leading, because</p> <p>12 that has more impact. And it was in that ...</p> <p>13 Q. It came from a feeling you had. Was that feeling</p> <p>14 prompted by hearing any specific advice to stay put</p> <p>15 which continued after your TCM or --</p> <p>16 A. Again, it wasn't advice to stay put, it was just</p> <p>17 constables -- I think there were three -- and they</p> <p>18 passed the message -- there was the reference to that</p> <p>19 person on the 8th floor. I think just before then there</p> <p>20 were people trapped on a stairwell, a family, and there</p> <p>21 was another flat, and it -- I don't know, it's -- and</p> <p>22 it's only after years and years of being on the street,</p> <p>23 listening to the radio, you think that it should've</p> <p>24 been -- they're in the stairwell, advice has been passed</p> <p>25 or if they're trying to get out of their flat, they're</p> <p style="text-align: center;">Page 131</p>
<p>1 I ought just to make sure that people have a fair</p> <p>2 opportunity to either leave this room or remove</p> <p>3 themselves from the live stream.</p> <p>4 (Pause)</p> <p>5 I think that's probably enough time.</p> <p>6 If we can just play that.</p> <p>7 (Video Played)</p> <p>8 Just take a few minutes.</p> <p>9 A. No, it's okay.</p> <p>10 Q. Okay.</p> <p>11 Just a few questions that come out of that clip.</p> <p>12 First of all, the person broadcasting that message,</p> <p>13 is that Gold Command Warnett, Superintendent Warnett,</p> <p>14 that we can hear?</p> <p>15 A. Yes.</p> <p>16 Q. We can hear him say that it's a significant decision.</p> <p>17 What did that mean to you?</p> <p>18 A. That it was a significant moment in the night. It is</p> <p>19 what it is, it's --</p> <p>20 Q. Yes. Significant in what respect?</p> <p>21 A. That a lot of people weren't going to get out.</p> <p>22 Q. Was that the first time that you realised that?</p> <p>23 A. What, when he made that message?</p> <p>24 Q. Mm.</p> <p>25 A. No.</p> <p style="text-align: center;">Page 130</p>	<p>1 coming down, something more than just: this is where</p> <p>2 they are. Because this is where they were not enough.</p> <p>3 Q. Was -- sorry, do you want --</p> <p>4 A. No, please carry on.</p> <p>5 Q. Was this feeling that you had which led to that message</p> <p>6 being broadcast something which originated in your doubt</p> <p>7 that you had heard the first broadcast back at 03.06?</p> <p>8 A. No, it was just the messages -- it was just -- it must</p> <p>9 have been quite -- not quiet, but I was able to listen</p> <p>10 to the radio more closely, heard these messages and just</p> <p>11 didn't feel right.</p> <p>12 Q. Can I ask you to look at MET00023293, the CAD summary,</p> <p>13 at page 21.</p> <p>14 We can see, two-thirds of the way down that page,</p> <p>15 that it says at 03.58.03:</p> <p>16 "GOLD - FROM THE COMMISONER[sic] OF THE LONDON FIRE</p> <p>17 BRIGADE - THE ADVICE FROM THE LFB IS TO TRY AND SELF</p> <p>18 EVACUATE, THERE IS NO GUARANTEE THAT THE LFB WILL BE</p> <p>19 ABLE TO GO IN AND EVACUATE PEOPLE, DUE TO THE SAFETY OF</p> <p>20 THE BUILDING AND POSS COLLAPSE."</p> <p>21 Is that the message which Superintendent Warnett</p> <p>22 caused to be broadcast just after your discussion we can</p> <p>23 see in the clip at about 03.56?</p> <p>24 A. Yes, and, yes, he did it very well. When that went out,</p> <p>25 and I was standing where I was standing, as you can see,</p> <p style="text-align: center;">Page 132</p>

<p>1 you could see the building, and what you can't see 2 through my body-worn is it sits here (Indicates). 3 Because my chest sticks out, the lens is angled up, so 4 you can't see what's at ground level. At ground level, 5 that green area was just full of broken firefighters. 6 You couldn't see the LAS working on people in the 7 corners. You couldn't see the bodies. 8 But when that came out, we'd lost. 9 Q. Did that have a visible effect on your colleagues? 10 A. Yes. Everyone sort of a bit more slumped. People 11 looked -- because you knew what it was, it was a death 12 sentence, you just knew -- and you could see them -- 13 sorry. You could still see them. Just couldn't go. 14 SIR MARTIN MOORE-BICK: Would you like to sit down for 15 a moment? 16 A. No, thank you. 17 SIR MARTIN MOORE-BICK: All right. 18 MR MILLETT: Did you, in that moment, get any sense that 19 officers on the incident ground had not been fully or 20 formally advised that the advice had changed and that 21 occupants -- 22 A. Sorry, I was just thinking about something completely 23 different, you'll have to start again. 24 Q. That's quite all right. Just take a moment. 25 A. No, that's okay.</p> <p>Page 133</p>	<p>1 I saw him again. 2 Q. I want to show you a document and ask you one or two 3 questions along the same kind of lines, but looking at 4 this document particularly. It's MET00023576. 5 I should just tell you what it is. It's the note of 6 the debrief of the initial police response with ERPT A. 7 Could you just explain to us what ERPT A is? 8 A. ERPT stands for emergency response policing team, so 9 those were the initial people that turned up for a night 10 duty at 10 o'clock the previous night. 11 Q. This meeting took place, I think we can see at the foot 12 of the page -- in fact, we can't see it from the 13 document. Well, we can see it in the third part of it, 14 it says: 15 "OVERVIEW: 16 "This document comprises the debriefing of ERPT A on 17 Saturday 17th June 2017 in Kensington Police Station 18 Parade room." 19 Do you remember this meeting? 20 A. Yes. 21 Q. We can see who the attendees were at the top of the page 22 and the topics that are covered in it, that's the 23 overview, we can see that, and four lines down in that 24 paragraph you say that you led the debrief: 25 "... highlighting cordons, road closures, building</p> <p>Page 135</p>
<p>1 Q. Would you like to have a break? We can take a break. 2 A. No, it's okay. 3 Q. Let me just try the question a different way. 4 At that time, when this message went out, from what 5 you could see, perhaps what we can't see, did you get 6 any sense that your officers who were there had not been 7 fully or formally advised that the advice was to 8 evacuate -- 9 A. No. 10 Q. -- at all costs? 11 A. It was more a case of it was rammed home, quite 12 brutally, but it was required. 13 Q. In this message here in this CAD summary, we can see 14 that it looks as if this message had come from Gold, 15 that's Superintendent Warnett. 16 A. Yes. 17 Q. But it originated from the commissioner of the London 18 Fire Brigade, Dany Cotton. Do you know anything about 19 that? 20 A. Only that when I got the impression that we needed to 21 reinforce the message, and I said to Mr Warnett, "Shall 22 we tell them?", as in shall we tell them, he wanted to 23 go and speak to the LFB, just to make sure. Again, it's 24 such a significant moment, as you saw, in a few 25 seconds -- in fact, you heard it on the radio before</p> <p>Page 134</p>	<p>1 evacuations, premises, emergency services and individual 2 officer feedback on their roles. This document sets out 3 all mentioned above." 4 Then you go through it. 5 Under "Building evacuations" we can see that that 6 covers not the tower itself but Testerton Walk, Barandon 7 Walk and Treadgold House. 8 I want to ask you something about page 2, if we turn 9 to that, please, under the heading "Emergency services." 10 The first bullet point there, if we can highlight that, 11 is: 12 "• LFB provided advice for residents to remain in 13 their flats. 14 "• At 0300hrs, LFB advised that they would not be 15 able to extinguish the fire. 16 "• At approximately 0330hrs, LFB advised that they 17 could no longer enter the building and the advice to 18 trapped individuals was to try to self evacuate." 19 First of all, that time of 3.00 am, LFB advised they 20 wouldn't be able to extinguish the fire, do you remember 21 who said that at this meeting? 22 A. No. You can't put much credence on these timings. This 23 was a room of -- I'm amazed they turned up for work, 24 quite frankly, but we all did turn up for work. And we 25 were initially told we had an hour to do our statements</p> <p>Page 136</p>

<p>1 and then go back to work, but that wasn't appropriate.</p> <p>2 So we all got together, and we just talked through</p> <p>3 the night. So these times are just conversation. There</p> <p>4 was no reference to the CAD, there was no looking at</p> <p>5 body-worn, it was an exercise in helping everyone piece</p> <p>6 the night together. Because after we went home in the</p> <p>7 morning, we were into our rest days, so we had the next</p> <p>8 three days off. So there was no getting together, and</p> <p>9 this was the first chance we could sit down and talk</p> <p>10 about what had happened, because we left the tower</p> <p>11 piecemeal. And every time you turned on the television,</p> <p>12 listened to a radio, gone on a train, it was just this,</p> <p>13 all the time.</p> <p>14 So everyone had their demons, and this was</p> <p>15 an attempt to try and put those demons to rest by</p> <p>16 understanding where their actions through the night</p> <p>17 fitted into the puzzle.</p> <p>18 So, yeah, don't pin your hopes on that 0300 hours</p> <p>19 and 0330.</p> <p>20 Q. No, I understand. Well, let's see how far we can get</p> <p>21 with it.</p> <p>22 Is it fair to say that this 03.30 timing would</p> <p>23 actually coincide with your evidence in your third</p> <p>24 witness statement that you and Superintendent Warnett</p> <p>25 registered the advice had been changed at the tactical</p> <p style="text-align: right;">Page 137</p>	<p>1 graphically for us why that was.</p> <p>2 I want to get a feel for why this document doesn't</p> <p>3 record that, given its significance.</p> <p>4 A. Because as I say, it was just a general overview.</p> <p>5 I mean, it's just basically recording the fact that the</p> <p>6 advice changed. It's not meant to be in that detail.</p> <p>7 It was meant to -- you know, 18 people trying to put</p> <p>8 their lives back together, which sounds awful in the</p> <p>9 context of the people who had far worse than us.</p> <p>10 Q. Bear with me for a few more questions on this.</p> <p>11 Are you aware of any of the police officers present</p> <p>12 at this meeting telling you or indicating to you that</p> <p>13 they heard the stay-put advice change before 03.30?</p> <p>14 A. No, and I didn't ask them.</p> <p>15 Q. What about after 03.30?</p> <p>16 A. No, it wasn't part of this -- we really weren't hinging</p> <p>17 upon that.</p> <p>18 Q. So do we take it from that that, to the best of your</p> <p>19 recollection, none of the attendees at this meeting said</p> <p>20 that the first time they heard that the advice had been</p> <p>21 changed was after the message at 03.58 which we've seen?</p> <p>22 A. As I said, we didn't go into that much detail. It was a</p> <p>23 case of, "Mark, what did you do?" "Well, I did this,</p> <p>24 this, this." "Thank you very much. Next, what did you</p> <p>25 do?" And then someone would pop up and say, "That ties</p> <p style="text-align: right;">Page 139</p>
<p>1 co-ordination meeting at 03.20 or just after that?</p> <p>2 A. Well, it would've been -- not so much registered, but</p> <p>3 that would be the formal time where, as part of the</p> <p>4 command meeting, that information was passed.</p> <p>5 Q. Did anybody at this meeting say, do you remember, "Well,</p> <p>6 actually, we heard the radio messages at 03.08 and</p> <p>7 03.10" -- which we can see recorded in CAD482 --</p> <p>8 A. It wasn't in that much detail.</p> <p>9 Q. -- "and we knew the advice had been changed earlier"?</p> <p>10 A. It was nowhere near that. We were talking about</p> <p>11 carrying bodies. We were talking about seeing people</p> <p>12 jumping from the building. We were talking about</p> <p>13 putting people in a morgue. We were talking about</p> <p>14 stopping loved ones going to try and save their dears.</p> <p>15 We weren't talked about, "At 03.08 I heard a message."</p> <p>16 Q. Do you know why this record of this debrief doesn't</p> <p>17 record the decision by Superintendent Warnett to tell</p> <p>18 all PCs at 03.56 that the advice had changed and that</p> <p>19 occupants should now do their best to evacuate?</p> <p>20 A. Because it wasn't designed to capture that information;</p> <p>21 it was designed to record the fact that we did all get</p> <p>22 together and we tried to muddle through.</p> <p>23 Q. You referred earlier on to the evidence which we saw</p> <p>24 where he, Superintendent Warnett, says that this was</p> <p>25 a significant decision. You have described very</p> <p style="text-align: right;">Page 138</p>	<p>1 in with what I did", and they were able to piece it</p> <p>2 together.</p> <p>3 As part of this process -- I probably can't mention</p> <p>4 a name -- one of the constables said he had helped</p> <p>5 a mother and child out of the tower, and he had the</p> <p>6 child's name, and they went off to hospital alive. It</p> <p>7 was a distinctive name. Then someone at the back of the</p> <p>8 room was able to point out that he had spoken to the</p> <p>9 father, and the father, who had been there as well, he</p> <p>10 thought that his children were dead and his wife was</p> <p>11 dead. They did manage to marry it up and say, "No,</p> <p>12 they're alive, they're in hospital, I don't know which</p> <p>13 hospital, but they're in hospital."</p> <p>14 The PC at the front didn't know that the PC in the</p> <p>15 back had been able to do that, and that's the value of</p> <p>16 this meeting. Not at 03.08, a particular message was</p> <p>17 sent.</p> <p>18 Q. I understand that.</p> <p>19 Can I ask you to look at page 5. We have the</p> <p>20 individual contribution to the meeting.</p> <p>21 As with all those PCs who attended who gave their</p> <p>22 contributions, we have the contribution of PC Rigg,</p> <p>23 192BS. You can see just below the middle of the page</p> <p>24 that he or she -- is PC Rigg male or female?</p> <p>25 A. Male.</p> <p style="text-align: right;">Page 140</p>

<p>1 Q. He says that he assisted with cordons and family members 2 trapped inside over the phone. 3 Did he say anything, do you remember, about what 4 advice he was giving to family members trapped inside?</p> <p>5 A. No. 6 Q. Or what time he was having these calls? 7 A. No, and it wouldn't have been right to dig at that 8 point. 9 Q. Okay. 10 I am going to move to a different topic, plans, 11 plans of the building. 12 I hope -- 13 A. It's a natural flow, isn't it, that? 14 Q. It's I hope slightly less troubling for you. 15 Do you remember when you first heard a request for 16 building plans for this building? 17 A. It was in one of the early command meetings with Mr Roe 18 to the local authority. 19 Q. Let's take this in stages. 20 Can I ask you to go first to paragraph 11 of your 21 third witness statement, and go to the very foot of the 22 page. So this is MET00023284 at page 11. 23 Liaison with other agencies, foot of the page you 24 say: 25 "I was aware from the TCMs that the LFB had been</p> <p style="text-align: right;">Page 141</p>	<p>1 A. Right from the word go, I think. 2 Q. Did you monitor or keep up to speed with what was 3 happening with the process of getting plans? 4 A. No, not compared to what I was dealing with on the 5 outside. 6 Q. Did you know who the individual was within that meaning 7 speaking for RBKC or, indeed, the TMO at that stage? 8 A. I thought it was Nick Layton, but you've asked me that 9 question, so I'm guessing it wasn't. 10 Q. Right, okay. 11 Have you heard of a gentleman called Mike Rumble? 12 A. I have now. 13 Q. Does that trigger a recollection as to who it was 14 speaking in that meeting? 15 A. No. 16 Q. Have you ever heard of something called a premises 17 information box? 18 A. No. 19 Q. Can I just ask you a question or two about a dangerous 20 structure engineer. 21 Did you have any dealings on the night with 22 a dangerous structure engineer? 23 A. No, but I am aware that information or advice was given 24 to the LFB that the building was going to fall down -- 25 sorry, I can't speak again, I'm sorry.</p> <p style="text-align: right;">Page 143</p>
<p>1 trying to get plans of the tower from the council and 2 that they needed up to date information about who the 3 residents of the tower were, and how many residents 4 there were. I believe that they liaised with Nick 5 Leyton about this." 6 First of all, why did you believe that they were 7 liaising with Nick Layton? 8 A. Because he was in the meeting. 9 Q. I am now going to show you a bit of the body-worn 10 footage of the tactical co-ordination meeting that took 11 place at 7.13 am and which shows a discussion about 12 plans. This is INQ00000518. 13 This is all within the command unit and I don't 14 think there's a need for a trigger warning, Mr Chairman, 15 for this. 16 This is INQ00000518, and the adjusted time is 17 07.29.45 and it runs to 07.30.50. It's clip 10. 18 Let's just look at it, please. 19 (Video Played) 20 First of all, does this assist you in your 21 recollection as to when you heard the LFB requesting 22 plans? 23 A. Yes, and they did ask before that point. 24 Q. As to that, first of all, how long do you think before 25 this meeting did you understand the LFB was after plans?</p> <p style="text-align: right;">Page 142</p>	<p>1 Q. Take a moment. 2 A. I don't know how that building is still standing to this 3 day. It should have come down. We should have all been 4 dead. I have absolutely no idea how it didn't. You've 5 seen the body-worn, but there's an awful lot more than 6 what you've seen. It doesn't do justice to what it was 7 like there. The sounds were like a cliff coming down. 8 I grew up on the coast and it was exactly like a cliff 9 face coming down when the debris fell, and the little 10 pops you hear on the camera, they were explosions. How 11 that building is still there, I have no idea. 12 So I was relieved -- very relieved -- when Mr Roe 13 said that the structural engineer said it's not going to 14 come down, but I would have been more relieved if that 15 structural engineer had been standing next to me. 16 Q. Do you know who it was? Do you know his name? 17 A. No. 18 Q. Did you have any dealing with the borough surveyor on 19 the night? 20 A. No. 21 Q. If you go to the CAD summary, please. The same topic, 22 staying with it for one or two more questions. 23 MET00023293, page 27. 24 At the top of the page, we can see that you get 25 a message or there is a message broadcast by 260BS:</p> <p style="text-align: right;">Page 144</p>

<p>1 "... LFB SAYING DANGEROUS CONSTRUCTION ENGINEER IS</p> <p>2 AT A CORDON AND NOT SURE WHICH ONE".</p> <p>3 This is 04.49.35, top of the page.</p> <p>4 A. Yes.</p> <p>5 Q. Who is 260BS?</p> <p>6 A. That would've been a constable on the cordons.</p> <p>7 Q. I see. You don't know who?</p> <p>8 A. Off the top of my head, no.</p> <p>9 Q. "... LFB SAYING DANGEROUS CONSTRUCTION ENGINEER IS AT A</p> <p>10 CORDON AND NOT SURE WHICH ONE."</p> <p>11 Do you remember hearing that message?</p> <p>12 A. No, but that would probably have been that the LFB</p> <p>13 would've called the engineer, who would've attended the</p> <p>14 cordons, and then he's phoned the LFB saying, "I'm</p> <p>15 here."</p> <p>16 Q. I see, so not sure which one is a reference to the</p> <p>17 cordon, is it?</p> <p>18 A. Yes.</p> <p>19 Q. Rather than the engineer?</p> <p>20 A. Yes.</p> <p>21 Q. Going back to the start of your involvement, I want to</p> <p>22 ask you about your communications with RBKC. You said</p> <p>23 I think early on in your evidence that you used your</p> <p>24 personal radio to talk to RBKC.</p> <p>25 A. I didn't talk to them, but I asked one of my colleagues</p> <p style="text-align: center;">Page 145</p>	<p>1 A. I couldn't tell you.</p> <p>2 Q. Did you ever have contact with someone called Erin?</p> <p>3 A. No.</p> <p>4 Q. Do you know whether your officers did?</p> <p>5 A. I don't know.</p> <p>6 Q. On page 8 of your statement, your third statement, you</p> <p>7 deal with the topic of use of the leisure centre as</p> <p>8 a mortuary.</p> <p>9 You say this at the start of that paragraph:</p> <p>10 "It was clear that there was going to be a large</p> <p>11 loss of life and that bodies would be recovered from the</p> <p>12 tower. Supt Warnett wanted forensic tents to be used to</p> <p>13 cover the dead in the first instance. I believe we had</p> <p>14 five of these at the scene and that this would not be</p> <p>15 enough. Other than the LFB command unit we did not have</p> <p>16 a command centre for the police or ambulance service at</p> <p>17 the scene. I had requested that the RBKC open up a</p> <p>18 building for us but that had not happened."</p> <p>19 First of all, when was the first request that you</p> <p>20 made of RBKC to open up a building so that you could use</p> <p>21 it as a mortuary, do you remember?</p> <p>22 A. Specifically as a mortuary?</p> <p>23 Q. Yes.</p> <p>24 A. I can't remember if I said specifically as a mortuary.</p> <p>25 I can remember saying, "We need that building", pointing</p> <p style="text-align: center;">Page 147</p>
<p>1 to talk to them.</p> <p>2 Q. Can I then take you back to CAD482, so not the CAD</p> <p>3 summary but CAD482, and turn, please, to page 6.</p> <p>4 You can see there that 01.29.39 is the time mark.</p> <p>5 At that time -- we've seen this before -- you send</p> <p>6 a message to BS2N:</p> <p>7 "... TO CONTACT THE LOCAL AUTHORITY AS THEY WILL</p> <p>8 NEED TO REHOUSE RESIDENTS FROM THIS BUILDING."</p> <p>9 Did you follow that message or that idea up after</p> <p>10 this time?</p> <p>11 A. Only through the meetings and seeing the LALO who was</p> <p>12 mostly stationed outside the command unit.</p> <p>13 Q. Right.</p> <p>14 A. As and when there was requests for where are we putting</p> <p>15 people on the radio, then I would speak to the LALO</p> <p>16 where possible.</p> <p>17 Q. Then we see -- we looked at this this morning -- at</p> <p>18 page 11 of CAD482, just above the bottom of the page,</p> <p>19 02.10.02, we can see it says:</p> <p>20 "^TWO - K&C COUNCIL INFORMED ... THEY WILL BE</p> <p>21 CONTACTING THEIR DUTY OFFICER WHO WILL LIASE[sic] WITH</p> <p>22 BSC DIRECT. COUNCIL HAVE SET UP A DEDICATED OP NAMED</p> <p>23 ERRIN FOR ANY FURTHER POL CONTACT ..."</p> <p>24 First of all, was this before or after you made</p> <p>25 initial contact with Nick Layton?</p> <p style="text-align: center;">Page 146</p>	<p>1 to the sports centre.</p> <p>2 Q. Let's take it in stages.</p> <p>3 Do you remember when you said that?</p> <p>4 A. I can't give you a time, but it was still dark.</p> <p>5 Q. Do you have a recollection of for what purpose you said</p> <p>6 "I need that building"?</p> <p>7 A. Because it had everything we were going to need. We</p> <p>8 were obviously going to have a lot of bodies. We needed</p> <p>9 light, we needed power, I needed to set up</p> <p>10 an effective -- I can't say command -- but</p> <p>11 an effective -- a command centre for those that would</p> <p>12 come after me, and it just made sense to use that. Big</p> <p>13 open space, everything we needed in there. Just the</p> <p>14 sensible thing to do.</p> <p>15 Q. I am going to show you one more clip, which might</p> <p>16 assist, and this is BWV INQ00000524 with a time mark of,</p> <p>17 adjusted, 02.45.55, and it runs to an adjusted time of</p> <p>18 02.47.50. This is clip 11.</p> <p>19 I don't think a trigger warning is needed for this,</p> <p>20 because there are no pictures of fire, but it's the</p> <p>21 incident ground outside.</p> <p>22 If I can just have that played, please.</p> <p>23 (Video Played)</p> <p>24 Right. That was Nick Layton we can see you being</p> <p>25 introduced to.</p> <p style="text-align: center;">Page 148</p>

<p>1 A. Okay.</p> <p>2 Q. Do we take it from that that that was the first time on</p> <p>3 the night that you saw Nick Layton?</p> <p>4 A. Yes.</p> <p>5 Q. So that's at about 02.47 or so.</p> <p>6 Before that, we saw that you were discussing with</p> <p>7 an LFB officer breaking down the door. What was that</p> <p>8 to? What was the door to?</p> <p>9 A. To the leisure centre.</p> <p>10 Q. Right, okay.</p> <p>11 A. That sort of conversation had happened through the night</p> <p>12 with PCs, fire officers asking "We need somewhere."</p> <p>13 Q. Prior to the arrival of Nick Layton at the scene there,</p> <p>14 do you know yourself what RBKC were doing to make the</p> <p>15 leisure centre available to you?</p> <p>16 A. No.</p> <p>17 Q. Did the RBKC assist you once Nick Layton was on scene</p> <p>18 after this discussion?</p> <p>19 A. To get into the leisure centre?</p> <p>20 Q. Yes.</p> <p>21 A. No, I had a very similar conversation with</p> <p>22 Constable Collins as I did with that fire officer, and</p> <p>23 I said to him as well -- he asked the same question and</p> <p>24 I said to him, "I'm getting very close to saying just</p> <p>25 smash the door." I turned around, turned back and</p> <p style="text-align: right;">Page 149</p>	<p>1 BWV at an adjusted time of 02.39 which we saw this</p> <p>2 morning is the clip where you are having a discussion</p> <p>3 with DAC O'Loughlin.</p> <p>4 We can see it if you like, but he says that the</p> <p>5 first and biggest thing that the LFB needs is</p> <p>6 identifying the people and the casualties.</p> <p>7 We can go back to it, but do you remember that?</p> <p>8 A. Yes.</p> <p>9 Q. Did you appreciate the importance of that function to</p> <p>10 the LFB's search and rescue operation?</p> <p>11 A. At that time?</p> <p>12 Q. At that time, yes.</p> <p>13 A. Again, it's hard to think about all these questions, all</p> <p>14 these answers to your questions, where we'd moved around</p> <p>15 not chronologically. At any given time, the situation</p> <p>16 was different.</p> <p>17 I understand what you're saying, and, yes, it is</p> <p>18 going to be essential, but the LFB also said that they</p> <p>19 had to have a systematic search of the entire building</p> <p>20 and look into all the flats.</p> <p>21 So, yes, I understand what you're saying, but when</p> <p>22 Mr -- MacLoughlin?</p> <p>23 Q. O'Loughlin.</p> <p>24 A. When the LFB gentleman said that, it was a priority.</p> <p>25 Within 15 minutes, we were looking at the entire</p> <p style="text-align: right;">Page 151</p>
<p>1 PC Collins had smashed the door, he'd gone in, and he</p> <p>2 was right to do so.</p> <p>3 Q. Was that after this discussion with Nick Layton we've</p> <p>4 just seen?</p> <p>5 A. I think so, yes.</p> <p>6 Q. Do you know how long after?</p> <p>7 A. I couldn't tell you. It would be recorded in the CAD or</p> <p>8 somewhere.</p> <p>9 MR MILLETT: I want to cover a slightly different topic with</p> <p>10 you.</p> <p>11 Mr Chairman, I have about 10 or 15 minutes more</p> <p>12 questions. I mean, we've been going for just under</p> <p>13 an hour.</p> <p>14 SIR MARTIN MOORE-BICK: Inspector --</p> <p>15 MR MILLETT: In fact, it's less than that, actually, it's</p> <p>16 about 10 minutes maximum. Might I be able to finish off</p> <p>17 my questions with the witness?</p> <p>18 SIR MARTIN MOORE-BICK: If the witness is willing for you to</p> <p>19 do so.</p> <p>20 THE WITNESS: Yes, thank you, sir.</p> <p>21 SIR MARTIN MOORE-BICK: All right. On you go, then.</p> <p>22 MR MILLETT: Right.</p> <p>23 The topic I want to cover is the identification of</p> <p>24 casualties and survivors. We don't need to go back to</p> <p>25 it -- I will if you want me to -- but the clip from your</p> <p style="text-align: right;">Page 150</p>	<p>1 building coming down, so it was less of a priority than</p> <p>2 that and keeping people safe.</p> <p>3 So the answer is yes, but it had to be prioritised</p> <p>4 in the context of what we were facing.</p> <p>5 Q. Do you remember whether you set any systems up in order</p> <p>6 to perform the function of identifying people who were</p> <p>7 coming out of the building?</p> <p>8 A. No. Unless we'd been there right from the word go and</p> <p>9 started taking names of people coming out right from the</p> <p>10 word go, we'd have had an understanding of some, but</p> <p>11 I was more concerned in getting people out, getting them</p> <p>12 to hospital and then doing that piece of work behind the</p> <p>13 front line, as it were.</p> <p>14 Q. What was your understanding of how people coming out of</p> <p>15 the tower were being identified?</p> <p>16 A. They were taken to the first-aid posts and that would be</p> <p>17 one of the basic parts of the triage.</p> <p>18 Q. Did your officers have any involvement in the</p> <p>19 identification or the process of assisting with</p> <p>20 identification?</p> <p>21 A. I didn't specifically task anyone to that.</p> <p>22 Q. We know that there's a policy provision in the London</p> <p>23 Resilience document -- I call it that as a shorthand --</p> <p>24 for survivor reception centres and friends and relatives</p> <p>25 reception centres to be set up. Are you familiar with</p> <p style="text-align: right;">Page 152</p>

<p>1 that?</p> <p>2 A. With the idea, yes.</p> <p>3 Q. I think it's right that the responsibility of setting</p> <p>4 that up rests with the police.</p> <p>5 A. So the good book says.</p> <p>6 Q. Did you appreciate that that is what the good book said</p> <p>7 on the night?</p> <p>8 A. I knew we had to, but again, it's a matter of</p> <p>9 prioritising what we wanted to do and what we could</p> <p>10 actually do.</p> <p>11 Q. Was that an action you actually took as Silver? Did you</p> <p>12 do that?</p> <p>13 A. I introduced Mr Perkins to the LALO to make sure that</p> <p>14 was underway, and we had other people, just members of</p> <p>15 the public, opening their doors, others churches,</p> <p>16 religious centres, opening their doors. So it would be</p> <p>17 wrong to consider just the local authority provision of</p> <p>18 respite centres. The entire community opened up its</p> <p>19 doors to the people, with people just going into other</p> <p>20 people's living rooms.</p> <p>21 So, as I say, unless we were there right from the</p> <p>22 word go with a register of people coming out, that was</p> <p>23 going to be a significant task.</p> <p>24 Q. I think it's right that the debrief document records you</p> <p>25 as having responsibility for setting up survivor</p> <p style="text-align: right;">Page 153</p>	<p>1 A. No.</p> <p>2 Q. You didn't think they were?</p> <p>3 A. It's news to me. Depends which cordon you're talking</p> <p>4 about and where.</p> <p>5 Q. Let me try it this way: do you recall either you or any</p> <p>6 of your officers preventing relatives from going inside</p> <p>7 the cordon to look for loved ones in rescue centres?</p> <p>8 A. No, that's news to me.</p> <p>9 Q. For example the Garden Grill, do you remember whether</p> <p>10 that --</p> <p>11 A. I remember that being mentioned on the radio a lot. But</p> <p>12 in relation to your question, I can't help.</p> <p>13 Q. Inspector, you'll be pleased to hear that I've come to</p> <p>14 the end of my questions -- at least I think I've come to</p> <p>15 the end of my questions.</p> <p>16 A. You said 10, that was 4!</p> <p>17 Q. I'm glad to be able to disappoint you! But it may yet</p> <p>18 turn into 10!</p> <p>19 I'm going to ask the chairman to rise for</p> <p>20 a few minutes just to see whether I have any further</p> <p>21 questions or whether there are any questions which</p> <p>22 emerge from elsewhere, and then I'll ask the chairman to</p> <p>23 come back.</p> <p>24 SIR MARTIN MOORE-BICK: Mr Millett, would it be sensible at</p> <p>25 this stage to take a 10-minute break as we normally do</p> <p style="text-align: right;">Page 155</p>
<p>1 reception centres and family centres. We can go back to</p> <p>2 it if you like, but I think that's what was said.</p> <p>3 What did you do to do that, to set those up?</p> <p>4 A. I asked the local authority to find a premises that we</p> <p>5 could use in those circumstances.</p> <p>6 Q. What did they find?</p> <p>7 A. It was three in the end. It was as far reaching as one</p> <p>8 in Shepherd's Bush. There was the rugby club on</p> <p>9 Freston Road, and then there was another one up towards</p> <p>10 the Harrow Road. But they were just the local authority</p> <p>11 ones, as I say. The way the community rallied round</p> <p>12 each other, people were going where they were most</p> <p>13 comfortable, I suppose.</p> <p>14 Q. What involvement did you yourself, or your officers</p> <p>15 themselves, have in setting up those centres?</p> <p>16 A. In setting them up, not a great deal. But once we had</p> <p>17 control of the cordons and we had a semblance of</p> <p>18 an organisation, then I sent officers to each one to</p> <p>19 find out who was there, what they needed, if there were</p> <p>20 problems and what they needed from us.</p> <p>21 So, yes, we didn't initiate it, but once we had the</p> <p>22 resources and the ability to go and try and take any</p> <p>23 remedial action required, we did so.</p> <p>24 Q. Were you aware at any point during the night that rescue</p> <p>25 centres or centres for families were within the cordon?</p> <p style="text-align: right;">Page 154</p>	<p>1 in the middle of the afternoon?</p> <p>2 MR MILLETT: Yes, we'd better take our afternoon break.</p> <p>3 SIR MARTIN MOORE-BICK: I'm thinking also of the shorthand</p> <p>4 writers and others.</p> <p>5 MR MILLETT: Yes.</p> <p>6 SIR MARTIN MOORE-BICK: It may be that Mr Millett has run</p> <p>7 out of questions; it may be he hasn't quite run out of</p> <p>8 questions. We'll have a short break now so that he can</p> <p>9 consider that and you can get your breath back a bit.</p> <p>10 We'll come back at 3.20.</p> <p>11 Please don't talk to anyone about your evidence</p> <p>12 while you're out of the room, and then we'll see if</p> <p>13 there are any wrap-up questions then.</p> <p>14 THE WITNESS: Thank you.</p> <p>15 SIR MARTIN MOORE-BICK: All right? Thank you very much. If</p> <p>16 you would like to go with the usher, please.</p> <p>17 Right, 3.20, please.</p> <p>18 (3.10 pm)</p> <p>19 (A short break)</p> <p>20 (3.20 pm)</p> <p>21 SIR MARTIN MOORE-BICK: Yes, I think at least one or two</p> <p>22 questions. Probably not too many, I hope.</p> <p>23 Yes, Mr Millett.</p> <p>24 MR MILLETT: Inspector, during the course of the night, did</p> <p>25 you become aware at any time that friends and loved ones</p> <p style="text-align: right;">Page 156</p>

<p>1 of those still trapped in the tower were attempting to</p> <p>2 get past the cordon to try to rescue them or to speak to</p> <p>3 them?</p> <p>4 A. I did.</p> <p>5 Q. Were you also aware that friends and loved ones were</p> <p>6 trying to get past the cordons to see or assist with the</p> <p>7 identification of those being treated in the rest</p> <p>8 centres or rescue centres?</p> <p>9 A. In the respite centres?</p> <p>10 Q. Well, the rescue centres I think we've called them</p> <p>11 generally, but --</p> <p>12 A. No, I wasn't aware of that.</p> <p>13 Q. Just to confirm what you said before, is it right that</p> <p>14 you weren't aware that there were any SRCs, survivors'</p> <p>15 reception centres, or family centres, within the cordon?</p> <p>16 A. Not within the cordon, no.</p> <p>17 Q. I asked you specifically about Garden Bar and Grill, but</p> <p>18 you're clear that that wasn't --</p> <p>19 A. I certainly heard the bar and grill being spoke of as</p> <p>20 a centre, but I didn't make the connection in my mind</p> <p>21 that was within the cordons.</p> <p>22 Q. Were there any premises within the cordons that you know</p> <p>23 of or knew of that were being used to treat or hold</p> <p>24 those who had escaped the tower?</p> <p>25 A. No, I spent most of my time, to physically see things,</p> <p style="text-align: center;">Page 157</p>	<p>1 I may say so, I think you've given your evidence in</p> <p>2 a very impressive way and we're very grateful to you for</p> <p>3 coming to do it.</p> <p>4 THE WITNESS: That's my job, sir.</p> <p>5 SIR MARTIN MOORE-BICK: Thank you very much indeed.</p> <p>6 THE WITNESS: May I go beyond the realms of this inquiry,</p> <p>7 and I won't get a chance to speak to the families that</p> <p>8 were in there again directly, and just say I'm sorry.</p> <p>9 Really sorry.</p> <p>10 SIR MARTIN MOORE-BICK: Well, you did your bit.</p> <p>11 THE WITNESS: One second, sir, I haven't finished yet!</p> <p>12 The community as well afterwards. From dawn</p> <p>13 onwards, what they did made everything else possible.</p> <p>14 And I can't say that it was a decision anyone made, it</p> <p>15 just happened. I won't get another chance to speak, and</p> <p>16 thank you.</p> <p>17 That's all, sir.</p> <p>18 SIR MARTIN MOORE-BICK: Well, thank you very much. All</p> <p>19 right, if you would like to go with the usher, she'll</p> <p>20 look after you. Thank you very much.</p> <p>21 (The witness withdrew)</p> <p>22 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>23 MR MILLETT: Mr Chairman, our next witness is Commander</p> <p>24 Neil Jerome of the Metropolitan Police Service.</p> <p>25 SIR MARTIN MOORE-BICK: Good, thank you.</p> <p style="text-align: center;">Page 159</p>
<p>1 at the junction of Bomore Road near the sports centre.</p> <p>2 The other addresses that were coming through were</p> <p>3 just addresses, and nothing connected in my mind to</p> <p>4 think where the cordons were and then make that</p> <p>5 cognitive leap as to: that address is within that</p> <p>6 cordon, because I was so busy where I was.</p> <p>7 Does that make sense?</p> <p>8 Q. Yes.</p> <p>9 Did you ever go to any of these survivor reception</p> <p>10 centres or rest centres?</p> <p>11 A. No, no.</p> <p>12 MR MILLETT: Well, inspector, thank you very much. Those</p> <p>13 are all the questions I have for you.</p> <p>14 I just want to say thank you very much to you for</p> <p>15 coming to the inquiry and assisting us with our</p> <p>16 investigations. We very much appreciate it, so thank</p> <p>17 you very much.</p> <p>18 SIR MARTIN MOORE-BICK: I'd like to add my thanks,</p> <p>19 inspector. It's very difficult for you, I think, in</p> <p>20 some respects to come and talk about what happened on</p> <p>21 the evening in question, the morning in question, but</p> <p>22 it's really valuable for us because we need to know what</p> <p>23 the police were doing and how that fits into the rest of</p> <p>24 the story.</p> <p>25 I'm sorry if it's been a difficult exercise. If</p> <p style="text-align: center;">Page 158</p>	<p>1 NEIL JEROME (sworn)</p> <p>2 Questions by COUNSEL TO THE INQUIRY</p> <p>3 SIR MARTIN MOORE-BICK: Thank you very much, commander.</p> <p>4 Sit down and make yourself comfortable.</p> <p>5 THE WITNESS: Thank you, sir.</p> <p>6 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>7 MR MILLETT: Mr Chairman.</p> <p>8 Commander, good afternoon.</p> <p>9 A. Good afternoon.</p> <p>10 Q. Can I ask you, please, to start by giving us your full</p> <p>11 name?</p> <p>12 A. Neil Jerome.</p> <p>13 Q. I am going to begin by thanking you very much for coming</p> <p>14 to the inquiry and assisting us with the our</p> <p>15 investigations into what happened on that night. We</p> <p>16 very much appreciate your doing so.</p> <p>17 My questions are intended to be short and simple,</p> <p>18 sometimes they're not, so if you wish me to repeat the</p> <p>19 question in any way at all or ask another question, I'm</p> <p>20 happy to do so.</p> <p>21 If you need a break at any time then, again, please</p> <p>22 let me know.</p> <p>23 A. Thank you, I shall.</p> <p>24 Q. You've given a statement to the inquiry, which is</p> <p>25 MET00023286, if we can just have that on the screen.</p> <p style="text-align: center;">Page 160</p>

<p>1 You have a bundle in front of you in which to look 2 at it if you like, or you can look at it on the monitor 3 on your desk. 4 It's dated 8 October 2018. 5 Can you confirm for us that that's the first page of 6 it? 7 A. Yes, it is, sir. 8 Q. Have you read it recently? 9 A. Yes, I have. 10 Q. Can you please confirm that the contents are true? 11 A. Yes, they are. 12 Q. Can you confirm for us that, before coming here today, 13 you haven't discussed this statement or your evidence 14 with anybody? 15 A. No, I haven't. 16 Q. There are a number of exhibits to it. I'll read those 17 into the record. 18 There is NAJ/1, which is the Strategic Co-ordination 19 Protocol, MET00023288. 20 NAJ/2, which is summary of MPS 999 calls, 21 MET00023291. 22 NAJ/3, a summary of relevant police witness 23 statements, MET00023285. 24 NAJ/4, CAD482, MET00023294. 25 NAJ/5 the summary of CAD482, MET00023293.</p> <p>Page 161</p>	<p>1 paragraph 4 on page 2, if we can just have that up. 2 It's the third line from the bottom of that paragraph. 3 Who delivered that training? 4 A. So that is delivered by the College of Policing. 5 Q. Right. 6 A. It's a national course which all police services and 7 other emergency services are enrolled to. In addition 8 to that, I have completed other training as well. 9 Q. Did that training include incidents involving 10 large-scale fires? 11 A. Not specifically. It covers a range of different 12 scenarios, but it didn't specifically cover large-scale 13 fires, no. 14 Q. Did it include incidents that have been declared a major 15 incident by either the police or another emergency 16 service? 17 A. Yes, it did. 18 Q. You say in your statement that you have experience of 19 commanding a number of multi-agency incidents, including 20 severe weather events and events declared as emergencies 21 under the Civil Contingencies Act. 22 Were any of those incidents where the London Fire 23 Brigade were involved as the lead organisation? 24 A. No, they weren't. Those were incidents that took place 25 when I was a Kent police officer.</p> <p>Page 163</p>
<p>1 NAJ/6, the Joint Doctrine Interoperability 2 Framework, MET00023290. 3 NAJ/7, the meeting minutes for 5.00 am, MET00023287. 4 NAJ/8, the major incident meeting meetings for 5 06.30, MET00023292. 6 Finally, NAJ/9, the incident management log, 7 MET00023289. 8 I've read those all out formally to you so they are 9 formally part of our evidential record. 10 A. Thank you. 11 Q. I am going to start by asking you one or two questions 12 about your position and training. 13 You joined the Kent Police Service in 1990, I think? 14 A. That's right. Yes, sir. 15 Q. I think you say on page 2 of your statement in 16 paragraph 4 that in 2016 you transferred to the 17 Metropolitan Police Service. 18 A. That's right, on promotion to the rank of commander. 19 Q. As at the night of the fire, 14 June 2017, was that your 20 position, was that your rank, commander? 21 A. Yes, it was. 22 Q. Are you still commander? 23 A. Yes, I am. 24 Q. You say in your statement that you've been trained in 25 commanding multi-agency incidents. That's at</p> <p>Page 162</p>	<p>1 Q. Were any of those incidents where Kent Fire and Rescue 2 Service were involved as the lead organisation? 3 A. Not as the lead organisation. They were flooding, of 4 which the Environment Agency took the lead, as well as 5 severe snow, and also Operation Stack, which is the 6 parking of heavy goods vehicles on the M20 motorway. 7 Q. Those severe weather incidents, were they dynamic 8 incidents that required changes in decision-making at 9 speed as you went? 10 A. No, not so much. They're more of a slow incident, 11 particularly the likes of flooding, where there's 12 advanced notice. 13 Q. In his witness statement and in his evidence today 14 Inspector Thatcher says that it's not uncommon for the 15 London Fire Brigade to request police assistance at 16 a fire involving six pumps or more. Is that your 17 experience? 18 A. So my understanding is that, absolutely, that is 19 correct, albeit within my experience, I would not be 20 called for those types of incident. But unfortunately 21 those types of incident are relatively common across 22 London. 23 Q. Was that pump level your experience when you were in 24 Kent? 25 It's a badly phrased question.</p> <p>Page 164</p>

<p>1 When you were in Kent, before you moved to the</p> <p>2 Metropolitan Police in 2016, to your understanding, did</p> <p>3 Kent Fire and Rescue Services have a six-pump level at</p> <p>4 which they would involve Kent Police?</p> <p>5 A. So I was aware that Kent Fire and Rescue would request</p> <p>6 the assistance of Kent Police at incidents; however, in</p> <p>7 terms of the actual trigger point of those, I'm unaware</p> <p>8 of.</p> <p>9 Q. After you moved to the Metropolitan Police in 2016, did</p> <p>10 you receive any training in performing a role jointly</p> <p>11 working with the LFB?</p> <p>12 A. I have undertaken training which is to do with</p> <p>13 a marauding terrorist attack, which is done in</p> <p>14 conjunction with the London Fire Brigade and other</p> <p>15 emergency responders across London.</p> <p>16 Q. Did that involve any training on how to share key</p> <p>17 information received from members of the public about</p> <p>18 the incident?</p> <p>19 A. That does include receiving of calls from members of the</p> <p>20 public which might be really beneficial to how we deal</p> <p>21 with that incident coming into the police control room.</p> <p>22 Of course, the general arrangements that are put in</p> <p>23 place through a multi-agency response would be such</p> <p>24 where we would be expected to share information with</p> <p>25 other emergency services and other responders.</p> <p style="text-align: center;">Page 165</p>	<p>1 that a defined term or just the expression you're using?</p> <p>2 A. No, it's not defined in terms of that, that's my</p> <p>3 expression. However, if there were an incident that</p> <p>4 required a pan-London mobilisation of police resources,</p> <p>5 or an incident that required, say, the notification of</p> <p>6 a major incident to my level, then I would be informed.</p> <p>7 Q. Right. So "significant event" would include but</p> <p>8 wouldn't be restricted to a major incident as defined?</p> <p>9 A. That's right, and there are those incidents that occur</p> <p>10 that a commander or above can give authorisation to. So</p> <p>11 there are certain aspects within law that a commander or</p> <p>12 above can authorise, not just in relation to dealing</p> <p>13 with major incidents, but across the board of policing</p> <p>14 London.</p> <p>15 Q. I am going to ask you to look at a document, which is</p> <p>16 MET00023289, which is exhibit 9 to your statement, at</p> <p>17 page 14.</p> <p>18 Just so you know what it is, this is your incident</p> <p>19 management log for the night of the fire.</p> <p>20 If we go to the first page of that, I'm sorry,</p> <p>21 page 1, to start with, just to identify what it is.</p> <p>22 Just tell us, that's your incident management log</p> <p>23 for the night, isn't it?</p> <p>24 A. Yes, it is.</p> <p>25 Q. At page 14 -- if we can jump to that, please -- you can</p> <p style="text-align: center;">Page 167</p>
<p>1 Q. Did you ever have any training on how to go about</p> <p>2 establishing channels of communication with other</p> <p>3 emergency services such as the LFB?</p> <p>4 A. So I've received training in the chairing of strategic</p> <p>5 co-ordinating groups, which is how you share that</p> <p>6 information at a strategic level.</p> <p>7 Q. Right.</p> <p>8 A. But not specifically in terms of operating of radios or</p> <p>9 computer systems.</p> <p>10 Q. Okay.</p> <p>11 Have you ever had any training or any experience of</p> <p>12 setting up systems whereby information coming from</p> <p>13 members of the public about the incident could be shared</p> <p>14 on a multi-agency basis?</p> <p>15 A. No, not specifically.</p> <p>16 Q. I want to turn to your role on the night of the fire, if</p> <p>17 I can.</p> <p>18 You say at page 3 of your statement in paragraph 7</p> <p>19 that you were the on-call chief officer for London on</p> <p>20 that night and you explain what that is.</p> <p>21 You say in the third line:</p> <p>22 "This role ensures that there is a chief officer</p> <p>23 available for significant events and authorisations</p> <p>24 across the Metropolitan Police ..."</p> <p>25 When you use the expression "significant events", is</p> <p style="text-align: center;">Page 166</p>	<p>1 see that you say there, at the very top of the page:</p> <p>2 "At 0210 hours on Wednesday 14th June 2017 I was</p> <p>3 contacted by ..."</p> <p>4 I'm afraid you are going to have to read that out</p> <p>5 for me.</p> <p>6 A. I was contacted by Chief Inspector Barrett.</p> <p>7 Q. "... the Met grip chief inspector informing me that</p> <p>8 emergency services were responding to reports of a block</p> <p>9 of flats alight at Grenfell Tower, Latimer Road,</p> <p>10 Kensington. The initial call came at 0115 hours from</p> <p>11 LFB and was a 6 pump fire.</p> <p>12 Then you go on to say, just a third of the way down</p> <p>13 the page:</p> <p>14 "At this stage the information was very limited ..."</p> <p>15 Do you see? Just four lines down from where we</p> <p>16 were, pick it up again.</p> <p>17 A. Yes.</p> <p>18 Q. "At this stage the information was very limited and</p> <p>19 whilst I considered activating the SOR on the basis of</p> <p>20 the information and the existing command structure</p> <p>21 I considered this not to be proportionate, and nothing</p> <p>22 could be lost in awaiting an update when more</p> <p>23 information would be available."</p> <p>24 Do you know when Chief Inspector Barrett arrived on</p> <p>25 the scene?</p> <p style="text-align: center;">Page 168</p>

<p>1 A. So he wasn't at the scene, he was the control room chief 2 inspector, based at our special operations room at 3 Lambeth. 4 Q. Let me take it in stages. 5 What time did he arrive at Lambeth, do you think? 6 A. So he would've been the night duty chief inspector. My 7 understanding is they work 12-hour nights, and he 8 would've been coming on duty approximately at about 9 1900 hours. 10 Q. So he was there anyway? 11 A. Yes. 12 Q. I see. 13 A. That's a 24/7 function operating throughout the year. 14 Q. We know that police were at the scene from about 01.20, 15 and we heard from Inspector Thatcher this morning that 16 some of the constables were there, such as 17 Constable Sangha and Constable Rees. 18 Do you know why Chief Inspector Barrett only had 19 limited information at 02.10 when officers had been at 20 the scene since about 01.20, 50 minutes before? 21 A. So in referring to limited information, what that 22 referred to is that initial call that came to me, and 23 clearly he would've been in receipt of a lot more 24 comprehensive information than what he gave me. But the 25 purpose of that call at 02.10 was to wake me up and get</p> <p style="text-align: center;">Page 169</p>	<p>1 A. And certainly in terms -- I've never operated the 2 computer-aided dispatch system, the CAD system. Clearly 3 you need a high degree of training in order to operate 4 it and to then ensure that it's working properly. 5 Q. In your statement, at the bottom of page 3, if we can 6 just go back to that, you say a line up from the bottom: 7 "I would expect to be notified between 30 and 8 60 minutes of an incident coming to police attention." 9 Would you expect to be notified as soon as the 10 incident had been declared a major incident? 11 A. Not necessarily so, because whilst an incident may be 12 declared as a major incident by the police, there are 13 five stages to how we would manage a major incident. 14 So the London Resilience Forum set out those five 15 stages ranging from monitoring right the way through to 16 a full escalation of a strategic co-ordinating group, 17 and it would be a judgement by whoever is in command at 18 that point as to at what stage would we look to manage 19 that particular incident. 20 Q. At what stage would you normally expect to be notified? 21 A. So once a major incident -- we were looking at the 22 mobilisation of resources from across London, and where 23 there would be an activation of the strategic 24 co-ordinating group, then I would be expected to be 25 notified.</p> <p style="text-align: center;">Page 171</p>
<p>1 me in a position where I would then be able to receive 2 a further phone call subsequently where I would then 3 receive more information. 4 So the information he gave me at 02.10 was 5 sufficient in order to get me up and beginning to 6 function so that I could then be in an appropriate 7 position to receive more detailed information when he 8 then rang me back. 9 Q. He rang you back at what time? 10 A. At 02.30. 11 Q. We will come to that. 12 At this early stage, did you know that the LFB had 13 been in contact with the Metropolitan Police twice, once 14 at 01.16 and once at 01.50, to provide them with 15 an update? 16 A. I did not. So it was that initial call that came 17 through. 18 I would expect at that stage, at 02.10, just to 19 receive sufficient to enable me just to start thinking 20 through what the police actions and what my actions 21 would need to be as well. 22 Q. Did you have a facility for you to be able to access the 23 overall CAD for the incident, which is CAD482, remotely? 24 A. No, I did not. 25 Q. Right.</p> <p style="text-align: center;">Page 170</p>	<p>1 Q. When Chief Inspector Barrett woke you up, did he tell 2 you -- this is at 02.10 -- that the police had already 3 declared a major incident some 40 minutes or 35 minutes 4 before? 5 A. Not at that stage, no. 6 Q. Do you know why he wouldn't have done? 7 A. No, I do not. 8 Q. Did he tell you that the London Fire Brigade had just 9 declared, as they indeed had, a major incident? 10 A. He did not, no. 11 Q. Again, is there any reason why he didn't? 12 A. I don't know. 13 Q. Would you expect him to have done? 14 A. At that stage, at 02.10, it probably would have helped 15 my thinking in terms of beginning to think through what 16 the major incident protocol was. But I think -- and 17 I would need to refresh my memory -- he did so when he 18 rang me at 0230 hours to inform me that a major incident 19 had been declared. 20 Q. At paragraph 42 of your statement on page 12, if we can 21 turn to it, you say: 22 "42. After the initial call at 02:10, I was 23 contacted again at 02:30 by Chief Inspector Barrett, who 24 advised me that a major incident had been declared and 25 that there were multiple casualties being reported."</p> <p style="text-align: center;">Page 172</p>

<p>1 Then you say:</p> <p>2 "43. Declaring a major incident is a significant</p> <p>3 declaration which by its very definition is infrequently</p> <p>4 used and, therefore, has a significant impact when it</p> <p>5 is. Upon hearing this information, I decided a full</p> <p>6 multi-agency response would be needed, requiring the</p> <p>7 activation of a strategic co-ordinating group (SCG) of</p> <p>8 senior representatives from the agencies involved in</p> <p>9 line with the joint emergency services interoperability</p> <p>10 principles (known as 'JESIP')..."</p> <p>11 Would you have expected or wanted to have been</p> <p>12 contacted as soon as the police had declared it a major</p> <p>13 incident at 01.32 at latest?</p> <p>14 A. No, not necessarily so. Because of those different</p> <p>15 levels of managing a major incident, it would not</p> <p>16 ordinarily be a reflex action to ring the chief officer</p> <p>17 on call to let them know that. It would only then be if</p> <p>18 we were looking to activate those higher levels of</p> <p>19 response that are set out in the London Resilience Forum</p> <p>20 paper.</p> <p>21 Q. Just focusing on the different levels, you refer in your</p> <p>22 statement to "a full multi-agency response would be</p> <p>23 needed". That's something you decided.</p> <p>24 Does that tell us that when you learn that there's</p> <p>25 a major incident, you might decide that something less</p> <p style="text-align: right;">Page 173</p>	<p>1 that there were multiple casualties at that stage?</p> <p>2 A. Not at that point. It was a very factual --</p> <p>3 almost: this is what we've responded to, so that I could</p> <p>4 then just begin to wake myself up and get myself into</p> <p>5 a position where I could then start making some critical</p> <p>6 decisions.</p> <p>7 Q. When he told you at 02.30 that a major incident had been</p> <p>8 declared, did Chief Inspector Barrett tell you who had</p> <p>9 declared it?</p> <p>10 A. No, he did not.</p> <p>11 Q. So you didn't know whether it was a police declaration</p> <p>12 or a London Fire Brigade declaration?</p> <p>13 A. No, I did not.</p> <p>14 Q. Did you ask him?</p> <p>15 A. No, I did not.</p> <p>16 Q. Would it have assisted you to know?</p> <p>17 A. It was significant for me to know at 02.30 that a major</p> <p>18 incident had been declared, and with that other</p> <p>19 information in terms of multiple casualties, it would be</p> <p>20 my understanding that that's a significant declaration</p> <p>21 and a significant piece of information that he's</p> <p>22 conveyed to me.</p> <p>23 Q. Did you discover at that stage that, in fact, the police</p> <p>24 had declared a major incident just under an hour before?</p> <p>25 A. No, I did not.</p> <p style="text-align: right;">Page 175</p>
<p>1 than a full multi-agency response would be needed?</p> <p>2 A. So within those levels, you can have very much</p> <p>3 a tactical commanders' meeting that takes place to</p> <p>4 resolve something. If it looks as though an incident</p> <p>5 will be prolonged, will require specialist resources and</p> <p>6 be something which will have a significant impact, which</p> <p>7 this clearly will have clearly on the lives of those</p> <p>8 individuals who tragically lost their lives, but also on</p> <p>9 those who are bereaved and survivors, on the local</p> <p>10 community and on London in general, and also probably on</p> <p>11 the nation as a whole, then it would require that full</p> <p>12 response. But it does depend upon the nature and those</p> <p>13 different varying responses.</p> <p>14 Q. What was it about what Chief Inspector Barrett told you</p> <p>15 at 02.30 that led you to decide that a full multi-agency</p> <p>16 response as opposed to something lesser would be needed?</p> <p>17 A. So the notification of multiple casualties. That to me,</p> <p>18 clearly thinking through a large building, multiple</p> <p>19 casualties, lots of people who call Grenfell Tower --</p> <p>20 that's their home, for me, my instinct is there are</p> <p>21 going to be an awful lot of people who are going to be</p> <p>22 involved in this tragedy and we need to put in place the</p> <p>23 right mechanisms in order to support them.</p> <p>24 Q. Do we take it from that that when he initially contacted</p> <p>25 you at 02.10, Chief Inspector Barrett didn't tell you</p> <p style="text-align: right;">Page 174</p>	<p>1 Q. Does it surprise you that an hour had gone by before you</p> <p>2 were alerted to the fact that a major incident had been</p> <p>3 declared with multiple casualties?</p> <p>4 A. Again, it very much depends. So whilst the police</p> <p>5 officers at the scene had declared a major incident,</p> <p>6 that would've triggered a response at the scene, the</p> <p>7 establishment of a command structure, the calling out</p> <p>8 and attendance of the senior officer on duty. So all of</p> <p>9 those factors have all taken place.</p> <p>10 When then the full significance of that becomes</p> <p>11 realised of multiple casualties, and then also the fact</p> <p>12 that we would require resources from across London,</p> <p>13 specialist assets to make their way to that area, as</p> <p>14 well as the other agencies involved, such as the Fire</p> <p>15 Brigade and also the ambulance service, then it's at</p> <p>16 that point, then, for me that that then becomes a chief</p> <p>17 officer incident that requires involvement.</p> <p>18 Q. At paragraph 14 of your witness statement on page 5, if</p> <p>19 you can just go back in your statement to it, you define</p> <p>20 or set out the definition of a major incident from the</p> <p>21 London Resilience Partnership Strategic Co-ordination</p> <p>22 Protocol, which you've exhibited at NAJ/1. You quote</p> <p>23 here from 1.4.7, and I don't need to read it out to you.</p> <p>24 You then go on in paragraph 15 to say that the</p> <p>25 declaration of a major incident recognises that special</p> <p style="text-align: right;">Page 176</p>

<p>1 arrangements need to be implemented by emergency</p> <p>2 services to deal with a range of serious consequences by</p> <p>3 one or more emergency responder agencies.</p> <p>4 At the point of the declaration of a major incident,</p> <p>5 I think you're telling us that there may be different</p> <p>6 kinds of major incident and, therefore, your response</p> <p>7 would have to be nuanced and flexible to that.</p> <p>8 A. Yes, so it has to be a flexible response. So part of</p> <p>9 being a police commander at whatever level is whilst</p> <p>10 having received the training and you understand what the</p> <p>11 policy and procedures are, the application of that to</p> <p>12 the circumstances that you have in front of you will be</p> <p>13 flexible.</p> <p>14 Q. Going on, then, to page 6 of your statement,</p> <p>15 paragraph 16, you say:</p> <p>16 "The declaration of a major incident will trigger</p> <p>17 a multi-agency conversation between the emergency</p> <p>18 services to share information and create a common</p> <p>19 operating picture of the nature of the incident and the</p> <p>20 emergency response."</p> <p>21 "16. The declaration of a major incident will</p> <p>22 trigger a multi-agency conversation between the</p> <p>23 emergency services to share information and create a</p> <p>24 common operating picture of the nature of the incident</p> <p>25 and the emergency response. It will trigger the</p> <p style="text-align: center;">Page 177</p>	<p>1 does that?</p> <p>2 A. So I'm referring in that statement there to the</p> <p>3 circumstances of this particular tragedy as opposed</p> <p>4 to -- and I would not wish to mislead to say that every</p> <p>5 major incident requires an SCG because my experience is</p> <p>6 such that that would not be required every single time.</p> <p>7 Q. Just focusing on this incident, then, this multi-agency</p> <p>8 conversation, who did you expect would speak to whom</p> <p>9 once the major incident had been declared by the police</p> <p>10 at just after 01.30?</p> <p>11 A. So that would be our respective Gold and Silvers that</p> <p>12 would have that conversation.</p> <p>13 Q. Does that mean that, in order to have this conversation,</p> <p>14 the LFB and, indeed, the LAS would need to know that the</p> <p>15 police had called a major incident?</p> <p>16 A. There would clearly be an expectation that --</p> <p>17 an understanding that the reason why a police Gold is</p> <p>18 going to speak to their equivalent would be that</p> <p>19 something significant has taken place, and that would be</p> <p>20 the declaration of a major incident.</p> <p>21 Q. Have you ever come across a situation where the police</p> <p>22 declares a major incident without alerting the other</p> <p>23 emergency services to the fact?</p> <p>24 A. I haven't in my experience. However, when you are</p> <p>25 dealing with incidents, they are incredibly complex.</p> <p style="text-align: center;">Page 179</p>
<p>1 establishment of a strategic coordination centre and</p> <p>2 strategic co-ordinating group to support the</p> <p>3 multi-agency response to the incident."</p> <p>4 It looks from that that you're saying that every</p> <p>5 time there is a major incident declared, that triggers</p> <p>6 these things -- the strategic co-ordination centre and</p> <p>7 the group and the multi-agency response -- really</p> <p>8 automatically; is that right?</p> <p>9 A. So not in every instance. So when a multi -- major</p> <p>10 incident is declared, there should be a conversation</p> <p>11 between the control room leads for the emergency</p> <p>12 services. That should take place every time that there</p> <p>13 is a declaration that takes place. And, of course, it</p> <p>14 may mean that those conversations are also taking place</p> <p>15 at other levels as well within the organisations.</p> <p>16 But it's not the case that every major incident will</p> <p>17 require a strategic co-ordinating group to be</p> <p>18 established.</p> <p>19 Q. Right. Because it looks from here you are saying, in</p> <p>20 the third line:</p> <p>21 "It will trigger the establishment of a strategic</p> <p>22 co-ordination centre and strategic co-ordinating</p> <p>23 group ..."</p> <p>24 It looks from your statement that you are saying</p> <p>25 that every declaration of a major incident automatically</p> <p style="text-align: center;">Page 178</p>	<p>1 Our first priority is the saving of life, and there may</p> <p>2 well be many actions that officers are bravely taking at</p> <p>3 the time which will mean that when you look at the</p> <p>4 procedures, it will say to notify others, but if that</p> <p>5 would be compromised by trying to save an individual's</p> <p>6 life, then those officers will attempt to save life and</p> <p>7 reprioritise and then come to alerting the emergency</p> <p>8 services that a major incident has been declared.</p> <p>9 Our overriding priority is to save life.</p> <p>10 Q. Given that what gets triggered by the declaration of</p> <p>11 a major incident is a multi-agency conversation, given</p> <p>12 that's one of the things that is triggered, what would</p> <p>13 happen if the LFB didn't know that the Metropolitan</p> <p>14 Police had declared a major incident?</p> <p>15 A. So I think in this instance, with everything we knew on</p> <p>16 the night and we know subsequently, I think this would</p> <p>17 be a fairly obvious categorisation of that incident.</p> <p>18 The declaration of a major incident and those</p> <p>19 conversations taking place would be taking place anyway.</p> <p>20 Certainly for me, for those officers on the night,</p> <p>21 it would have been clear to them that this was something</p> <p>22 which would require a response which was certainly out</p> <p>23 of the realms of business as usual.</p> <p>24 Q. I'm perhaps not quite getting there.</p> <p>25 You have the police declaring a major incident at</p> <p style="text-align: center;">Page 180</p>

<p>1 just after 01.30 -- 01.32, for the sake of argument.</p> <p>2 Would you expect that the police would at that stage</p> <p>3 tell the LAS and the LFB that they'd done it?</p> <p>4 A. Reasonably, as soon as possible thereafter, yes.</p> <p>5 Q. Do you know why in this case the LAS and LFB were not</p> <p>6 told that the police had declared a major incident?</p> <p>7 A. No, I do not. No, I do not.</p> <p>8 Q. How was a multi-agency conversation going to happen if</p> <p>9 the LFB did not know that the police had declared</p> <p>10 a major incident?</p> <p>11 A. So I would expect that officers on the scene would be</p> <p>12 going to go and speak to their colleagues in the other</p> <p>13 agencies and having those conversations with them. They</p> <p>14 don't need to have a major incident declared to go and</p> <p>15 have those conversations with them.</p> <p>16 Q. Do they not, though, need to know that a multi-agency</p> <p>17 conversation as such is happening in the light of</p> <p>18 a major incident, so as to be able to put together</p> <p>19 a common operating plan or common operating picture?</p> <p>20 A. So those conversations could take place and the sharing</p> <p>21 of that information to get to that shared common</p> <p>22 operating picture would be taking place. The fact that</p> <p>23 it hasn't been shared that there's a major incident</p> <p>24 would not stop those conversations from taking place in</p> <p>25 the first instance.</p> <p style="text-align: right;">Page 181</p>	<p>1 A. Yes, it is.</p> <p>2 Q. Following the MPS declaration of a major incident at</p> <p>3 01.32, what multi-agency conversation would you expect</p> <p>4 ordinarily to happen?</p> <p>5 A. So I would be expecting that the Silver and Gold</p> <p>6 commanders would be having conversations with their</p> <p>7 colleagues in the other emergency services.</p> <p>8 Q. Would it assist the MPS to know whether and, if so, when</p> <p>9 the other organisations had declared a major incident?</p> <p>10 A. That would be certainly helpful, but it would not stop</p> <p>11 those conversations from taking place.</p> <p>12 Q. Would you agree that it's less than optimal for the Met</p> <p>13 to declare a major incident without the LFB knowing</p> <p>14 about it and vice versa?</p> <p>15 A. I would expect each agency to share that information as</p> <p>16 soon as they were able to.</p> <p>17 Q. And that it's less than optimal that they don't?</p> <p>18 A. I don't think that it would stop those conversations,</p> <p>19 but clearly it does -- for absolute clarity, the</p> <p>20 declaring of a major incident and sharing that</p> <p>21 information across the emergency services should take</p> <p>22 place as quickly as possible.</p> <p>23 Q. Yes.</p> <p>24 Going down it, in the next paragraph, it says:</p> <p>25 "A major incident may be declared by a single</p> <p style="text-align: right;">Page 183</p>
<p>1 Q. No, I understand that there may be a level of</p> <p>2 informality about it, but I just want to see how close</p> <p>3 we get to compliance with policy. That's what this is</p> <p>4 really about.</p> <p>5 If you can look, please, at MET00023288.</p> <p>6 This is the London Resilience Partnership Strategic</p> <p>7 Co-ordinating Protocol.</p> <p>8 Turn, please, in that document to page 13.</p> <p>9 At the top of the page, it says -- I should perhaps</p> <p>10 take you back to the page before. The page before is</p> <p>11 where we see the definition of a major incident, and you</p> <p>12 quoted parts of that in your statement.</p> <p>13 At the top of page 13 -- we're still within</p> <p>14 paragraph 1.4.7 -- it says:</p> <p>15 "Declaring a 'major incident' triggers a</p> <p>16 predetermined response from some emergency service and</p> <p>17 other responder organisations. It takes time for</p> <p>18 operational structures, resources and protocols to be</p> <p>19 put in place. Declaring that a major incident is in</p> <p>20 progress as soon as possible means these arrangements</p> <p>21 can be put in place as quickly as possible. "</p> <p>22 Just pausing there, in your experience, would you</p> <p>23 agree with that statement?</p> <p>24 A. Yes, I would.</p> <p>25 Q. So speed is of the essence; yes?</p> <p style="text-align: right;">Page 182</p>	<p>1 partnership organisation, or jointly. It is feasible</p> <p>2 that only one organisation may determine an emergency as</p> <p>3 a major incident based on the type of incident and scale</p> <p>4 of their resources required. This may not necessarily</p> <p>5 mean it is a major incident for all other</p> <p>6 organisations."</p> <p>7 Would you agree with me that that doesn't indicate</p> <p>8 that major incidents can be declared, as it were, in</p> <p>9 a vacuum without other agencies knowing about it?</p> <p>10 A. Yes, that's right.</p> <p>11 Q. We know that the LFB declared a major incident at 02.06,</p> <p>12 and I don't need to show you a document about that,</p> <p>13 we've had evidence about that. That's about 30 minutes</p> <p>14 or so after the MPS had declared a major incident.</p> <p>15 You were asleep at 02.06, to be fair to you.</p> <p>16 A. Still just, yes.</p> <p>17 Q. Just about to be woken up, and therefore you may not be</p> <p>18 able to help me with this. But to the best of your</p> <p>19 knowledge, did the LFB know about the MPS's declaration</p> <p>20 of the major incident?</p> <p>21 A. I'm sorry, I don't know.</p> <p>22 Q. All right.</p> <p>23 Your witness statement on page 6 -- this</p> <p>24 is a continuation of paragraph 15, if you could just go</p> <p>25 back to that, please, commander -- you say that:</p> <p style="text-align: right;">Page 184</p>

<p>1 "Any member of an emergency service can declare 2 a major incident ..." 3 Is that something that you're aware of from 4 experience or from documents that you have referred to 5 in your witness statement? 6 A. Certainly in my experience that a constable can declare 7 a major incident, and the trust and the professionalism 8 that we place in our officers is such that the first 9 officer on the scene can declare a major incident. 10 Q. If that is done, would you expect that fact to be 11 disseminated widely and urgently around all the other 12 officers involved? 13 A. Yes, I would. 14 Q. How would that be done generally? 15 A. By the radio system. 16 Q. Have you had any experience of your own of members of 17 other emergency services declaring a major incident 18 after the police have declared one? 19 A. So there will always be a difference in the time that 20 different organisations may declare a major incident. 21 I can't recall a specific example off the top of my 22 head, but because of the different priorities and the 23 different responses of other emergency services, it 24 might be that there is a difference in timing between 25 those organisations declaring a major incident or not.</p> <p style="text-align: right;">Page 185</p>	<p>1 at the scene at 01.22. 2 We know from PC Sangha's witness statement -- that's 3 MET00007837 -- he says that his intention was to make 4 contact with the LFB incident commander and make 5 an assessment of the scene in order to prioritise your 6 role to save life and limb and assist the LFB with 7 cordon and control of the scene. He then goes on to say 8 that he asked PC Rees to make contact with the LFB 9 command unit. 10 From your knowledge of the events of the night, do 11 you know if PC Rees received a briefing from the LFB 12 incident commander at the scene? 13 A. I'm sorry, sir, I don't know. 14 Q. You say that PC Sangha -- if we look at your 15 statement -- reported -- three lines up from the bottom: 16 "... that it was unknown if people were trapped, but 17 that evacuation of the building was required, parts of 18 the building appeared to be falling from the exterior of 19 it and that it ought to be declared a critical 20 incident." 21 First of all, do you know where PC Sangha got that 22 information from? 23 A. No, I do not. 24 Q. When you say here what you do in your statement, where 25 are you taking that information from?</p> <p style="text-align: right;">Page 187</p>
<p>1 It doesn't have to be everybody declaring it all at the 2 same time. 3 Q. My question was about your personal experience, or 4 professional experience. Have you ever been at 5 an incident where two agencies had declared a major 6 incident? 7 A. Yes, it does take place, yes. 8 Q. In your experience, have you had -- 9 A. Yes, it has. 10 Q. What were those incidents? 11 A. So declaring of a -- it was with regards to public 12 disorder that was taking place. That would be slightly 13 different in terms of the timescales because of the 14 different responses of the police, who were the lead 15 agency for dealing with that public disorder, but also 16 then, within that, other agencies coming in, which at 17 that point was the ambulance service because of injuries 18 that were being sustained. 19 Q. I want to ask you some questions about the start and 20 progression of the incident. First of all, before you 21 became involved, because you detail quite a lot in your 22 statement about what happened before you were involved. 23 Let's see how we go with that. 24 But paragraph 10 on page 4, first of all, you say 25 there that PC Sangha and PC Rees were the first officers</p> <p style="text-align: right;">Page 186</p>	<p>1 A. So I believe I'm taking that from their statements. 2 Q. I see. So this is your repeating, essentially, what 3 you've read in their evidence? 4 A. Yes. 5 Q. This isn't your own recollection, is it? 6 A. No. 7 Q. I see, okay. 8 Is that true of everything you say in paragraphs 10, 9 11 and 12? 10 A. Yes, that's correct. 11 Q. Do you know in general -- because we can see statements 12 in CAD482 about it where he refers to evacuation -- 13 where PC Sangha got information about evacuation from? 14 A. No, I do not. 15 Q. If I can take you to the foot of page 9 of your 16 statement, paragraph 31. 17 We are some three pages into the part of your 18 statement which starts on page 7 dealing with the events 19 on the night, "Actions taken by MPS officers". 20 Paragraph 31 at the foot of the the page you say: 21 "As the morning progressed the response remained 22 focused on the Tower, but there was additionally a focus 23 on trying to establish where evacuees were and which 24 hospitals the casualties had been taken to so that the 25 Casualty Bureau could run effectively."</p> <p style="text-align: right;">Page 188</p>

<p>1 Can I start by asking you to look at the Major 2 Incident Procedure Manual, which is RBK00013294, and go, 3 please, in that document to page 34.</p> <p>4 A. Are you able to bring it up on the screen for me, 5 please?</p> <p>6 SIR MARTIN MOORE-BICK: It's on its way.</p> <p>7 A. Thank you.</p> <p>8 MR MILLETT: Commander, I wouldn't dream of putting -- 9 certainly not this document without you seeing it.</p> <p>10 This is, just so you know what it is, the LESLP 11 Major Incident Procedure Manual, version 9.4, 2015.</p> <p>12 I can show you the first page if you like, but it's 13 a long document.</p> <p>14 A. No, that's fine.</p> <p>15 Q. This is page 34, and we have it on the screen.</p> <p>16 A. Thank you.</p> <p>17 Q. It's section 9.7, "Survivor Reception Centre".</p> <p>18 Looking over the page at paragraph 9.9 -- I'll come 19 back to the survivor reception centre in a moment -- you 20 can see the part of this which refers to casualty 21 bureau. It says:</p> <p>22 "9.9.1. Police may establish a casualty bureau 23 where details on all dead, casualties, survivors and 24 evacuees will be collated. This centre will also take 25 telephone enquiries from friends and relatives of people</p> <p style="text-align: right;">Page 189</p>	<p>1 is, I think, a measure of just the humility and 2 humanitarian assistance that people were spontaneously 3 given.</p> <p>4 So we take that information, marry that then with 5 the information we're receiving of individuals and loved 6 ones who may well be missing, marrying that also up with 7 the information that is coming from our hospitals to say 8 who are the injured, as well as, tragically, those 9 individuals who would have sadly lost their lives as 10 well.</p> <p>11 Putting that all together is a casualty bureau 12 function to then enable us to give very accurate 13 information to loved ones, and also then to other 14 agencies such as the coroner if we need to.</p> <p>15 Q. Do you know when the casualty bureau was established?</p> <p>16 A. Sorry, say that again.</p> <p>17 Q. Do you know when the casualty bureau --</p> <p>18 A. When?</p> <p>19 Q. -- for Grenfell Tower was established?</p> <p>20 A. Yes, I believe that was established at approximately 21 06.30.</p> <p>22 Q. Did it have a geographical place? Was it in 23 a particular location?</p> <p>24 A. So the casualty bureau is established, I believe, at 25 Hendon. However, because of the volume of calls that</p> <p style="text-align: right;">Page 191</p>
<p>1 who are believed to be involved in the incident."</p> <p>2 "9.9.2. Casualty bureau staff will then match 3 details of persons involved with enquiries.</p> <p>4 "9.9.3. Where a match is made appropriate contact 5 with the enquirer will be made."</p> <p>6 I've shown you that and your statement.</p> <p>7 When you refer in your statement to the casualty 8 bureau, as we see at the top of page 10 within 9 paragraph 31, is that what you're referring to?</p> <p>10 A. Yes, I am.</p> <p>11 Q. What role would the police normally take in assisting 12 with the establishment and operation of a casualty 13 bureau?</p> <p>14 A. So the casualty bureau would be a police-led facility 15 that would be established. The casualty bureau has 16 a number of different elements to it. So partly that is 17 receiving calls from persons who believe that they may 18 have someone who is involved with an incident, and then 19 there is also then a separate part to it that receives 20 information either from hospitals or survivor reception 21 centres, or certainly what we saw at Grenfell was the 22 fantastic response from the local community of trying to 23 help out their neighbours. So people wouldn't simply go 24 to a survivor reception centre; they would be going to 25 a whole host of different places as well. That really</p> <p style="text-align: right;">Page 190</p>	<p>1 come in, the police service operates on a mutual aid 2 basis where other police forces will provide telephone 3 receipt for that.</p> <p>4 My understanding, certainly from my point of view, 5 is that I made the command decision that we would 6 activate a casualty bureau. That does take time to put 7 in place, so that was one of the first critical 8 decisions I made at 0230 hours because I did understand 9 that that would take some time to put in place.</p> <p>10 So whilst there is a physical location to it, 11 certainly the Metropolitan Police would ask other 12 forces, if we needed to, to provide assistance to us.</p> <p>13 Q. Who was put in charge of establishing the casualty 14 bureau?</p> <p>15 A. So Chief Inspector Barrett would start the process of 16 calling people out, and then we would then have 17 a casualty bureau manager working to the senior 18 identification manager, who in turn would then work to 19 the coroner.</p> <p>20 Q. Do you know why a casualty bureau wasn't established or 21 ordered to be established earlier than 02.30?</p> <p>22 A. So that would be, I suspect, because at that point it 23 became crystal clear that we were tragically dealing 24 with many people who were going to be casualties and, 25 indeed, lost their lives.</p> <p style="text-align: right;">Page 192</p>

<p>1 Q. In your statement at paragraph 32 on the top of page 10, 2 if you can just go back to it, you say: 3 "32. MPS officers did not assist with any aspect of 4 the evacuation of residents from the Tower itself, given 5 that the LFB were, quite rightly, the lead emergency 6 service for that aspect of the incident." 7 When you refer to evacuation there of the residents, 8 what are you referring to? 9 A. So I am referring to police officers entering the tower 10 in order to escort those residents out of their flats. 11 Q. We know from the witness statement of PC Rees that he in 12 fact did enter the tower and assist in evacuation of 13 residents from the stairwell. 14 Did you know that at the time? 15 A. I did not, and certainly what has emerged is the bravery 16 of my colleagues who put themselves absolutely in harm's 17 way to protect life and go into a building which they 18 were under the very real understanding was a very 19 dangerous structure and may collapse. But they put 20 themselves into harm's way to save other people's lives. 21 Q. When did you learn that PC Rees had entered the 22 building? 23 A. Oh, not until quite some considerable time later on. 24 Q. Do you know whether he was acting alone or whether there 25 were other police officers at the scene also doing what</p> <p style="text-align: right;">Page 193</p>	<p>1 A. I don't know for certain. If I'm guessing, that may 2 well be the case, but I'm sorry, I don't know 3 definitively, no. 4 Q. No, all right: 5 "... LIAISED WITH MET GRIP ..." 6 You told us what Met Grip is. 7 A. That's the chief inspector who is based at the control 8 room in Lambeth. 9 Q. Yes: 10 "... REQUESTING TSG ASSISTANCE WITH EVAC." 11 TSG is Territorial Support Group. 12 My question is: first of all, does this help 13 identify the time at which TSG officers were requested 14 for deployment? 15 A. Yes, it does. 16 Q. Did they come? Do you know whether they turned up? 17 A. Yes, they did. 18 Q. Do you know when they turned up? 19 A. Not precisely, no. The CAD, I would expect, would be 20 able to tell us that precise information. 21 Q. Perhaps you can't help me with this, but see if you can: 22 how would the Territorial Support Group be able to 23 assist with evacuation? 24 A. So my understanding of that particular comment is that 25 because of the very real fear that the fire was going to</p> <p style="text-align: right;">Page 195</p>
<p>1 he was doing and assisting in evacuation? 2 A. I'm sorry, I don't. I mean, I would suspect, given our 3 resources in those very early stages would've been 4 building up, that those numbers would've been, 5 I would've thought, quite small. But absolutely, one of 6 the things as a police officer is you make those 7 independent decisions based upon the circumstances that 8 you have in front of you at the time. 9 Q. Going back in your statement to page 9, please, 10 commander, paragraph 30, you say at the beginning of 11 that paragraph: 12 "30. Specialist resources were also deployed to 13 Grenfell Tower. The Territorial Support Group was 14 deployed. These officers are highly trained in a range 15 of skills, including a rapid entry to buildings, and 16 they have additional protective equipment that would be 17 unavailable to response officers." 18 Just trying to put a time on that. 19 If I can ask you, please, to be shown first CAD482, 20 which is MET00023294, at page 8. 21 You see there on page 8 a time mark of 01.35.23, 22 just below halfway down the page. There's a little tag 23 or legend: "CCCHENDO". It looks like -- correct me if 24 I'm wrong -- something like command centre Hendon; would 25 that be right?</p> <p style="text-align: right;">Page 194</p>	<p>1 spread beyond the tower, and that the falling debris 2 could well ignite other properties, and those who were 3 fast asleep that night would be unaware of what was 4 happening, police officers were going to those different 5 properties in order to wake the residents in order to 6 evacuate them out of there so that they're out of 7 danger. 8 But, of course, there may be those flats where 9 people simply won't wake to repeated knocking, and the 10 Police and Criminal Evidence Act does give us a power, 11 a legal power, to enter property to save life. So if 12 an officer isn't receiving a door being opened to 13 repeated knocking, then officers from the Territorial 14 Support Group do have equipment available to them so 15 that they could force entry to that property in order to 16 save life and do so. 17 That, for me, would be again something where those 18 officers are putting themselves into harm's way in order 19 to save other people's lives. 20 Q. This is evacuation not of the tower, it sounds like from 21 your evidence, but of the neighbouring properties. 22 A. That's correct. That's correct, because police officers 23 wouldn't be clearly entering into Grenfell itself; they 24 have neither the equipment nor training in order to 25 fight fires.</p> <p style="text-align: right;">Page 196</p>

<p>1 Q. Could those officers have assisted with evacuation of 2 residents from the tower itself?</p> <p>3 A. They wouldn't be able to do so because entering that 4 tower, because of the smoke, because of the danger of 5 fire, those officers would not be equipped or trained in 6 order to enter a fire -- firefighting environment.</p> <p>7 Q. So does this tell us that at this time or by this time, 8 01.35, there was a concern within the Met that this fire 9 would spread to those neighbouring blocks?</p> <p>10 A. So that would certainly give rise to that concern, and 11 what I am seeing there is some exercising of what 12 I would expect of commanders, which is thinking through 13 what are the options for later on should we need to use 14 those resources, because it's better to think in advance 15 and get those resources there, rather than suddenly 16 think, "I need them", and then have to wait for them to 17 respond.</p> <p>18 So part of being a commander is that -- not just 19 certainly the rank, sorry, but in terms of that exercise 20 of leadership and of command, is thinking through what 21 are the scenarios that I may be called to deal with and 22 then ensuring that I've got the right resources in the 23 right place to deal with them.</p> <p>24 Q. Does the training of TSG officers include evacuation 25 from dangerous structures or structures that are on</p> <p style="text-align: right;">Page 197</p>	<p>1 Airwave channel (through MetCC)."</p> <p>2 At this incident, would you expect that to happen?</p> <p>3 A. Yes, I would.</p> <p>4 Q. Did it happen?</p> <p>5 A. I do not know.</p> <p>6 Q. Who would normally establish that channel?</p> <p>7 A. That would be through the Met control room.</p> <p>8 Q. How would they liaise with the London Fire Brigade 9 control room in order to establish that channel?</p> <p>10 A. So that would be through telephone and then getting that 11 particular channel established.</p> <p>12 Q. Can you help as to whether or not or how that was 13 established in this incident?</p> <p>14 A. I'm sorry, that's not within my knowledge.</p> <p>15 Q. Can you please turn to page 28 of the same document. 16 There you see paragraph 8.10, which deals with 17 inter-agency command, and it says under 8.10.1: 18 "8.10.1. LAS and LFB command vehicles that attend 19 the scene are each equipped with Tetra (Airwave) radio." 20 Do the police also have access to Tetra Airwave 21 radio?</p> <p>22 A. Our radio system is Airwave, yes.</p> <p>23 Q. Then it goes on to 8.10.2: 24 "8.10.2. All services are able to communicate on 25 Airwave interoperability talkgroups that are common to</p> <p style="text-align: right;">Page 199</p>
<p>1 fire?</p> <p>2 A. I don't know for certain but I would doubt that very 3 much.</p> <p>4 Q. Turning to a slightly different topic, communication 5 with the LFB.</p> <p>6 Is it right that the Metropolitan Police would 7 expect or be expected to share information with partners 8 promptly and to establish and monitor a joint emergency 9 service Airwave channel?</p> <p>10 A. Certainly establishing joint comms, that would 11 absolutely be the case. Whether that is an Airwave 12 channel or not I think would depend upon the 13 circumstances. If you've got individuals that are 14 co-located talking to each other, then the provision of 15 an Airwave radio would seem to frustrate those 16 conversations.</p> <p>17 Q. Let me put something to you. 18 Can you please be shown RBK00013294, which we looked 19 at a moment ago, at page 13. 20 If you go to page 13 and look, please, at 21 paragraph 4.1.2, you can see it says under the general 22 heading "Working together": 23 "4.1.2. Communication 24 "Share information with partners promptly. 25 "Establish and monitor a Joint Emergency Service</p> <p style="text-align: right;">Page 198</p>	<p>1 all emergency services. These are the ES talkgroups 2 which are found in each force-specific folder in both 3 handheld and control room radio terminals."</p> <p>4 There are two different kinds, talkgroup IC1 and 5 then there's inter-agency talkgroup IAT1 available to 6 all Airwave users as well as a number of police and 7 multi-agency mutual aid talkgroups.</p> <p>8 Does that tell us that anyone who has an Airwave 9 radio could actually get onto the inter-agency talkgroup 10 and talk to their opposite number or somebody else in 11 a partner agency?</p> <p>12 A. It would, but it would also mean that, in so doing, 13 they'd take themselves off their own channel that they 14 were listening to. So there's always a balance between 15 what do I need to listen to? And of course, what this 16 advice is driving towards is establishing that shared 17 communication. It doesn't need to be done necessarily 18 over a radio; it can clearly be done face-to-face and 19 through meetings.</p> <p>20 But there is that balance between: do I go onto 21 a shared talkgroup or do I stay on the radio channel for 22 my own agency? There's always that balance that 23 a commander just needs to think through in terms of what 24 is right in those different circumstances.</p> <p>25 Q. Do you know whether a talkgroup for tactical commanders</p> <p style="text-align: right;">Page 200</p>

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<p>1 was set up at Grenfell Tower?</p> <p>2 A. I don't know.</p> <p>3 Q. What about an IAT1 talkgroup, do you know whether that</p> <p>4 was set up at Grenfell?</p> <p>5 A. No, I don't.</p> <p>6 Q. Turning to a different topic, commander, FSG calls and</p> <p>7 information.</p> <p>8 At page 10 of your statement, if I can go back to</p> <p>9 that, under the heading "Fire Survival Guidance (FSG)</p> <p>10 calls and information", and you deal with that over two</p> <p>11 pages from paragraph 33 onwards.</p> <p>12 At paragraph 33 you say that you're aware that the</p> <p>13 initial advice from the scene was that the LFB were</p> <p>14 saying stay put.</p> <p>15 You say in the last sentence of that paragraph, para</p> <p>16 33:</p> <p>17 "I can see that officers at the scene were following</p> <p>18 that guidance from the LFB when they were being</p> <p>19 approached by members of the public seeking advice."</p> <p>20 Is that your reading of evidence to the inquiry or</p> <p>21 to the police or is that your own personal knowledge?</p> <p>22 A. So that's my reading of the evidence to the inquiry;</p> <p>23 that's not my personal knowledge, no.</p> <p>24 Q. I see, okay.</p> <p>25 Do you know from your own knowledge of the events of</p> <p style="text-align: center;">Page 201</p>	<p>1 A. I received a couple of updates on my way in, very, very</p> <p>2 short just in terms of to the extent of the fire that</p> <p>3 was taking hold. But they were very short inputs from</p> <p>4 the control room, because clearly they were trying to</p> <p>5 manage the incident and mobilise resources, and I wasn't</p> <p>6 in a position where I could take calls because of the</p> <p>7 speed at which we were making our way.</p> <p>8 Q. Could I ask you to be shown, just in light of that</p> <p>9 answer, MET00023293, which is a CAD summary prepared by</p> <p>10 the Metropolitan Police, and turn to page 21 in it,</p> <p>11 please.</p> <p>12 At 03.58.03 you can see a message from Gold which</p> <p>13 reports a message from the commissioner of the London</p> <p>14 Fire Brigade:</p> <p>15 "... THE ADVICE FROM THE LFB IS TO TRY AND SELF</p> <p>16 EVACUATE, THERE IS NO GUARANTEE THAT THE LFB WILL BE</p> <p>17 ABLE TO GO IN AND EVACUATE PEOPLE DUE TO THE SAFETY OF</p> <p>18 THE BUILDING AND POSS COLLAPSE."</p> <p>19 Did you hear that message at that time?</p> <p>20 A. No, I did not.</p> <p>21 Q. Do you know why you didn't?</p> <p>22 A. Because I was still -- albeit arriving very shortly</p> <p>23 thereafter, but I would still be very close to arriving</p> <p>24 at Lambeth but not in a position to receive that.</p> <p>25 My understanding is -- and it is particularly</p> <p style="text-align: center;">Page 203</p>
<p>1 the night what advice particular officers were giving at</p> <p>2 particular times?</p> <p>3 A. When I arrived on duty into the control room, by that</p> <p>4 point the stay-put policy had been changed. So I am</p> <p>5 aware subsequently of what that advice was, but on the</p> <p>6 night, when I arrived, the stay-put policy had changed.</p> <p>7 Q. You arrived about 04.10, I think you tell us.</p> <p>8 A. That's correct.</p> <p>9 Q. What time did your call that started at 02.30 with Chief</p> <p>10 Inspector Barrett finish?</p> <p>11 A. So I didn't make a note of the time, but I suspect that</p> <p>12 it was approximately 02.40/02.45.</p> <p>13 Q. What happened after that, did you leave immediately?</p> <p>14 A. No. So I then got myself ready in order to make myself</p> <p>15 available then to come up into the special operations</p> <p>16 room.</p> <p>17 Q. At Lambeth?</p> <p>18 A. Yes, that's right.</p> <p>19 Q. During that period, between 02.40/02.45, did you get any</p> <p>20 information yourself about the change to stay-put advice</p> <p>21 or the advice that was being given to occupants of the</p> <p>22 building who were still trapped?</p> <p>23 A. No, I didn't.</p> <p>24 Q. Did you have any conversations at all with anybody</p> <p>25 during that period?</p> <p style="text-align: center;">Page 202</p>	<p>1 chilling to hear that, but that would've been</p> <p>2 communicated over the radio system.</p> <p>3 Q. You got to Lambeth at about 04.10. Did you subsequently</p> <p>4 discover that this message had been sent?</p> <p>5 A. Yes, I believe so. I think my notes show that people</p> <p>6 were trying to -- have been told to self-evacuate out of</p> <p>7 the building.</p> <p>8 Q. How long after arrival at Lambeth do you think you were</p> <p>9 told that?</p> <p>10 A. So I arrived at 04.10. It would've been quite quickly</p> <p>11 thereafter whilst I was receiving the briefing.</p> <p>12 Q. I am going to turn to a specific set of FSG calls,</p> <p>13 commander, and if you don't have any specific</p> <p>14 recollection of these, then say so, but I just want to</p> <p>15 ask you some questions about a particular resident</p> <p>16 called Zainab Deen.</p> <p>17 At 01.29.05 -- I'll put this to you because it's in</p> <p>18 the CAD and in other records -- she reports a fire is</p> <p>19 coming into her building, and then the call ends</p> <p>20 abruptly.</p> <p>21 Just for the record, that call is CAD543, a call</p> <p>22 that goes through to the Metropolitan Police control</p> <p>23 centre.</p> <p>24 The operator rings her back at 02.01.40, and she</p> <p>25 reports that her son was with her and that they were</p> <p style="text-align: center;">Page 204</p>

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<p>1 unable to get out.</p> <p>2 She was advised by the operator to go to the window</p> <p>3 and wave to the police helicopter.</p> <p>4 I had better show you this.</p> <p>5 It's INQ00000270.</p> <p>6 If you go, please, to page 3 to start with, in this.</p> <p>7 This is a transcript of this call, and this is call 5,</p> <p>8 at the foot of page 3.</p> <p>9 I'll just show you this:</p> <p>10 "Zainab DEEN: Yes.</p> <p>11 "MPS Operator (female): Hi Mrs Deen is that you?</p> <p>12 "Sounds of smoke alarm in background</p> <p>13 "Zainab DEEN: Yeah, Yes, Yes</p> <p>14 "MPS Operator: There's a large fire at your</p> <p>15 location. Are you able to get out?</p> <p>16 "Zainab DEEN: No. How can I get out?"</p> <p>17 Turn the page, please, to page 4. Then there's some</p> <p>18 discussion about fire exit.</p> <p>19 Then the operator says, five lines down:</p> <p>20 "MPS Operator: Okay, you're going to have to remain</p> <p>21 calm okay. How many people with you?</p> <p>22 "Zainab DEEN: Me and my son! Me and my son!</p> <p>23 "MPS Operator: You and your son (overspeaking).</p> <p>24 Alright. Calm down okay. There's fire brigade coming</p> <p>25 up the stairs trying to evac everyone. Are you able to</p> <p style="text-align: center;">Page 205</p>	<p>1 outside (unclear) outside.</p> <p>2 "MPS Operator: (overspeaking) Hello? Hello?</p> <p>3 Zainab DEEN: Yes?</p> <p>4 "MPS Operator: You need to remain calm okay? Go to</p> <p>5 the window and see you can wave the helicopter.</p> <p>6 "MPS Operator (After 7 seconds and at 01.07 in</p> <p>7 recording) Yeah?</p> <p>8 "MPS Operator: Hello?</p> <p>9 "No further response ..."</p> <p>10 If we turn the page again, that's the end of the</p> <p>11 call.</p> <p>12 My question is: do you know why the MPS operator</p> <p>13 would advise a resident to wave to the police helicopter</p> <p>14 from her window?</p> <p>15 A. No, I do not.</p> <p>16 Q. Is there any kind of police protocol or guidance or</p> <p>17 policy which would tell an operator to tell a person</p> <p>18 trapped in a burning building to signal their presence</p> <p>19 to the police helicopter if one was there?</p> <p>20 A. I don't know.</p> <p>21 Q. Do you know whether there is a system whereby police</p> <p>22 helicopters would identify people waving at buildings</p> <p>23 and do something about it?</p> <p>24 A. So certainly a police helicopter, if it were able to see</p> <p>25 what was going on, would then be relaying that</p> <p style="text-align: center;">Page 207</p>
<p>1 have a look to see if it is able to go downstairs?</p> <p>2 I mean, where is the fire exit?"</p> <p>3 Just pausing there, can you help us as to how the</p> <p>4 operator knew or was able to say to her that the Fire</p> <p>5 Brigade was coming up the stairs trying to evacuate</p> <p>6 everyone?</p> <p>7 A. I don't know for certain, other than -- it may well be</p> <p>8 that certainly there was communications between the</p> <p>9 control room, that's dispatch and in conversations with</p> <p>10 the London Fire Brigade with the operators, that would</p> <p>11 be my assumption.</p> <p>12 Q. And then lower down she says:</p> <p>13 "Zainab DEEN: I can't go into it, the smoke is</p> <p>14 coming from the, from the (inaudible word).</p> <p>15 "MPS Operator: Okay. Are you able to go to the</p> <p>16 window and wave to the police helicopter?</p> <p>17 "Zainab DEEN: (overspeaking and shouting) Is there</p> <p>18 anyone!</p> <p>19 "MPS Operator: Go to the window and wave to the</p> <p>20 police helicopter.</p> <p>21 "Zainab DEEN: (overspeaking and shouting) Is there</p> <p>22 anyone in the fourteenth floor!</p> <p>23 "MPS Operator: Hello?</p> <p>24 "Zainab DEEN: (overspeaking but initial words</p> <p>25 unclear) alone on the fourteenth floor (unclear words)</p> <p style="text-align: center;">Page 206</p>	<p>1 information back to the control room.</p> <p>2 Q. Do you know whether pilots were updated by the control</p> <p>3 room about what that resident was doing?</p> <p>4 A. Sorry, can you just repeat the first few words?</p> <p>5 Q. Were pilots updated, do you know, by the police control</p> <p>6 room about what was happening with that resident?</p> <p>7 A. I don't know.</p> <p>8 Q. Can I ask you to see the MI manual, major incident</p> <p>9 manual, at RBK00013294, please.</p> <p>10 This is the LESLP Major Incident Procedure Manual</p> <p>11 which we looked at a moment ago when we were looking at</p> <p>12 the casualty bureau and the reception centres. I want</p> <p>13 to show you something else in it at page 37, please.</p> <p>14 We can see section 10 of this document is headed</p> <p>15 "Helicopters", and section 10.1 is "Police helicopters".</p> <p>16 At 10.1.3:</p> <p>17 "Helicopters can provide the following support</p> <p>18 facilities ..."</p> <p>19 And you can see the long list of bullet points</p> <p>20 there, including the fourth bullet point:</p> <p>21 "Casualty search/assessment of numbers."</p> <p>22 Do you see that?</p> <p>23 A. (Nodded assent)</p> <p>24 Q. Do you know whether the police helicopter was present</p> <p>25 for that purpose at Grenfell on the night?</p> <p style="text-align: center;">Page 208</p>

<p>1 A. So not specifically, albeit reading that now, certainly 2 in my experience I've used helicopters to search large 3 expanses of land in order to try and find casualties 4 using their thermal imaging equipment. Of course, they 5 can do that far more efficiently than relying on police 6 officers to do so on their own. 7 Q. When performing the role of supporting casualty search 8 and assessment of numbers, would you expect a police 9 operator to advise a caller to attract the helicopter's 10 attention? 11 A. Could you rephrase the question again, please? 12 Q. Yes. Well, let me put it in a slightly different way. 13 If you look at all those bullet points, I can put it 14 to you this way: none of those involve the actual rescue 15 by helicopter of a 999 caller. 16 A. That's absolutely right. Police helicopters are not 17 equipped nor trained to carry out those types of rescue 18 functions. 19 Q. So looking at the sorts of support facilities that the 20 police helicopter present at Grenfell could assist with, 21 one of them is -- I'm putting this to you -- bullet 22 point 4, casualty search and assessment of numbers; yes? 23 A. Yes. 24 Q. You've said you didn't know, I think, whether that was 25 one of the purposes for which a helicopter was deployed</p> <p style="text-align: right;">Page 209</p>	<p>1 signal to a helicopter if the helicopter wasn't going to 2 rescue them? 3 A. I don't know why that operator said that. 4 Q. Can I turn to a different topic, which is the change in 5 what we call the stay-put advice. 6 In your statement at paragraph 35, at the top of 7 page 11, you say, exhibiting the CAD, CAD482, that at 8 03.08 a message was received by the MPS control room 9 from the LFB stating that the fire safety guidance had 10 changed and that those inside the building ought to 11 escape by any means possible. 12 You say: 13 "My current understanding is that the message was 14 communicated across the airways to officers shortly 15 before 03:10." 16 What was that current understanding based on? Was 17 it the reading of the CAD? 18 A. Yes, it was. 19 Q. Do you know how the message was relayed from the LFB to 20 the MPS control room? 21 A. I don't, no. 22 Q. Do you know whether the message was relayed from the LFB 23 control room or from the LFB officers at the incident 24 ground itself, do you know? 25 A. I'm sorry, I don't know.</p> <p style="text-align: right;">Page 211</p>
<p>1 to Grenfell. 2 A. So I think it would've been deployed -- so this is my 3 understanding, I did not call it myself -- was to give 4 a wider assessment of the scene, the cordons, and 5 clearly if there are people in distress within the 6 building, then they would be radioing that through to 7 the control room. 8 Q. My question, then, is: would you expect the police 9 operator to tell the caller to attract the helicopter 10 pilot's attention in the way that we see in the 11 transcript? 12 A. I think the operator is making an assessment based upon 13 the circumstances that they've got in front of them, 14 doing their best to try and help and doing their best to 15 try and aid the rescue of those individuals. 16 Q. Would you expect the operator to explain to the caller 17 exactly why they were telling them to attract the 18 helicopter pilot's attention, given that the roles for 19 a police helicopter do not include actual rescue? 20 A. I think the circumstances that our operators were 21 dealing with on that night, clearly incredibly, 22 incredibly emotional. To expect an operator to describe 23 it in those terms, I would doubt very much. 24 Q. To cut through the verbiage, what I'm trying to get at, 25 I think, is why would a police operator tell a caller to</p> <p style="text-align: right;">Page 210</p>	<p>1 Q. We can also see that the message was repeated 2 to 2 3 minutes later at 03.10.56. I don't need to show it to 3 you. 4 Do you know why the message had to be repeated 5 2 minutes later? 6 A. So I don't know for certain, but I would suspect that 7 something as significant as that would be absolutely 8 crystal clear to everybody to know. So I would expect 9 that that's probably the reason why, just to repeat it. 10 Q. We can see, as I've shown you before, from page 28 of 11 CAD482 that Gold had said that the London Fire Brigade 12 commissioner had essentially repeated that the advice 13 was for residents to try to self-evacuate. No guarantee 14 that the LFB would be able to go in and evacuate people. 15 That message was sent at 03.58.03. 16 My question is: do you know why that was sent at 17 that time? 18 A. No, I do not. 19 Q. You say at paragraph 36 on page 11 of your statement 20 that there is a schedule of witness statements, which 21 you've exhibited at NAJ/3, where you say that you can 22 see that a number of officers at the scene recall 23 hearing a message at approximately 3 o'clock and passed 24 on that guidance when required to do so. 25 Is that your interpretation or reading of those</p> <p style="text-align: right;">Page 212</p>

53 (Pages 209 to 212)

<p>1 witness statements?</p> <p>2 A. Yes, it is.</p> <p>3 Q. It's not your own evidence?</p> <p>4 A. No, it's not.</p> <p>5 Q. Do you know whether or not, from your own knowledge of</p> <p>6 the events of the night, officers were telling members</p> <p>7 of the public who were on the phone to residents inside</p> <p>8 the building to stay put after 03.10?</p> <p>9 A. No, I'd need to look at the CADs, but that would not be</p> <p>10 within my own personal knowledge.</p> <p>11 Q. We've heard evidence from the London Fire Brigade that</p> <p>12 the decision was made to change the stay-put advice in</p> <p>13 the control room around about 2.35 am, or between</p> <p>14 2.30 and 2.50 am, and also made or at least logged at</p> <p>15 the scene at 2.47 am.</p> <p>16 Assuming that the decision by the London Fire</p> <p>17 Brigade to change the advice was made at those times or</p> <p>18 within that time range, when would you have expected</p> <p>19 your officers to be told of the change in the stay-put</p> <p>20 advice?</p> <p>21 A. So I would expect that to be undertaken as soon as</p> <p>22 possible.</p> <p>23 Q. Can you account for the delay in getting that</p> <p>24 information to your officers?</p> <p>25 A. No, I can't, I'm sorry.</p> <p style="text-align: center;">Page 213</p>	<p>1 SIR MARTIN MOORE-BICK: No, no --</p> <p>2 MR MILLETT: If we take a break, I may be able to cut things</p> <p>3 out.</p> <p>4 SIR MARTIN MOORE-BICK: Well, I am going to ask the</p> <p>5 commander.</p> <p>6 It's getting on in the afternoon and we all get</p> <p>7 tired at this end of the day. You've been hanging</p> <p>8 around waiting to give evidence anyway.</p> <p>9 Would you prefer to stop now but come back tomorrow,</p> <p>10 or would you prefer to carry on this evening, with or</p> <p>11 without a short break now? I'm putting myself in your</p> <p>12 hands on this one.</p> <p>13 THE WITNESS: Thank you.</p> <p>14 So clearly I'm here to help and assist the inquiry</p> <p>15 as much as I'm able. I could certainly do with</p> <p>16 a comfort break right now, if I may, please.</p> <p>17 SIR MARTIN MOORE-BICK: Very reasonable, yes.</p> <p>18 THE WITNESS: And then if we're able then to continue,</p> <p>19 I think that would be good.</p> <p>20 SIR MARTIN MOORE-BICK: Okay.</p> <p>21 THE WITNESS: But, of course, if it's going to take --</p> <p>22 I want to give the very best answers that I can to help</p> <p>23 the inquiry, so if we need to come back tomorrow, then</p> <p>24 I'm very happy to do that.</p> <p>25 SIR MARTIN MOORE-BICK: Do you feel comfortable about going</p> <p style="text-align: center;">Page 215</p>
<p>1 Q. Do you know if the delay in communication of the change</p> <p>2 in stay-put advice, if there was a delay, had any effect</p> <p>3 on your operations?</p> <p>4 A. Certainly the advice that officers would be giving to</p> <p>5 the public would be based upon the very latest advice</p> <p>6 that they've been given.</p> <p>7 Q. I am going to ask you questions about your involvement</p> <p>8 on the night and I am going to ask you to go to</p> <p>9 paragraph 49 of your statement?</p> <p>10 SIR MARTIN MOORE-BICK: Mr Millett, forgive my interrupting</p> <p>11 you.</p> <p>12 Can you give us any indication of how many more</p> <p>13 questions you have, or how long you are going to take?</p> <p>14 I ask the question because the commander has been</p> <p>15 giving evidence for quite a while. He would normally</p> <p>16 have stopped at 4.30, but he may prefer to finish his</p> <p>17 evidence today if that is possible. I don't know,</p> <p>18 I haven't asked him yet. But I'm sure, if we are going</p> <p>19 to go on, he'd like to know how long.</p> <p>20 MR MILLETT: I would like to ask him rather more questions</p> <p>21 than I suspect I am going to be able to in the time.</p> <p>22 SIR MARTIN MOORE-BICK: I'm not trying to restrict your time</p> <p>23 at all.</p> <p>24 MR MILLETT: I have about half an hour more questions to go,</p> <p>25 I'm afraid. I can cut it down to 20 minutes possibly.</p> <p style="text-align: center;">Page 214</p>	<p>1 on this evening, let's say for half an hour?</p> <p>2 THE WITNESS: Yes, I am.</p> <p>3 SIR MARTIN MOORE-BICK: Right. If you get to a point, then,</p> <p>4 when you feel you're getting too tired -- it can happen</p> <p>5 quite suddenly -- you must indicate.</p> <p>6 THE WITNESS: Thank you.</p> <p>7 SIR MARTIN MOORE-BICK: What we'll do is have a just over</p> <p>8 5-minute break. Is that long enough?</p> <p>9 THE WITNESS: That would be fine.</p> <p>10 SIR MARTIN MOORE-BICK: 4.50, and then we'll see if</p> <p>11 Mr Millett can get through in half an hour.</p> <p>12 MR THOMAS: Sir, we have concerns in relation to this.</p> <p>13 SIR MARTIN MOORE-BICK: Oh, do you? Why is that?</p> <p>14 MR THOMAS: We are slightly concerned about certain</p> <p>15 questions being chopped. It's just giving the</p> <p>16 appearance that it might be being rushed, and we would</p> <p>17 prefer that appearance not to take place. There's been</p> <p>18 a suggestion that we might be able to cut some questions</p> <p>19 out.</p> <p>20 SIR MARTIN MOORE-BICK: No, I made it clear to Mr Millett --</p> <p>21 he said he thought he had half an hour and I made it</p> <p>22 quite clear I'm not expecting him to cut down. If he</p> <p>23 can't finish within the half an hour, I think we're</p> <p>24 going to have to stop anyway. But the commander is</p> <p>25 a very busy man, he probably has other commitments, and</p> <p style="text-align: center;">Page 216</p>

<p>1 although I am sure he would come back tomorrow if he 2 were asked to do so, he might prefer to finish tonight. 3 MR THOMAS: You understand the concern I raise. 4 SIR MARTIN MOORE-BICK: You're absolutely right to say that 5 it's important there be no rush or truncating of the 6 questions. You don't have to persuade me about that. 7 But I think we need to see how we can get on. All 8 right? 9 We're now going to break for just over 5 minutes. 10 4.50, and then we'll see where we go from there. 11 MR MILLETT: I should just say for Mr Thomas's benefit that 12 none of the questions I was going to cut would come from 13 him, they would be my own questions. But in any case, 14 we'll have the full time, so there will be no cutting. 15 SIR MARTIN MOORE-BICK: Commander, you go with the usher. 16 Please don't talk to anyone about your evidence while 17 you're out of the room, all right? 18 THE WITNESS: Thank you. 19 (Pause) 20 SIR MARTIN MOORE-BICK: Right, I'm going to rise for 21 5 minutes. 22 I'm quite happy, Mr Thomas, to make it quite clear 23 to Mr Millett and everyone else in the room that I am 24 not expecting him to trim his questioning in order to 25 finish this evening.</p> <p style="text-align: center;">Page 217</p>	<p>1 day. 2 I'm told, and the commander will correct me if I'm 3 wrong, that he will be available to come back tomorrow 4 morning to finish his evidence, which will not take very 5 long, if need be. Rather than pushing on through the 6 dark hours, it might be sensible to stop. 7 SIR MARTIN MOORE-BICK: Yes, all right. 8 MR MILLETT: I will see how we go and finish at, say, 5.05 9 or 5.10. 10 SIR MARTIN MOORE-BICK: Well, the last time I asked you, you 11 thought half an hour. 12 MR MILLETT: Yes, well -- 13 SIR MARTIN MOORE-BICK: My own experience is that that is 14 often a rather flexible estimate -- not just in your 15 case, but in others' as well. 16 I think if we are not going to finish by 5.05/5.10, 17 it would be wiser to stop now. If we have to trouble 18 the commander to come back again tomorrow, and I quite 19 see that that is perhaps inevitable, then we'd be better 20 to stop at this point. 21 MR MILLETT: I think on any view we will not be able to 22 finish by 5.10 including the break in order for me to 23 check my questions. 24 SIR MARTIN MOORE-BICK: Of course. All right. Well, 25 then --</p> <p style="text-align: center;">Page 219</p>
<p>1 MR THOMAS: Of course, sir. 2 May I just say, it doesn't matter whether it's my 3 questions or not; the point is it's the appearance. 4 I understand that Mr Millett didn't intend that, but 5 it's something that just had to be said. 6 SIR MARTIN MOORE-BICK: Yes. Well, you've said it and 7 I hope I've made it clear that it's not going to result 8 in any truncating of the questions. 9 MR THOMAS: You have and I'm grateful. 10 SIR MARTIN MOORE-BICK: All right? Thank you very much. 11 4.50, please. 12 (4.45 pm) 13 (A short break) 14 (4.50 pm) 15 SIR MARTIN MOORE-BICK: All right, commander? Are you happy 16 to carry on for a bit? 17 THE WITNESS: Thank you. Yes, I am. 18 SIR MARTIN MOORE-BICK: As I say, if you feel you're getting 19 too tired, just say and we'll stop. 20 THE WITNESS: Thank you. 21 MR MILLETT: Commander and Mr Chairman. First of all, 22 commander, thank you very much for coming back to us. 23 Mr Chairman, I've had some discussions with various 24 people, and looking at my notes again, it may be 25 sensible not to rush tonight because it's been a long</p> <p style="text-align: center;">Page 218</p>	<p>1 MR MILLETT: So we'll stop now. 2 SIR MARTIN MOORE-BICK: That is as it is. 3 Well, commander, I'm sorry we got you back in to 4 tell you we're not going to finish tonight after all, 5 which means I am going to have to ask you to come back 6 tomorrow morning, and I hope not to detain you too long 7 then, but at least we can give you a prompt start. 8 THE WITNESS: Thank you. 9 SIR MARTIN MOORE-BICK: All right? It's very important that 10 you don't talk to anyone about your evidence -- 11 THE WITNESS: Absolutely. 12 SIR MARTIN MOORE-BICK: -- once you leave the room. 13 THE WITNESS: Yes. 14 SIR MARTIN MOORE-BICK: All right? 15 THE WITNESS: Thank you. 16 SIR MARTIN MOORE-BICK: 10 o'clock tomorrow? 17 MR MILLETT: 10 o'clock tomorrow will, I think, deal with it 18 satisfactorily. 19 SIR MARTIN MOORE-BICK: Back at 10 o'clock tomorrow, please, 20 thank you very much. 21 Right, you go with the usher, if you would. 22 (Pause) 23 Right. Well, then, we'll stop at this point and 24 resume tomorrow morning at 10 o'clock. 25 MR MILLETT: Indeed.</p> <p style="text-align: center;">Page 220</p>

1 I should just say, Mr Chairman, there may be a very
2 small knock-on effect in terms of Mr Rawat's reading in
3 of further residents' witness statements, but I hope
4 that can be accommodated without any further disturbance
5 as well tomorrow.

6 SIR MARTIN MOORE-BICK: All right. Thank you.

7 10 o'clock tomorrow, then, please.

8 (5.00 pm)

9 (The hearing adjourned until Tuesday, 13 November 2018
10 at 10.00 am)

11 I N D E X

12 NICHOLAS THATCHER (sworn)1

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