

## **GRENFELL TOWER**

### **WEDNESDAY 14<sup>TH</sup> JUNE 2017**

**Out of Hours Job Ref: 8-140617**

**Inbound Calls relating to the incident:- 33**

**Outbound Calls relating to the incident:- 12**

#### **01.02hrs – 01.05hrs: *inbound call from Tunstall Response Callcentre***

Tunstall Response called to advise of a fire alarm activation at Grenfell Tower.

Tunstall state they called the Fire Brigade (FB) when they were alerted that the alarm was going off.

FB stated they were already en-route as already aware due to a call from somebody on site.

Tunstall advise that they had tried to call the on call caretaker – unable to do so as the number was not allowing them to leave a message.

Tunstall also advised that Out Of Hours (OOH) were the 3<sup>rd</sup> number on their list and had to advise us (**Connect**) that the heating engineer would need to attend to reset the boilers at Barandon, Testerton and Hurstway Walk as they would not automatically reset themselves as would the boiler at Grenfell Tower.

Tunstall again confirmed they had called the FB and were attending.

We advised this would be passed out.

***Information captured - Correct process followed.***

#### **01.06hrs – 01.09hrs: *outbound call by Connect to Allied Protection***

OOH advised Allied Protection of an alarm activation reported to us by Tunstall Response at Grenfell Tower.

Tunstall were given as a point of contact to Allied Protection.

Allied confirmed they would get this passed on and someone out as soon as they can.

***Allied Protection are K&CTMO's Contractors and we are advised to call to them for fire alarm activations, fire alarm reset and fire alarm panel faults.***

**CRITERIA:** On 12/04/16 we received an email from Claire Williams Project Manager to advise:-

#### **Grenfell Tower: JS Wright**

The below 131 properties are all on a new communal heating system:

1 Grenfell Tower - Grenfell Creche and under 3's nursery

1A Grenfell Tower -the Dale Youth Club (boxing club)

Flats 2-206 (129 flats) Grenfell Tower

Their new boilers are separate from the 3 'finger blocks' – Barandon, Hurstway and Testerton.

JS Wright need to be contacted if there is a problem with heating at this block, as the heating system is under defects guarantee until May 2017.

There is an issue that the smoke/fire alarm system at Grenfell is triggered, then this shuts off the gas boilers in the basement. **On the new boilers for Grenfell they reset themselves when the smoke/fire alarm is reset.**

However, on the existing boilers serving Barandon, Hurstway and Testerton – these need to be manually reset by Cofely.

***We passed the job to them in 1 minute – correct process followed.***

**01.10hrs – 01.12hrs: *inbound from Resident of Flat 205 Grenfell Tower***

Resident stated that he had just returned home and in the lift/communal area the air vents were making lots of noise and there was a burning electrical smell.

He could see no fire.

He was advised that there was an issue with the fire alarm and the engineers and FB were en-route.

He had not heard any fire alarms going off.

We asked if the FB were on site and the resident stated no and was reassured that the FB were on their way (as we had been advised by Tunstall).

The Resident also stated that the lift was not working and was told that this would not be operational if the fire alarm was activated.

*As we had been notified that the FB were already on their way (by a K&CTMO Contractor)- no further action was required - correct process followed.*

**02.01hrs – 02.05hrs: *inbound from John, Otis Elevators engineer***

An engineer called in to ask if we were aware of a fire – he mentioned 2 sites, Jean Darling House and Cuthbert Court (CW Homes). The Engineers attending these sites had informed him that they were able to see a big block of flats belonging to K&C that was on fire.

The engineer said he would try and get more information and call back.

*At this point there is little that we can do – as we have very limited information and do not have the block, I do not think we could have escalated to K&CTMO at this point as they would have wanted the additional information- which at this point we did not have (hearsay)*

**02.26hrs – 02.28hrs: *Inbound call from John, Otis Engineer***

He advised that it had been confirmed by another engineer that there was a large fire at Grenfell Tower and that it was gutted and that the FB were on site.

*Information logged - Correct process followed.*

**02.29hrs – 02.31hrs: *Outbound call to Adrian Bowman (AB) – On Call Duty Officer***

We advised that a report had been received from Tunstall regarding an alarm activation – FB had been called by Tunstall.

We also advised what we had been told by an Otis engineer who happened to be in the area.

AB asked that we call the on call caretaker, to attend site and ascertain what the situation was and to call him back.

**CRITERIA:** AB was on K&CTMO Technical Advice Rota for that week

**CRITERIA:** (Email from Olivia Hutchison) - I would be grateful if you could please make all of your team aware that they must contact the Duty Technical Manager immediately to advise of the detail of any calls they receive advising of a fire in our blocks and in particular all calls they receive from either the Emergency Services or RBKC's Emergency Planning Team. We would want you to treat this as priority and pass on this info within minutes of being informed.

*We passed the job to them in 1 minute – correct process followed.*



**02.32hrs -02.33hrs:** *Outbound call to Caretaker, Ken Wilson (KW)*

Call was made, went to voicemail

Message left requesting a call back on engineers hotline 0203.701 3555 regarding a fire at Grenfell Tower.

<b>CRITERIA:</b> KW was on K&CTMO rota as the Emergency Call Out for that week
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***We made the call in 1 minute – correct process followed.***

**02.35hrs – 02.35hrs:** *Inbound from Ken Wilson, Caretaker*

KW called back, was advised of the fire at Grenfell Tower, he said that would explain the helicopter that was out there.

We advised that he should attend site at the request of Adrian Bowman.

Confirmed he would do this.

***Information passed – but we forgot to advise that he needed to call back.***

**02.36hrs – 02.36hrs:** *Outbound to Ken Wilson, Caretaker*

Requested to call back with an update to Out of Hours and to Adrian Bowman.

Said he would do so once he gets down there.

***Called back within 1 minute – correct process followed.***

**02.44hrs – 02.53hrs:** *Inbound from Miss Green, Frinstead House, block opposite Grenfell Tower*

Miss Green called to make us aware of the fire – it was getting worse and the FB appeared not to be able to contain or control.

She said it was just blazing and was half way down the building at that time and that residents would need to be re-homed.

She suggested that the Community Centre could be opened.

She said both sides of the building were alight.

She saw the FB trying to reach the site but there were some roads closed around the site which made it difficult.

She stated the smoke was up to 100 ft. in the air.

She didn't feel the FB were dealing with it adequately (due to equipment not being appropriate).

At the moment bits of the building were falling off and she could hear people banging and crying for help. She couldn't believe how quickly the flames had taken hold and was growing.

Her call was mostly to advise the TMO.

Caller was advised that we were aware and the Caretaker was en route.

<b>CRITERIA</b> –to log these calls for information purposes
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***Correct process followed.***

**02.55hrs – 02.55hrs:** *Outbound to Adrian Bowman*

Call made to **AB** to enquire if any update received from **KW**, nothing other than he was en route.

Out of Hours (**OOH**) confirmed that a resident from Frinstead House had called and gave a brief outline of her description.

**AB** had seen the footage on social media and was aware of the severity.

He asked to be kept updated.

**Correct process followed.**

**03.20hrs – 03.21hrs: Inbound call from a resident from another block**

Caller advised she was looking at the block from another side stating she could see people trapped at the top shouting out the window, she was over by Silchester Walk.

She asked if the Community Hall at the bottom of Frinstead House could be opened as people were looking for somewhere to go.

She said the screaming was awful.

**Information logged - Correct process followed.**

**03.34hrs – 03.35hrs: Inbound to K&C from a Leaseholder – flat number not given**

Leaseholder called as he had heard about the fire and stated he had tenants in his property and was asking for an update.

**OOH** advised we were aware and was suggested that he check Google/Social Media for live updates.

He wanted to know what would happen to the Residents that had lost their homes.

He was advised that this would be something that the K&C Day Office would be dealing with in the morning.

**CRITERIA:** our job is to deal with the emergency and log and refer other jobs back to the day office

**Correct process followed.**

**04.18hrs – 04.21hrs: Inbound call from Jackie Haynes, [REDACTED]  
Hurstway Walk**

Ms Haynes asked if **OOH** were aware of the massive fire at Grenfell Tower.

**OOH** confirmed we were.

She has suggested that due to the displaced Residents of that block that she wanted some of the Community Centres to be opened to offer refuge to the Residents.

She said there were hundreds of Residents at the moment and they had nowhere to go and wanted someone to open up a small community centre between Hurstway Walk and Testerton.

She was willing, along with 3 other members to give assistance to run the refuge with food and shelter.

There were members of the community who would help as people were milling around not knowing what to do.

The Police were being inundated by the Residents and they had nowhere to go.

**OOH** advised that we would pass this on to the Senior Managers on site.

**CRITERIA:** our job is to deal with the emergency and log and refer other jobs back to the day office.

**Correct process followed.**

**04.23hrs – 04.25hrs: Outbound to Ken Wilson, Caretaker**

OOH called with above information and KW confirmed that the Leisure Centre has been opened, the Police forced entry and the lights were now on.  
OOH said they would let Jackie Haynes know.  
KW confirmed that it was very bad on site.

***Information passed within 2 mins - Correct process followed.***

**04.25hrs – 04.26hrs: Outbound to Jackie Haynes**

OOH confirmed that the Leisure Centre had been opened and that it would be ok to take people there for shelter.

***Information passed within 0 mins - Correct process followed.***

**04.28hrs – 04.32hrs: Inbound from Jackie Haynes**

Called back to say that access to the Leisure Centre has been blocked off due to the proximity to Grenfell Tower.

She suggested that there is a Nursery in the middle of the Estate or the Harrow Club – and asked if the Nursery could be opened.

The Harrow Club would be preferable as it was bigger.

They wouldn't need to stay as they had volunteers to help.

OOH said they would call the Caretaker to see what he could do to assist.

***Information logged - Correct process followed***

**04.32hrs – 04.34hrs: Outbound to Ken Wilson**

OOH advised that Residents were unable to access the leisure Centre.

KW confirmed that the injured were being taken there.

OOH asked if the Nursery or Harrow Club could be opened instead.

OOH asked if there was anything that can be done.

KW said they were being held back by the Police cordon.

***Information passed within 0 mins - Correct process followed.***

**04.34hrs – 04.35hrs: Outbound to Jackie Haynes**

Advised that Leisure Centre for injured only.

The Caretaker had no suggestions or knew of any Keyholders.

During the call the Police called out to the Residents from Grenfell and were going to escort them somewhere.

***Info passed within 0 mins – New Information logged - Correct process followed***

**04.38hrs – 04.41hrs: Inbound from Jackie Haynes**

She called back to advise that the Police were calling the Residents to take names and addresses of the Residents.

She asked if K&C TMO would come in early to deal with this and OOH advised that they probably would.

Jackie said that the prefab stuff they put around it has just gone up in flames and the building was still burning.

She said if asked she would tell any reporters that K&C were not on site and that it wasn't good for them.

She thanked Hayley for all her help so far.

***New Information logged - Correct process followed***



**04.51hrs – 04.52hrs: *Inbound from concerned caller re his parents.***

Caller rang to check on the status as he had heard about the fire and was concerned for his parents. His parents lived in Treadgold.

OOH advised that at the moment only Grenfell was affected.

***Information logged - Correct process followed***

**05.15hrs – 05.51hrs: *Inbound call from ABC News in Sydney***

Advised the reporter that at this time there was no one available to speak to regarding the fire at Grenfell.

Reporter placed on hold whilst OOH called AB

**05.15hrs – 05.17hrs: *Outbound to Adrian Bowman***

Advised that a Reporter wished to speak to a K&C Representative.

He advised that several Senior Managers were on site and trying to open respite centres for the displaced Residents.

He was not currently in touch with any of them, but would make enquiries and get back to OOH.

He also asked to be kept updated if OOH had any news.

**05.17hrs – 05.17hrs: *Call reconnected to ABC Sydney***

Reporter advised that Senior Management on site and no contact details available as yet.

***Escalated immediately, all Information passed and logged - Correct process followed***

**05.48hrs – 05.49hrs: *Inbound from Alice, Radio 5 Live***

Calling to find out if anyone was available to speak to.

Advised that at this moment there was no point of contact known – details taken.

She advised that several reporters were on site who would like to speak to a representative from K&C TMO.

***Information logged - Correct process followed***

**06.01hrs – 06.02hrs: *Inbound from Vasco, CNN***

Calling for a comment/update on the Grenfell Tower fire.

Details taken.

Advised Senior Management on site – no contact details at the moment.

Asked if a statement had been made, OOH advised that as far as we know, a statement had not yet been made.

He asked about numbers, residents. Advised OOH would not be able to assist in this regard.

Asked for a call back once any information from the TMO became available.

***Information logged - Correct process followed***

**06.12hrs – 06.13hrs: *Inbound from concerned caller at Hesketh Place***

Caller lives at Hesketh Place and was aware of the fire.

Asking if she needs to vacate her property – this is around the corner from Grenfell.

Advised that OOH have not been advised of any evacuation from surrounding sites but emergency services were on site who were managing the situation.

Stated OOH would seek advice/assurance for them.

***Information logged - Correct process followed***

**06.13hrs – 06.15hrs: *Outbound to AB***

Confirmed that it is only speculation that the building may collapse and it was not thought that evacuation is needed.

Those on site would advise if this was necessary.

**AB** was asked about any update on statements or a person on site for Press releases.

He was unable to supply any information on this.

He has left a message for the K&C TMO Press Officer to make him aware.

As they were the Managing Agent for K&C Council it is likely that both TMO and Council would liaise to put out a joint statement at some stage.

***Escalated immediately - Correct process followed***

**06.19hrs – 06.20hrs: Outbound to Resident at Hesketh Place**

Called Resident back, confirmed that no evacuation was planned at this moment in time and it was speculation.

***Called back within 6 minutes - Correct process followed***

**06.20hrs – 06.22hrs: Inbound from Resident of Grenfell**

Called to enquire if it was safe to return to her flat.

OOH advised that she should speak to the Emergency Services on site as they would be best placed to advise her.

***Information logged - Correct process followed***

**06.23hrs – 06.24hrs: Inbound from Theo Usherwood, LBC Radio**

Calling for a comment/statement on Grenfell.

Advised no person available at this moment.

Details taken.

***Information logged - Correct process followed***

**06.38hrs – 06.38hrs: Anonymous caller**

Unhappy with the incident – K&C now have a big problem stating more thought should have been placed on Health & Safety and we've really put our foot in it.

This was the biggest disaster in the past 100 years and was the equivalent of the Titanic going down ....congratulations!!

***Information recorded but no contact details available - Correct process followed***

**06.49hrs – 06.51hrs: Kofi – Housing Officer for a Housing Trust**

Calling to phone some of his tenants who live in Grenfell and enquiring as to where residents are being placed and what the process is at the moment.

Was able to advise that injured tenants were being taken to the Leisure Centre

***Information recorded but no contact details available - Correct process followed***

**07.04hrs – 07.05hrs: Inbound from Bridget, Radio New Zealand**

Asking for the Press Officer or anyone who could give a statement.

Advised there was no one available at the moment.

***Information logged - Correct process followed***

**07.09hrs – 07.09hrs: Inbound from Vasco, CNN calling back**

Advised there were no numbers still available and not statement/updates.

***Information logged - Correct process followed***

**07.22hrs – 07.23hrs: *Inbound from Grenfell Tower Resident***

Calling to ask where he should go – he wasn't on site at the time.

Advised Harrow Club would be the place to go to.

***Information logged - Correct process followed***

**07.37hrs – 07.38hrs: *Inbound from Patrick Smith, Buzzfeed News***

Calling to enquire if there were any statements being made – advised the Day Office would be opened at 9am.

He then stated so no one is making any statements until then.

Was told that OOH have not been made aware of any forthcoming statements as yet.

***Information logged - Correct process followed***

**07.51hrs – 07.52hrs: *Inbound call from member of the public***

Called to offer a property for use of any displaced Residents.

It has just been refurbished and was vacant.

Thanked and advised to call the Day Office when it opens at 9am, they would be best placed to co-ordinate any assistance.

***Information logged - Correct process followed***

**07.52hrs – 07.56hrs: *Inbound from concerned Resident, Whitstable House.***

Caller lives in the next tower block – asking if she is safe as she has heard it may collapse.

Advised that not as far as OOH could confirm – Emergency Services on site would be best placed to advise.

***Information logged - Correct process followed***

**07.59hrs – 07.59hrs: *Inbound from CBS News, London***

Calling looking for a statement on Grenfell. Advised none available that OOH were aware of – advised to call Day Office at 9am when it opens.

***Information logged - Correct process followed***

**08.09hrs – 08.11hrs: *Inbound from Joanna Burt, Business Desk at the Evening Standard***

Looking for a statement – need to know if K&C TMO will be providing a statement or the Council. Advised to call the Day Office when it opens at 9am – OOH have not been given any statements or contact details for any Press Calls.

***Information logged - Correct process followed***

**08.32hrs – 08.32hrs: *Inbound call from a media person***

Advised that any statements should be sourced from the Day Office and to call back at 9am.

Caller did not identify himself.

***Information logged - Correct process followed***



**08.39 – 08.40hrs: *Inbound from Joanna from Sky News***

Advised no one available to speak to regarding a statement and to call back at 9am.  
Details taken.

***Information logged - Correct process followed***

**08.57hrs – 08.58hrs: *Inbound caller offering to volunteer from Westminster Food Bank***

Advised that it would be best to speak to the Day Office at 9am – they will be able to give her more information on any assistance needed.

***Correct process followed***

**08.58hrs – 08.59hrs: *Inbound call from The Sun***

Looking for a statement/update. Advised to call back at 9am – OOH does not have any direct numbers at this time.

***Correct process followed***

**09.00hrs – 09.01hrs: *Inbound call – Media person***

Advised to redial as the day office is now open.

**CONCLUSION:**

My view is that Hayley handled a very stressful and exceptional situation, both professionally and efficiently. All necessary information was captured and logged, OOH escalated immediately where required to do so and ultimately we followed the criteria we have been given by K&CTMO.

OOH contacted K&C Senior Management where necessary for updates, guidance and/or information.