

Claimant:  
Name of Witness : Natasha Elcock  
Statement No : 2  
Exhibits : 1  
Date : 28 August 2018

**IN THE GRENFELL TOWER INQUIRY**

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**PHASE 1 SUPPLEMENTARY STATEMENT OF NATASHA ELCOCK**

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I, **Natasha Elcock** of [REDACTED], **WILL SAY AS FOLLOWS:-**

1. I make this statement to supplement my phase 1 witness statement dated 15 May 2018.
2. The statements I make are from my own knowledge or belief unless otherwise stated. If not from my own knowledge I will identify the source.
3. I have been asked to comment on a recording and transcript of a telephone call I made to the emergency services by the Inquiry Team which was not available to me at the time I made my previous statement. I haven't felt able to listen to the recording of the call, because I would find it too upsetting.
4. According to the time stamp on the transcript the call started at 04:33:41. This is consistent with my recollection and a screenshot I took on my phone of the calls I made and received on the night of the fire (exhibit NE1).
5. I asked the operator for an update on the efforts to rescue us and get us out. I started to say that my six year old daughter was with us. The operator interrupted me. He asked where we were. I told him that we were in 82 Grenfell Tower on the eleventh floor. The operator asked whether there was smoke in the flat. I answered that there was. The operator repeated to me "*11<sup>th</sup> floor. Flat 82, 11<sup>th</sup> floor*".
6. I explained to the operator that we had tried to go down the stairs but it was still too hot. I told the operator that I didn't know what the situation was or whether firefighters were coming up, I said that I just really wanted an update because I was stuck in the flat. The operator told me that we needed to make our out of the building. I explained that we couldn't. I asked about the stairs and whether he could tell me if the stairs were on fire. I told him I was not leaving my flat.. He insisted that I find whatever clothes, towels or cloths I could and try to leave. At this point I became exasperated, the transcript of the call records my words as follows:

*“Yeah, I’ve done – listen, I’ve been on the phone to you for two hours and you’ve always told me the same thing and I’ve tried to leave the house with the towels wrapped [around] me, it’s still too hot out there. I can’t, I need someone, I need guidance and I don’t even know if the ceiling’s falling down, we don’t know nothing. Someone needs to come. Where are the fire brigade? Please anybody.”*

7. The operator told me to listen to him. He said *“This is your only choice, okay, there’s no other option –“*. I asked him if he was telling me that the fire brigade was not coming. He told me *“We’re trying. You need to make your way downstairs though”*. I repeated again that there was fire on the stairs. I pleaded with him for someone to find out what was going on. The operator told me again that the only choice was to find clothes and towels, cover them in water, wrap them around me and to make my way to the staircase. He said to me *“...that is the only choice”*.

8. I repeated to him that I could not do that. The transcript records my words as:

*“Right, there’s 11 floors, I’m in a tower block, it’s not like I’m going down three flights. It’s not like – and it’s dark out there and it’s smoky and it’s on fire, I’m running into it, the fire was underneath me, it’s all round me. I need someone to get me out!”*

9. I asked why I had been told an hour ago that someone was on their way up. I asked why I had been told that when I first reported the fire. I pleaded with the operator for someone to please get me out. I began to cry. I said that I was safe in my house at the moment, but I needed to know if someone was coming to get me. The operator told me again that I had to make my way to the staircase. I told the operator that he was no good to me and I hung up.

10. I was rescued at 4.47 as set out in my earlier witness statement.

I believe that the facts stated in this witness statement are true.

SIGNED



MS NATASHA ELCOCK

DATED

*28<sup>th</sup> August 2018*

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**PHASE 1 SUPPLEMENTARY STATEMENT OF NATASHA ELCOCK**  
**EXHIBIT NE1**

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## RECENTS

## CONTACTS



Denise

 Mobile

04:37



Emergency number

 999

04:33



Maggie

 Mobile

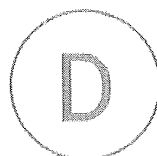
04:32



Raqs2

 Mobile

04:31



Dad (2)

 Mobile

04:30



Maggie

 Mobile

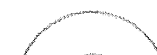
04:30



Denise

 Mobile

04:27



Sackia

