

Transcript created by DTI

Event: [PI D2 GTIRT17-00629 SECTION 3 999 T FSG 76191 023241](#) [REDACTED] 0J

Date:

Interviewer:

Interviewee:

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OPERATOR: Hello, Fire Brigade.

CALLER: Yeah. I live at 82 Grenfell Tower. The fire, I need to know if someone's coming to get me out.

OPERATOR: Are you in there at the moment, yeah?

CALLER: Yeah.

OPERATOR: Okay. And what flat number are you?

CALLER: 82. I'm on the 11th floor.

OPERATOR: 82. 11th floor, flat 82. Okay. We, we've got a lot of fire engines there, it is a bad fire, okay, we've got a lot of fire engines and they're making their way through the building. (overspeaking)

CALLER: They are, yeah?

OPERATOR: - at the moment.

CALLER: Huh?

OPERATOR: Tell me what it's like there at the moment in your flat.

CALLER: What's working?

OPERATOR: What, what it's like in your flat. What's the situation?

CALLER: It, it's - the fire - it's okay at the moment but the fire seems to be spreading and it's blocking past the windows.

OPERATOR: Spreading. Okay. So do you think it's safer for you (overspeaking)

CALLER: I can't see it because obviously I'm inside. Huh?

OPERATOR: Do you think it's safer for you to stay or to try and leave?

CALLER: I think I need to - I, I - they need to come and get me out. It's getting worse, please.

OPERATOR: Okay, yeah, they are trying to get you out, but at the moment would it be safer for you to leave on your own or not?

CALLER: No, no, I can't see past -

OPERATOR: You can't see outside.

CALLER: Yeah, I can't - I don't, I don't even, I don't even know what I'm doing.

OPERATOR: Okay. So what you need to do, is, is there any smoke coming into the, into the flat?

CALLER: Not at the minute, no.

OPERATOR: Not at the minute. So have you got all your windows closed?

CALLER: Yeah, yeah, yeah. (inaudible) shut the window, there's nothing we can do, babe.

OPERATOR: You, you've got all your windows shut, yeah?

CALLER: Yeah, but it's spreading, it's coming -

OPERATOR: Okay. (overspeaking)

CALLER: (overspeaking) stay there.

OPERATOR: Is there smoke coming in through gaps in the door?

CALLER: No, I've put towels down ages ago.

OPERATOR: Good, good, that's perfect. Okay. Okay. Your flat 82 on the 11th floor you said, didn't you?

CALLER: Yeah, that's right.

OPERATOR: Okay. We - I'll pass that on to the crews so that they know exactly where they are to come for you, yeah, you've done the right thing -

CALLER: Yeah, they need to hurry up, please.

OPERATOR: So what you need to do is keep away from the windows and doors. If any smoke starts coming in, move to a different room and block the windows and doors in there as well, yeah? And keep low.

CALLER: Yeah, but it's going - it's spreading. It's, it's spreading (overspeaking)

OPERATOR: I know, I know it's spreading and it's spread quick. If, if it comes to the worst, keep down low away from the smoke, yeah?

CALLER: Yeah, please, can you tell them, please come now, because it's actually coming into my house now.

OPERATOR: I'm going to tell them now. Is that flames? Is there flames coming (overspeaking)

CALLER: No, is there, is there flames there, Anthony? Don't freak out, I need you to stay calm. It's next - it's in the flat next door I think.

OPERATOR: (overspeaking)

CALLER: Yeah. The next flat next door, yeah.

OPERATOR: Okay, okay.

CALLER: Please tell them to come up.

OPERATOR: I'll tell them now, okay? Do those things, keep away from the smoke and the flames, and they'll be there as soon as they can, okay?

CALLER: Yeah, I will.

OPERATOR: I'll let them know.

CALLER: Okay, all right, all right, cheers.

OPERATOR: Anything changes, call us back, okay?

CALLER: Okay, all right, all right, cheers, thanks, bye.

OPERATOR: Thank you, thanks, bye bye.

CALLER: All right, bye.