

WITNESS STATEMENT

Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s.9; Magistrates' Courts Act 1980, s.5b

Statement of: MORRIS, GAYNA

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation:

This statement (consisting of 3 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: G MORRIS

Date: 24/05/2018

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

This statement is in relation to the Grenfell Tower Fire that occurred on Wednesday 14th June 2017.

I am based at [REDACTED], London Ambulance Service (LAS).

I have been an Emergency Medical Dispatcher (EMD) for 22 years and have been a grade 3 for 18 years/

I take calls mainly from members of the public. The call comes in to 999, the member of public is then asked what service they want. As soon as the call comes through to us, we answer as soon as we hear the initial beep on our system.

We triage the calls, using a System called Advanced Medical Priority Dispatch System (AMPDS).

There are 26 different categories including things like breathing, chest pains and stabbing.

The system is a yes, no question and answer process on the computer. At the end of the call, there is an evaluation made by the computer and a priority level is generated. There is C1 immediate, and then down to C2, C3 and finally C4.

C1 is most serious and C4 is least.

Back then in 1995 when I started we had a two-week training course but I believe that is now extended for new people.

Every two years we have a refresher course. I am up to date with my training.

Call handlers are all on 1 floor and on any one shift there are around 15 - 20 of us.

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2018

Signature witnessed by:

The Call Taking manager and call taking supervisor supervise the 15-20 call handlers. Supervisors are available for us to speak with if we need further advice. There are allocators in the same room and they send ambulances out depending on priority. In my role, I do not have contact with the LAS crews although I can send messages to them if we think they need to know certain information, such as an aggressive patient.

Everything I do is either computer or phone based.

Before the night of 14th JUNE 2017, I was not aware of Grenfell Tower or what area of London it was in. I started my night shift at 20.30 on Tuesday 13th June 2017 and I was to finish at 6.30am on Wednesday 14th June. I was working at Bow.

I'm not attached to a watch as I work mainly night shifts so over a period of time, work with all 5 watches.

That night I was working with A WATCH.

At around 02.00 hrs I was aware that one of my colleagues was talking about a fire in London.

There are Televisions in the room and I could see that the fire was in a tower block, about half way up.

My first thoughts were that it may have been a terrorist attack.

There is an LAS system called the Log which gives updates on incidents. I saw that it mentioned a person had jumped from the tower, a large amount of Pumps. The log was busy, similar to the London Bridge attack.

I was sitting next to another call handler, Paul STEEL, who took a call from, a member of the public saying that the fire was all the fault of Theresa May, the Prime Minister. The man was ranting and clearly didn't need LAS help.

At 3.18am I received a call from a member of the public. I know it was that time as I took a photo on my phone of my computer screen. I produce the photo as exhibit GJM/1.

The call came in with a location of Grenfell Tower. As soon as I saw it, I was petrified. I spoke to the man on the other end of the phone. He said that he couldn't breath and was trapped in a flat on the 15th floor. He said that he'd spoken to the fire brigade who had told him to use a wet towel around his head.

The only thing I could tell him was that the fire brigade would try to help him.

At that point the call dropped out. I rang him back straight away. I can't remember if the phone rang out or if it went straight to answer phone but I left a message telling him that help would be with him as soon as we could get it to him.

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Form MG11(T)

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I've since seen in the media, a resident called Christos FAIRBAIRN who tells his story about escaping from the tower. His story matches with the call the I took and I often wonder and hope that it was the same guy and that he escaped.

For the rest of my shift I carried on taking unrelated calls but still looked at the TV and the logs. I just remember thinking how dreadful the incident was.

I left work at 6.30am and returned the next evening. I have been offered counselling for which I felt I didn't need.

I produce the photo as GJM/1.

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2018

Signature witnessed by:

OFFICIAL