

Source	Time	Exact?	Event
LBI	04:00	approx	CCTV
LBI	04:30	approx	CCTV
LFB Incident Summary	04:50	approx	999 Call
Devonia Rd residents	04:50	approx	Flooding description
LFB Incident Summary	05:01	exact	First(?) 999 Call
LFB Incident Log	05:03	exact	A301 Dispatched
LFB Incident Log	05:06	exact	A301 Status 3
LFB Incident Log	05:07	exact	Make up assistance required
LFB Incident Log	05:08	exact	Information
LFB Incident Log	05:20	exact	Make up assistance required
LFB Incident Log	05:30	exact	Information
LFB Incident Summary	05:30	approx	F241 Dispatched
LFB Incident Log	05:34	exact	Make up assistance required
LFB Incident Log	05:40	exact	Informative message
LFB Incident Log	05:41	exact	Information
LFB Incident Log	05:48	exact	Make up assistance required
LFB Incident Log	05:49	exact	Information

LFB Incident Log	05:50	exact	Informative message
LFB Incident Log	05:51	exact	Information
LFB Incident Log	05:54	exact	Make up assistance required
LFB Incident Log	06:00	exact	Information
Devonia Rd residents	06:00	approx	Flooding description
LFB Incident Log	06:03	exact	Officer change
LFB Incident Log	06:03	exact	Make up assistance required
LFB Incident Log	06:16	exact	Information
Devonia Rd residents	06:30	approx	Flooding description
LFB Incident Log	06:30	exact	Informative message
Devonia Rd residents	06:33	approx	Flooding description
LFB Incident Log	06:34	exact	Officer change
LFB Incident Log	06:35	exact	Make up assistance required
LFB Incident Log	06:48	exact	Make up assistance required
GLA meeting	06:52	exact	
LFB Incident Log	07:05	exact	Information

LFB Incident Log	07:16	exact	Officer change
LFB Incident Log	07:17	exact	Make up assistance required
LFB Incident Log	07:21	exact	Information
LFB Incident Log	07:23	exact	Make up assistance required
LFB Incident Log	07:45	exact	Information
LFB Incident Log	08:26	exact	Informative message
LFB Incident Log	08:49	exact	Make up assistance required
LFB Incident Log	09:00	exact	Officer change
LFB Incident Summary	09:30	approx	Water isolated
LFB Incident Log	09:45	exact	Make up assistance required
LFB Incident Log	09:50	exact	Make up assistance required
LFB Incident Log	09:54	exact	Informative message
LFB Incident Log	10:52	exact	Informative message
LFB Incident Log	11:23	exact	Informative message

LFB Incident Log	12:32	exact	Informative message
LFB Incident Log	13:57	exact	Informative message
LFB Incident Log	14:13	exact	Stop message
LFB Incident Log	15:37	exact	Officer Change
LFB Incident Log	16:37	exact	Informative message
LFB Incident Log	20:50	exact	Incident closed

Particulars

CCTV Pointed at leak in Upper St following report from TfL

By this point leak has covered southbound carriageway of Upper St causing traffic to divert to the other side

At approximately 04:50 on Monday 5 December 2016 a 36 inch water main burst in the vicinity of 341 Upper street and High road in Islington

The topography and road layout in the area of the burst water main caused the escaping water to flow downhill, channelled down Charlton Place and across Colebrooke Row and then down a private road, where it built up very rapidly in an area confined by closed garages and garden walls.

London Fire Brigade (LFB) via its control room at Merton called the London Operations Centre (LOC) received the first 999 call to a burst water main outside 42-44 Upper street.

LFB dispatched the nearest appliance which was A301 from Islington Fire Station

Islington PL with T/WM Thorpe as C

In attendance (A301 arrived on scene)

Request urgent attendance of Water authority

Water authority eta within 2 hours

Request Police for traffic and road closures CAD 897

Inform TFL Ref 98

Around this time the LOC began to receive multiple/ additional calls to flooding in the area. Thirteen other calls were received and the LOC mobilised F241 Shoreditch fire station to a flooding at 37 Colebrook Row, Islington N1 8AF

Request local authority with 120 bags of sand

From Watch Manager Thorpe o/s 356 Upper street Islington. One burst water main of unknown size flooding to a depth of 0.5 meters effecting an area of 100 metres of upper street, flooding approximately 15 commercial, 10 residential properties. Request urgent attendance of water authority to isolate supply. Request operational support unit to control flow of water. Upper street closed from Camden passage to Essex road Tactical mode is Oscar (Offensive)

Islington council will call back with eta if and when for sand

From Watch Manager Thorpe Make pumps 4, Fire Rescues Units 1 with Boat

Thames water state this is a 36 inch pipe

From Watch Manager Thorpe Properties in Charlton place now flooded to a depth of 8 feet.

Thames water sending technician ASAP and truck with 150 bags of sand

From Watch Manager Thorpe request LALO for rehousing of residents

Local authority calling back for ETA for Louise Brown LALO

By 6am a huge pool of water, estimated at between 7-8 feet in height, burst through the garages and garden wall at the rear of No 1 Devonia Road. Like a tsunami, it poured into the garden of No 1 and rapidly built up against the rear of the house.

Watch manager Coltress is now Incident Commander tactical mode Oscar, (offensive)

Make FRUs 3 all must carry boats tactical mode Oscar, (offensive)

LUL informed due to proximity of tunnels LUL ref 11

At about 6.30am, the police and fire services warned residents to evacuate with immediate effect. This was just minutes before the conservatory at No 1 exploded.

From Watch manager Coltress at 341 Upper street Islington. An area of 460 meters by 150 meters from City road to Islington green affected. Multiple residential and commercial properties involved. Basements in Charlton place flooded to a depth of 2 meters. 50 People evacuated by Brigade and Police to the Steam Passage tavern as a refuge. This will be a protracted incident. Water rescue level 2 implemented. Tactical mode is Oscar (Offensive)

At approximately 6.30am the water had sufficient force to cause the conservatory at 1 Devonia Road (whose windows are strengthened by reinforced security glass) to explode. The power with which the water entered the house ripped the radiators of the wall and flung them to the far end of the room. The water level rose from about one inch to over seven feet high; within seconds it had almost reached the ceiling.

Station Manager Eager is now incident commander

From Station Manager Eager make pumps 6

From Station Manager Eager request attendance of electrical authority as substation 44736 at Shalford court is flooded to a depth of 300ml
Thames Water arrive on site according to evidence at GLA meeting. Full staff complement to turn off stop cocks may not be present yet
Thames water / local authority will increase sandbags from 150 to 500 and give an ETA soon

Group Manager Sutcliffe is now Incident Commander

From Group Manager Sutcliffe Make operational support units one

First lorry with sandbags en-route from slough eta 1 hour 30 minutes.
Second lorry is being loaded will depart in 40 minutes. Delivery will be 700 sand bags.

From Group Manager Sutcliffe Request attendance of bulk media advisor and hazardous materials and environmental protection officer.

Tactical coordination group meeting in progress.

From Group Manager Sutcliffe 36 inch main burst in roadway at 352 upper street. Multiple properties flooded in surrounding area, multi agency tactical coordination group meeting held at 07:45hrs, no casualties identified, steam passage tavern remains in use as reception centre, water authority representative to establish water valve isolation at 08:45hrs, Next tactical coordination group meeting scheduled for 09:00hrs. This has now been declared a major incident by Police.

From Group Manager Sutcliffe Request the attendance of TFL and British Transport Police ref 97 Tactical mode is Oscar (Offensive)
Borough Commander Goulbome is now Incident Commander

The water was isolated to the burst main at approximately 09:30hrs.

From Group Manager Goulbome request attendance of dangerous structure engineer

From Group Manager Goulbome request attendance of Press officer

From Group Manager Goulbome one 36 inch burst water main, affecting an area of approximately 600 meters by 300 meters in Devonia road, Duncan Terrace, Colebrook row and Charlton Place. Affecting approximately 80 residential and commercial properties. flooded to various depths up to a maximum of 3 meters. Pumping operations and systematic search of all premises in progress. Approximately 50 residents evacuated to rest centre in care of local authority, dry suits, PFDs in use

From Group Manager Goulbome Tactical coordination group meeting concluded, next meeting scheduled for 11:30

From Group Manager Goulbome Systematic search of premises in Devonia road, Charlton place, Colebrooke road and Duncan Terrace now complete, Pumping operations continue in Devonia road and Colebrooke road, Lightweight Pumps. Submersible pumps, dry suits, PFDs in use

From Group Manager Goulbourn Steady progress being made pumping out properties in Devonia road and Duncan terrace. Water levels subsiding, 11:30 Tactical coordination group meeting concluded, next meeting scheduled for 13:30hrs. Light weight portable pump, Submersible pumps, PFDs in use

From Group Manager Goulbourn Tactical coordination group meeting concluded, next meeting scheduled for 16:00

From Group Manager Goulbourn outside 352 Upper street. One 36 inch water burst on roadway flooding an area of 600 metres by 300 metres. Approximately 80 Domestic and commercial properties and one electrical substation flooded up to a maximum depth of 3 metres. Water supply to burst main isolated by Thames water. Electricity supply isolated to approximately 601 properties by UK Power networks, Light Weight Portable pumps, Submersible pumps, Large spill kit, dry suits, PFDs, Approximately 20 properties pumped out by Brigade, One elderly female rescued and carried to safety by Brigade from number 16 Colebrook road, One elderly female rescued and carried to safety by Brigade from number 7 Devonia road, Approximately 100 residents evacuated to business design centre under care of Islington local authority, level 2 water rescue, salvage operations, Major incident declared by Metropolitan Police service, Same as all calls, Tactical mode Oscar (Offensive)

Station Manager Impey is now Incident Commander Tactical mode Oscar (Offensive)

From Station Manager Impey Tactical coordination group meeting concluded. No further Brigade attendance required. Duty of care left with Thames Water.
