

Queens Drive burst water main, day +0 timeline

Civil Protection Service

Introduction

This report outlines the key events by Hackney Council in response to the burst water mains on Queens Drive 08th of October 2019.

Timeline of Council involvement

08/10/2019

Time	Event
08:04	Public Space Surveillance Officers (PSSO) made aware of a flood on Queens Drive via Metropolitan Police Service (MPS) radio. PSSOs use cameras to get video feed of the flood and confirm.
08:08	PSSOs raise incident 78067. PSSO contact Duty Council Silver to advise of the flood and provide direct situational awareness from cameras.
08:15	Duty Council Silver (engaged in Exercise KnightsWatch) contacts A WELLS to take on Silver role and attend Queens Drive.
08:25	A WELLS - Council Silver, arrives on scene at Brownswood Rd. Conducts initial assessment of scene, and liaises with London Fire Brigade (LFB)
08:45	Council Silver: deploys; (list departments here) Enforcement Officers (HEOs) as Local Authority Liaison Officers (LALO's). Opens the Borough Emergency Control Centre (BECC) Identifies Murraine Road Community Centre as the Rest Centre for displaced persons. Notifies and briefs; Council Gold (list here) and Comms Team.
09:15 approx.	LALO's EO14 (James BOX) & EX35 (Dan COOPER) arrive on scene at Brownswood Rd Emergency Services Forward Control Point.
10:20	Silver receives report that Rest Centre at Murraine Rd is now at risk of flooding and makes decision to relocate Rest Centre to West Reservoir Centre - passes message to cause this to happen.
11:07	BECC reporting now open
11:09	West Reservoir Rest Centre opened up.

Time	Event
11:14	Decision made to scale back exercise KnightsWatch to a small exercise made. West Reservoir Centre (was Exercise KnightsWatch holding area) has been turned into a rest centre.
11:20	First formal Tactical Command Group meeting at LFB Command Unit, Brownswood Rd. AW update: Floodsax delivered to protect substations, rest Centre now in West Res.Centre. LFB: All properties evacuated, Electrical Sub-Stations threatened by flood water. Reports of public disorder in Queens Drive, 110 properties known to be flooded. TW: 5,000 properties with no mains drinking water. 4 valves to be shut off to close off water flow. 1 shut, 3 to go. LAS - no injuries so all LAS units leaving.
11:23	West Reservoir Centre reporting open as a rest centre 5 x British Red Cross staff available 5 x Council Rest Centre staff available
11:30	Thames Water reporting no water or low water pressure across addresses in postcodes N1, N4, N5, N7 and N19.
11:40	50 x flood sacks required to stop flood water damaging electrical sub stations on housing estates.
11:54	Scale of incident becoming fully apparent, Exercise KnightsWatch cancelled. All remaining exercises resources diverted to assist with flooding. Rest Centre staffing now uplifted to: 10 x British Red Cross staff 7 x Council Rest Centre staff Silver support increased from 1 to 4 persons
12:05	Approximate area impacted by the flood identified, address lists given to Adult Social Care and Children and young Persons Services to identify vulnerable persons
12:11	LFB requesting for electricity isolation at Johns Court. Hackney Housing assisting.
12:12	Road closures extended to include Green Lanes in order to allow water to be pumped into Clissold Park.
-	1100 hrs Tactical Coordination Group meeting report - Thames Water have partially closed 1 of 3 valves, 2 still open. LAS leaving site - no casualties LFB confirm at least 110 properties flooded, but number likely to increase Thames Water report 5000 properties without water

Time	Event
12:57	Plans being made to cover a 24hr rota for council's emergency response
13:00	<p>2nd Tactical Coordination Group (TCG) meeting at LFB Command Unit, Brownswood Rd Forward Control Point (FCP)..</p> <p>LFB: 250 properties affected, all searched and occupants rescued.</p> <p>TW: 3 valves shut, 1 to go. Hope to have shut @ 1330 hrs. 1,150 properties with no mains drinking water.</p> <p>UKPN: 4 electrical sub-stations affected, 900 mm deep water in them., Wilberforce Road sub-station needs emergency pumping out. All electrical supplies still live though, despite under water.</p> <p>LBH: 15 residents at Rest Centre, more expected as people return from work/school etc.</p>
13:03	Parkwood Primary school confirm no damage to school.
13:07	Vulnerable persons identified, transport required to move them to Rest Centre
13:25	LBH Silver Group mtg with Lisa Christy (Waste) Dave Mordey & Sean Roche (Housing) at LBH FCP Brownswood Rd, details of TCG meeting passed over to them. DM update that Housing Technicians are at Queens Cres and St Johns Estates, trying to enable people to get back home,. Contractors en-route to check central boiler house. DM states they are scaling up staff levels to assist people when water recedes.
13:53	<p>Update received by BECC from TCG of:</p> <p>250 properties affected</p> <p>1,150 properties with no water</p> <p>Donations are being taken to West Reservoir Centre</p> <p>1 shop affected by flooding, but still trading</p> <p>Thames Water have shut 3 valves, one remains partial open</p>
15:15	Council Gold Group meeting at Hackney Service Centre
15:31	<p>Council staff rota for overnight and next day confirmed.</p> <p>CIS security will support with Rest Centre</p>
16:20	Residents have started to show up at the Rest Centre for supplies of bottled water provided by Thames Water.
17:56	Confirmed that parking enforcement has stopped and will be backdated to start of the day
18:17	Water supplies slowly returning to residential addresses
22:30	Waste clean up commences

Time	Event
22:47	Rest Centre now empty following last residents leaving via taxi to temporary accommodation, Silver requests it stays open overnight for late attendees.
23:50	Silver relief and assist arrived for handover with the current Silver
00:00	BECC closed
01:00	Original Silver stands down to hand over to incoming Silver.

Council services involved

Service	Function
Hackney Management Team	Gold Commanders
Civil Protection Service	Silver Commanders, Command and Control function, coordinating the councils response
Communications, Culture and Engagement Service	Proactive and reactive communications. Media engagement, supporting press interviews
Economic Regeneration department	Supporting small businesses impacted by the incident
Enforcement Team	Local Authority Liaison Officers
Hackney Learning Trust	Supporting Parkwood Primary School
Street Scene	Managing diversions, repairs of the street environment
Parking Services	Maintaining parking options for impacted residents
Waste Services	Clear up of debris, sand bagging and general support
Hackney Housing Service	Repairs to council estates and homes. Support at Rest Centre. Advice to residents
Adult Social Care	Identification and support to vulnerable persons
Children & Young Persons Services	Identification and support to young vulnerable persons
Various Services, Council wide	BECC staff, Rest Centre Staff, various other staff.