

Freedom of Information request reference number: 7596.1

Date of response: 10 July 2023

Request:

I would like to submit a freedom of information request in relation to the following sets of data:

- 1. The number of incidents relating to burst water mains each year since 2015, broken down by London boroughs.*
- 2. The average time spent on burst water mains each year since 2015, broken down by London boroughs.*
- 3. The estimated cost to the London Fire Brigade of callouts relating to burst water mains each year since 2015, broken down by London boroughs.*

Response:

Please see the attached excel spreadsheet with the number of incidents relating to burst water mains, average time spent and the estimated cost from 2015 – 2023 (28/06/2023). This is broken down by Borough.

I hope you find this information of use. If you have any further questions, please contact InformationAccess@london-fire.gov.uk

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#)

Count of IncidentNumber	CalendarYear									
IncGeo_BoroughName	2015	2016	2017	2018	2019	2020	2021	2022	2023	Grand Total
BARKING AND DAGENHAM	7	6	5	10	3	6	5	11		53
BARNET	14	16	13	15	10	17	11	13	4	113
BEXLEY	6	5	8	8	2	7	5	11	2	54
BRENT	10	18	20	20	4	8	11	19	7	117
BROMLEY	6	17	9	14	12	17	5	14	3	97
CAMDEN	15	18	8	22	17	11	15	20	8	134
CITY OF LONDON	3		2	2		2	1	2	1	13
CROYDON	15	16	12	25	6	11	17	11	3	116
EALING	6	14	11	17	9	6	14	21	5	103
ENFIELD	15	14	6	22	9	7	9	11	2	95
GREENWICH	7	24	10	14	6	10	8	8	8	95
HACKNEY	9	10	6	21	11	9	10	13	7	96
HAMMERSMITH AND FULHAM	10	7	12	14	8	14	18	8	7	98
HARINGEY	15	9	9	13	8	11	16	6	4	91
HARROW	5	7	6	12	2	6	5	5	2	50
HAVERING	5	10	8	16	3	12	8	12	2	76
HILLINGDON	4	5	6	14	6	2	4	9	3	53
HOUNSLOW	11	4	5	5	7	4	4	9	3	52
ISLINGTON	11	15	20	21	5	5	15	26	7	125
KENSINGTON AND CHELSEA	11	7	6	10	12	8	19	9	4	86
KINGSTON UPON THAMES	4	5	5	5	1	8	3	6	1	38
LAMBETH	22	20	25	32	14	20	15	25	5	178
LEWISHAM	22	17	14	18	11	5	6	24	2	119
MERTON	5	8	4	6	7	1	11	10	1	53
NEWHAM	12	7	10	15	11	6	16	10	5	92
REDBRIDGE	6	3	6	9	5	6	6	9	4	54
RICHMOND UPON THAMES	3	6	6	4	1	1	3	2	4	30
SOUTHWARK	15	12	7	23	12	14	12	16	3	114
SUTTON	3	5	4	3	3	6	6	5	3	38
TOWER HAMLETS	14	12	11	18	8	6	19	18		106
WALTHAM FOREST	8	7	9	15	3	11	9	11	4	77
WANDSWORTH	12	16	13	24	8	5	18	14	9	119
WESTMINSTER	23	20	27	26	13	17	14	19	9	168

Sum of Notional Cost (£)	CalendarYear									
Borough name	2015	2016	2017	2018	2019	2020	2021	2022	2023	Grand Total
Barking and Dagenham	£ 2,096.00	£ 3,313.00	£ 2,881.00	£ 5,374.00	£ 1,011.00	£ 5,604.00	£ 1,402.00	£ 7,420.00		£ 29,101.00
Barnet	£ 6,474.00	£ 7,924.00	£ 6,186.00	£ 7,925.00	£ 5,281.00	£ 12,097.00	£ 11,996.00	£ 5,667.00	£ 1,892.00	£ 65,442.00
Bexley	£ 2,838.00	£ 21,633.00	£ 4,535.00	£ 2,644.00	£ 1,158.00	£ 2,734.00	£ 2,994.00	£ 9,744.00	£ 752.00	£ 49,032.00
Brent	£ 4,280.00	£ 6,434.00	£ 11,863.00	£ 9,639.00	£ 1,344.00	£ 14,244.00	£ 8,451.00	£ 9,379.00	£ 6,283.00	£ 71,917.00
Bromley	£ 2,294.00	£ 8,089.00	£ 5,249.00	£ 5,813.00	£ 4,801.00	£ 20,704.00	£ 2,090.00	£ 8,973.00	£ 1,347.00	£ 59,360.00
Camden	£ 5,699.00	£ 6,739.00	£ 10,432.00	£ 13,441.00	£ 34,971.00	£ 6,211.00	£ 22,298.00	£ 10,234.00	£ 7,877.00	£ 117,902.00
City of London	£ 891.00		£ 1,088.00	£ 993.00		£ 761.00	£ 352.00	£ 728.00	£ 388.00	£ 5,201.00
Croydon	£ 5,626.00	£ 6,065.00	£ 4,274.00	£ 9,234.00	£ 2,537.00	£ 6,420.00	£ 7,824.00	£ 8,334.00	£ 1,554.00	£ 51,868.00
Ealing	£ 8,897.00	£ 5,963.00	£ 4,741.00	£ 6,655.00	£ 6,064.00	£ 3,086.00	£ 10,131.00	£ 12,434.00	£ 3,265.00	£ 61,236.00
Enfield	£ 6,186.00	£ 5,631.00	£ 2,422.00	£ 18,949.00	£ 3,299.00	£ 14,263.00	£ 4,849.00	£ 4,077.00	£ 898.00	£ 60,574.00
Greenwich	£ 2,158.00	£ 16,495.00	£ 3,548.00	£ 5,550.00	£ 9,585.00	£ 5,615.00	£ 4,118.00	£ 4,683.00	£ 32,090.00	£ 83,842.00
Hackney	£ 2,676.00	£ 14,501.00	£ 7,112.00	£ 29,182.00	£ 4,541.00	£ 3,381.00	£ 5,271.00	£ 6,239.00	£ 2,784.00	£ 75,687.00
Hammersmith and Fulham	£ 3,446.00	£ 4,376.00	£ 4,556.00	£ 17,614.00	£ 14,729.00	£ 7,873.00	£ 20,529.00	£ 2,876.00	£ 3,343.00	£ 79,342.00
Haringey	£ 10,279.00	£ 7,398.00	£ 3,136.00	£ 5,517.00	£ 2,763.00	£ 4,474.00	£ 31,397.00	£ 2,493.00	£ 4,763.00	£ 72,220.00
Harrow	£ 4,656.00	£ 3,290.00	£ 7,915.00	£ 4,996.00	£ 678.00	£ 6,367.00	£ 2,693.00	£ 3,161.00	£ 8,615.00	£ 42,371.00
Havering	£ 1,487.00	£ 3,748.00	£ 3,016.00	£ 7,810.00	£ 1,005.00	£ 4,453.00	£ 3,219.00	£ 4,974.00	£ 758.00	£ 30,470.00
Hillingdon	£ 1,703.00	£ 2,684.00	£ 2,674.00	£ 18,222.00	£ 2,717.00	£ 692.00	£ 2,503.00	£ 3,574.00	£ 1,509.00	£ 36,278.00
Hounslow	£ 3,260.00	£ 1,304.00	£ 8,264.00	£ 1,988.00	£ 16,480.00	£ 1,978.00	£ 2,945.00	£ 3,421.00	£ 3,494.00	£ 43,134.00
Islington	£ 4,079.00	£ 7,821.00	£ 14,522.00	£ 12,828.00	£ 3,248.00	£ 1,723.00	£ 14,237.00	£ 42,431.00	£ 4,138.00	£ 105,027.00
Kensington and Chelsea	£ 3,358.00	£ 2,915.00	£ 3,560.00	£ 3,372.00	£ 5,530.00	£ 5,028.00	£ 19,464.00	£ 4,194.00	£ 2,886.00	£ 50,307.00
Kingston upon Thames	£ 16,618.00	£ 14,208.00	£ 1,632.00	£ 1,660.00	£ 339.00	£ 4,819.00	£ 2,480.00	£ 16,531.00	£ 364.00	£ 58,651.00
Lambeth	£ 28,338.00	£ 15,923.00	£ 11,333.00	£ 15,524.00	£ 6,262.00	£ 9,065.00	£ 9,867.00	£ 12,025.00	£ 2,195.00	£ 110,532.00
Lewisham	£ 11,007.00	£ 20,002.00	£ 8,620.00	£ 10,789.00	£ 6,318.00	£ 3,933.00	£ 2,258.00	£ 11,886.00	£ 3,246.00	£ 78,059.00
Merton	£ 1,852.00	£ 11,975.00	£ 1,727.00	£ 3,109.00	£ 2,755.00	£ 339.00	£ 4,536.00	£ 4,812.00	£ 364.00	£ 31,469.00
Newham	£ 5,273.00	£ 2,254.00	£ 4,085.00	£ 37,795.00	£ 4,079.00	£ 2,304.00	£ 7,146.00	£ 3,628.00	£ 2,292.00	£ 68,856.00
Redbridge	£ 2,215.00	£ 950.00	£ 2,051.00	£ 2,982.00	£ 1,689.00	£ 2,062.00	£ 3,147.00	£ 3,355.00	£ 2,639.00	£ 21,090.00
Richmond upon Thames	£ 1,295.00	£ 1,961.00	£ 6,091.00	£ 1,494.00	£ 469.00	£ 992.00	£ 1,217.00	£ 716.00	£ 2,107.00	£ 16,342.00
Southwark	£ 5,955.00	£ 8,583.00	£ 3,009.00	£ 9,628.00	£ 7,199.00	£ 5,444.00	£ 4,925.00	£ 9,197.00	£ 1,300.00	£ 55,240.00
Sutton	£ 964.00	£ 1,917.00	£ 1,310.00	£ 1,336.00	£ 1,011.00	£ 2,552.00	£ 6,270.00	£ 2,176.00	£ 1,164.00	£ 18,700.00
Tower Hamlets	£ 4,684.00	£ 6,480.00	£ 3,600.00	£ 26,703.00	£ 8,379.00	£ 9,047.00	£ 10,225.00	£ 9,197.00	£ 388.00	£ 78,703.00
Waltham Forest	£ 2,603.00	£ 2,198.00	£ 11,571.00	£ 6,522.00	£ 1,825.00	£ 7,363.00	£ 3,144.00	£ 4,590.00	£ 1,769.00	£ 41,585.00
Wandsworth	£ 3,942.00	£ 6,811.00	£ 5,826.00	£ 12,216.00	£ 15,264.00	£ 1,943.00	£ 11,280.00	£ 5,391.00	£ 3,436.00	£ 66,109.00
Westminster	£ 10,268.00	£ 8,975.00	£ 14,822.00	£ 19,660.00	£ 11,974.00	£ 7,645.00	£ 9,733.00	£ 11,759.00	£ 9,455.00	£ 104,291.00
Grand Total	£ 177,397.00	£ 238,560.00	£ 187,651.00	£ 337,164.00	£ 189,305.00	£ 185,216.00	£ 254,991.00	£ 250,299.00	£ 119,355.00	£ 1,939,938.00

Average of Time of call to time stop (Minutes)		Year								
Borough name	Special Service type	2015	2016	2017	2018	2019	2020	2021	2022	2023
Barking and Dagenham	Burst water main	34	66	51	52	12	78	15	67	
Barnet	Burst water main	59	57	62	50	59	75	102	38	11
BEXLEY	Burst water main	32	138	79	19	93	44	90	69	19
BRENT	Burst water main	43	23	60	48	32	94	72	39	48
Bromley	Burst water main	46	48	77	35	48	100	66	65	13
Camden	Burst water main	34	51	79	62	66	59	68	95	122
City of London	Burst water main	31		84	62		97	14	12	
Croydon	Burst water main	50	41	35	32	35	63	47	102	33
Ealing	Burst water main	106	40	42	35	66	52	77	62	91
Enfield	Burst water main	46	36	49	62	35	106	121	25	70
Greenwich	Burst water main	29	54	25	35	137	55	62	56	247
Hackney	Burst water main	18	69	60	61	86	32	59	25	36
Hammersmith and Fulham	Burst water main	34	92	40	98	241	74	77	19	52
Haringey	Burst water main	49	92	30	44	32	38	75	54	86
Harrow	Burst water main	82	32	83	39	17	96	67	59	13
Havering	Burst water main	23	49	43	64	23	28	31	41	43
Hillingdon	Burst water main	65	40	88	74	36	12	120	34	27
Hounslow	Burst water main	24	22	123	43	100	57	37	28	114
Islington	Burst water main	41	92	58	38	88	13	103	87	121
Kensington and Chelsea	Burst water main	27	59	73	24	54	71	95	37	13
Kingston upon Thames	Burst water main	169	135	19	29	26	57	107	81	18
Lambeth	Burst water main	70	65	36	54	44	38	73	49	46
Lewisham	Burst water main	60	54	62	68	82	113	30	53	225
Merton	Burst water main	48	94	57	56	36	11	43	56	23
Newham	Burst water main	56	18	40	77	32	19	51	29	70
REDBRIDGE	Burst water main	55	40	33	25	23	23	75	20	
Richmond upon Thames	Burst water main	46	26	98	42	80	172	43	17	14
Southwark	Burst water main	43	56	39	44	62	53	34	65	
Sutton	Burst water main	32	35	19	48	43	23	130	54	
Tower Hamlets	Burst water main	35	62	18	70	40	84	38	54	
Waltham Forest	Burst water main	28	19	36	39	59	62	12	27	42
Wandsworth	Burst water main	29	44	43	56	213	35	52	27	35
Westminster	Burst water main	74	43	44	96	82	46	79	58	120
Grand Total (Average time)		49	54	51	54	69	59	66	53	80