

## Storm Bella Update: Jubilee River

26 December 2020

Overnight from 23 to 24 December we received up to 55mm of rainfall at various locations throughout the River Thames catchment. This fell on already saturated ground following a wet month in which the south east of England had already received 113% of its average monthly rainfall by 22 December. Rivers have responded to this rainfall and we have seen flows moving steadily downstream triggering Flood Alerts and Flood Warnings. We have been monitoring the situation closely, issuing flood alerts and flood warnings to affected communities and businesses. Our virtual incident room has been operating 24/7 since 23 December.

### We issued a Flood Alert for the River Thames from Maidenhead to Windsor and Eton on 26 December

#### What do the flood warning categories mean:

- Severe Flood Warning: Severe flooding. Danger to life.
- Flood Warnings: Flooding is expected. Immediate action is required.
- Flood Alerts: Flooding is possible. Be prepared.

We will carefully manage flows between the main river Thames and the Jubilee River if required. The amount of flow we pass down the Jubilee River will be determined by the level of flood risk to people and property and the safety of the weir and railway viaduct.

We are still below the threshold to operate the Jubilee River under our revised procedures as a result of the repair works at Black Potts Weir. We are monitoring the situation and we have our team on site ready to operate should it be required.

### What we're doing

- Our incident room and duty team are operating around the clock.
- We are monitoring rainfall and river levels across the area.
- Our operational staff and Community Information Officers are out and about across affected areas, ensuring flood water can move freely downstream away from property, to record flood impacts and to reassure communities that we are aware and responding to this current flood risk.
- We are in regular contact with local authorities and the emergency services through the local resilience forum, ready to manage the situation should it escalate.
- Due to our continuous monitoring of the levels in the Thames we will have time to support the community by deploying measures such as sandbags where necessary.
- We also have a bespoke flood warning and alert system for residents along the Jubilee River should flooding be expected.

### Stay up to date with latest situation

- Follow us on Twitter @EnvAgencySE
- If you live near the Jubilee River, [sign up to Flood Alerts and Flood Warnings](#) or call Floodline on 0345 988 1188
- Stay tuned to local news and social media channels
- See which warnings are in force please visit our <https://flood-warning-information.service.gov.uk/warnings>
- Download the free Flood Alert App

customer service line  
03708 506 506

incident hotline  
0800 80 70 60

floodline  
03459 88 11 88