

Multi-Agency Information Cell (MAIC) Guidance: Case Studies

JESIP

29/06/2022



IMPACT ASSESSMENT
The outcome of the assessment ranges from tolerable to high.

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COMMUNICATE
using language which is clear, concise and easily understood, avoiding technical jargon and abbreviations.

CO-ORDINATE

Case studies

Kent and Medway LRF

KRF MAIC - Kent and Medway LRF contact Michelle Cheyne

KRF MAIC will only be activated for prolonged rising tide or a protracted emergency response that are impacting at county level or communications with government are key for situational awareness.

KRF first MAIC was established in March 2020 for Covid-19. The cell was delivering an information reporting function whilst learning and creating MAIC protocols. The cell was resourced by Council, Police and Fire staff. It remained activated to support COVID-19 and EU transition over Xmas 2020, where Op Fennel was activated for traffic management. The cell remained activated until April 2021 where it was stood down from response and maintained 2 members of staff to support EU Transition planning and situational awareness on Operation Brock situational awareness through action and decision collated in weekly briefings placed on RD. This allowed Kent and Medway LRF partners to have a common understanding of potential traffic impacts on their local communities for appropriate preparedness through media and communications prior to peak traffic flows.

During Covid-19 Kent were the first region impacted by the alpha variant. Kent County Council and Medway Unitary Authority Public Health joined data analyst resources to model community infection rates and delivered a Covid dashboard that was used by the KRF MAIC to share modelling with KRF partners and assist with decision making. The NHS provide localised modelling on hospital admissions, sickness of staff and ultimately deaths to be planned for. The learning from this was successfully used by other South East LRFs to inform their local Covid-19 planning for subsequent waves of Alpha, Delta and Omicron, utilising estimates of transmissibility and severity from UK HSA against the susceptible population in each hospital area

December 2020 KRF was impacted from a border closure due to Covid-19 but also linked to the border changes for EU Transition. Clear reporting lines and an agreed daily battle rhythm was produced by the MAIC and signed off by SCG. The MAIC produced a response partner pack which had the gold strategy, cell chairs with contact details and the overall response battle. The Vulnerable Person & Community Cell was covering Borough/District and community COPs, the transport cell would feed live traffic data through a COP prior to every TCG. The MAIC co-ordinated the information flow between Government Red control, MPs/CEO and delivered an end of day COP with an overview of other organisations current impacts and future threat and risk to the response. They also worked alongside the military who supported DfT with the driver lateral flow requires that were feed into the testing cell.

Automatic 0500 e-mails and 1400 were sent out to partner each day ask for their updates. The Strategic and Tactical MAIC Officers would attend each cell meeting to gather timely information and join, where possible, workstreams so the command system was not duplicating actions.

The Tactical and Strategic Lead Officer dialled into every TCG/SCG to provide a verbal COP overview and highlight the key aspects to support situational awareness and joint decision making. These lead officers would also take tasking back from TCG/SCG to support commanders with additional information gathering.

KRF MAIC - Kent and Medway LRF contact Michelle Cheyne

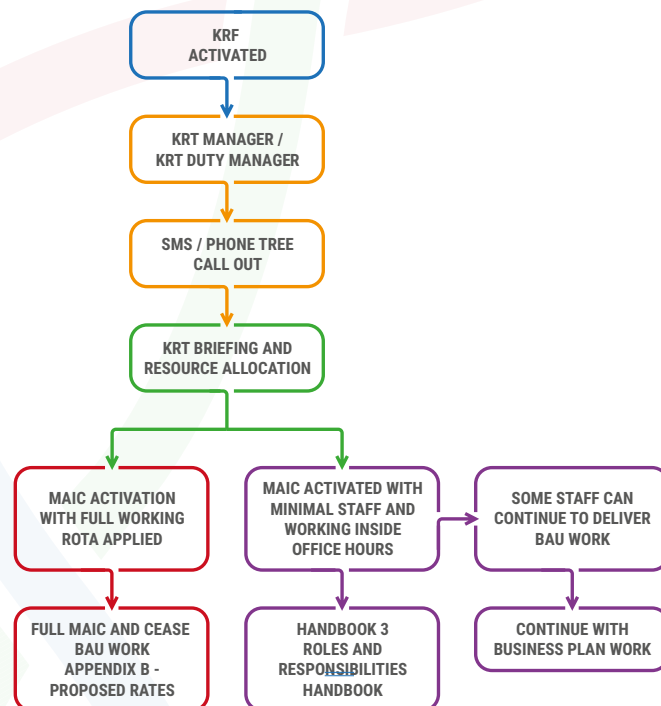
The MAIC delivered by a rota working Monday-Sunday 0600-2200 with an overnight on call capability was put in place. All MAIC staff were provided with a laptop so they could work from the same IT platform provided by Kent Fire.

The future of the MAIC will be delivered by member of the Kent Resilience Team from Kent County Council, Kent Police and Kent Fire with support from partner agencies for mapping and analytical data. The KRF MAIC has 6 handbooks covering cell activation, roles action cards, processes and protocols through to stand down and cell debrief.

The KRF Executive Group have agreed that the Kent Resilience Team will resource the cell with three core roles and the opportunity for additional roles depending on the nature of the incident.



The activation of the MAIC is linked to the KRF Pan Kent Response Framework, where the cell can be built to suit the needs of the response and battle rhythm requirements.



Case studies (cont).

KRF MAIC - Kent and Medway LRF contact Michelle Cheyne

The MAIC can function as both virtual and physical and have the capabilities to work out of Tactical Coordinating Centres (TCCs) and Strategic Coordinating Centre (SCC) if required by Commanders.

All MAIC staff have access to a fire laptop which hosts the MAIC e-mail address, phone number and SharePoint site with a 7-year retention policy attached.

All templated documents are saved on SharePoint along with a basic e-mail structured inbox ready for when the cell is activated.

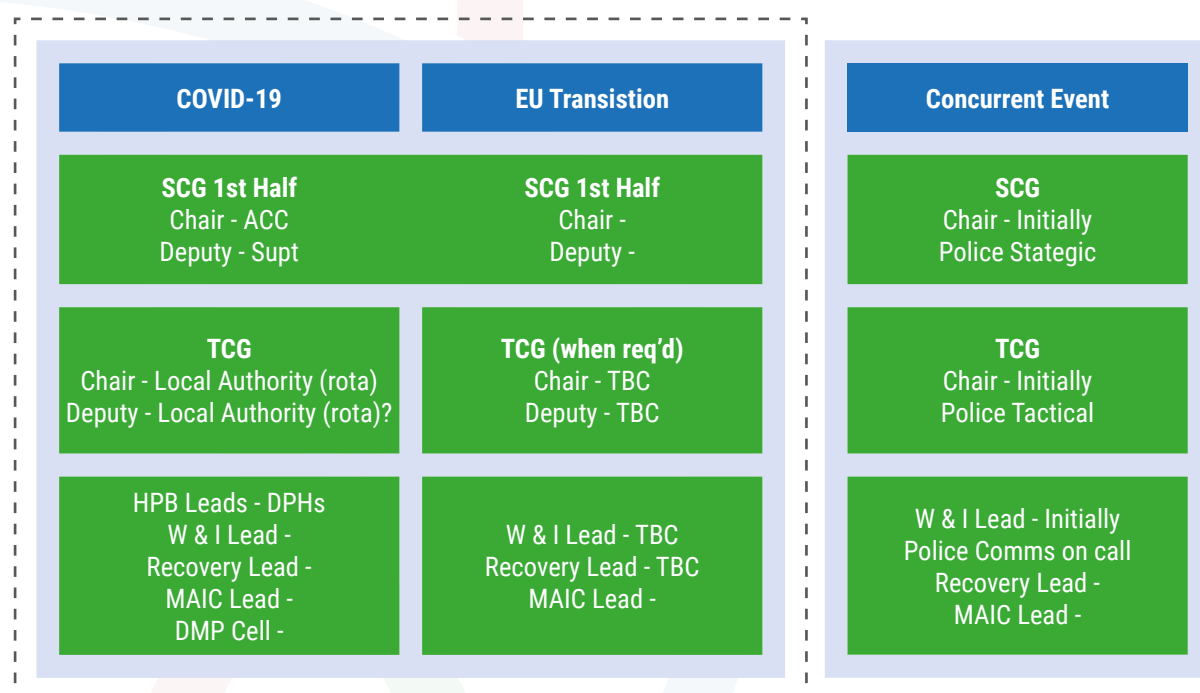
Because we have a dedicated team delivering the MAIC training and exercise is easily delivered and forms part of KRT continues professional development requirements.

At the end of response the MAIC will co-ordinate the stand down paperwork for each command cell. The MAIC will be the last cell to stand down. All e-mails and paperwork are then archived onto SharePoint for audit and any subsequent public enquiries.

Avon and Somerset LRF

Avon and Somerset LRF contact Andy Bruce

ASLRF had a Covid-19 MAIC sitting throughout the majority of the Covid-19 Response, however with EU-Exit becoming an increasing issue in Winter 2020, a decision was taken to establish a second MAIC for EU-Exit with a different Chair and slightly different membership. This group would look at data connected to EU-Exit regulation changes, travel disruption, local Port issues etc. The 2 groups reported into the 2 different command structures with the SCG being run in two halves. An example is shown below.



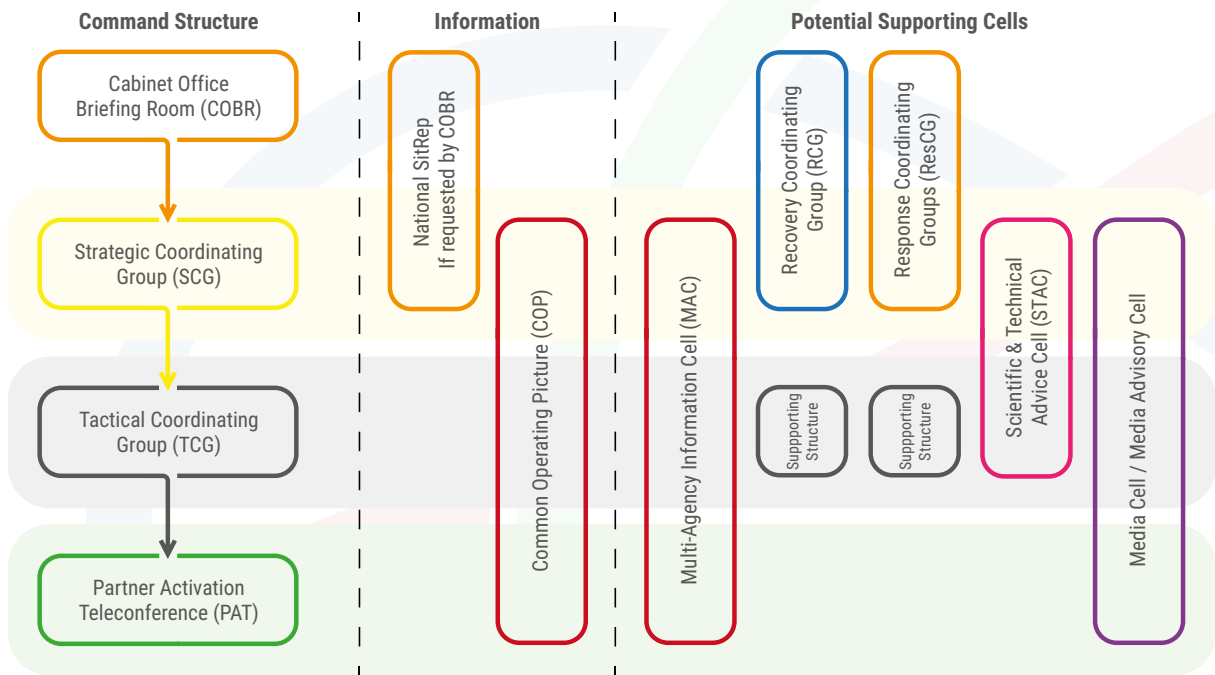
Hampshire and Isle of Wight LRF

Avon and Somerset LRF contact Andy Bruce

During the flooding in 2013/14 HIOWLRF recognised that their original plan of using a Briefing and Information Cell (BIC) staffed by Police Officers using a Police system to collate information was not practical during a large-scale response. Instead, the multi-agency response relied on the national sitrep form and sent out emails fairly frequently using that form to give partners shared situational awareness.

Due to the impact of the 2013/14 flooding, there was a significant debrief and it identified that having shared situational awareness was critical in response, and recommended forming an early version of a MAIC and using ResilienceDirect to disseminate the information.

HIOWLRF have a joint Major Incident Plan, called the Emergency Response Arrangements (ERA) shared with Thames Valley LRF and this includes the MAIC handbook. There are advantages of mutual aid and support by having a joint ERA. The COP is seen as integral to each response



GENERIC RESPONSE STRUCTURE

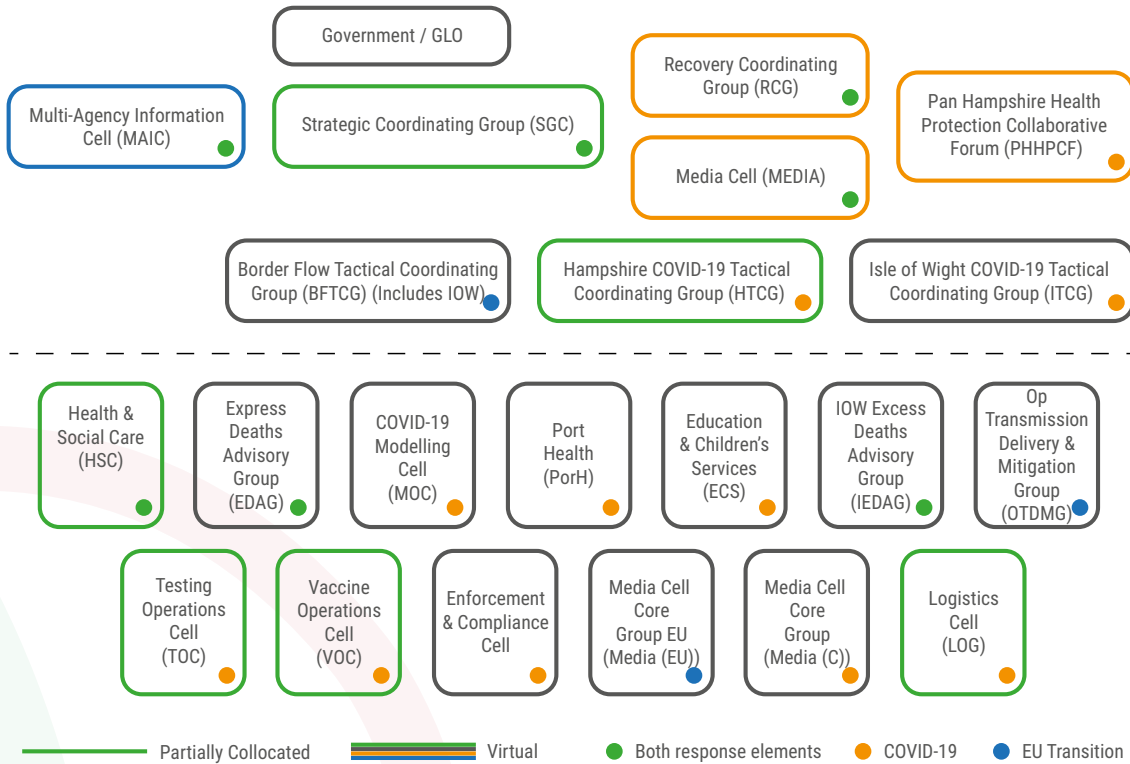
Figure 3. Generic Response Structure

In EU Exit there was a joint MAIC, supporting a joint SCG across HIOWLRF and TVLRF. This produced in excess of 180 Common Operating Pictures, all saved and notified on ResilienceDirect. The same joint response structure was initially established for Covid-19 with the first joint COP being disseminated via ResilienceDirect on the 31st Jan 2020.

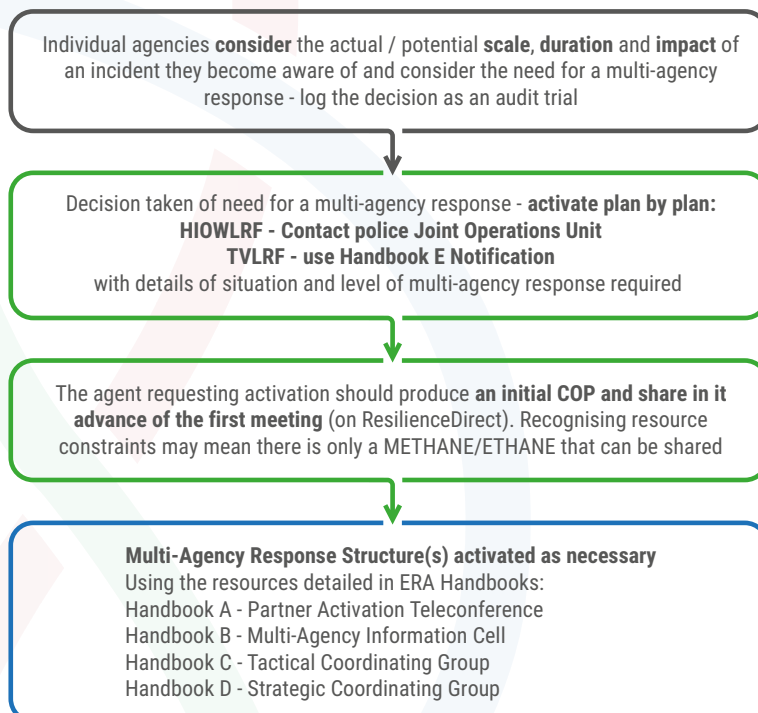
During the most intensive periods of Covid-19 the structure included EU Exit elements and had MAIC officer roles in each of the 20 cells.

Case studies (cont).

HIOWLRF MAIC contact Ian Collins



The activation process for MAIC in HIOWLRF is at the onset of any multi-agency response, including for a Partner Activation Teleconference (PAT) which is the lowest level of multi-agency response concentrating on information sharing. The activating agency produces the first COP.



HIOWLRF MAIC contact Ian Collins

HIOWLRF have a MAIC on-call agreed approach, which means after COP 001 the agencies on call for MAIC compile COP002 and provide the information management officer role for the highest level of command structure. MAICs, and therefore COPs, are in place for all incidents

INCREASING LEVEL OF ESCALATION / COMPLEXITY

OPERATIONAL RESPONSE

Command: Commanders and liason officers co-locate on scene and agree lead.

Location: At scene.

Enables multi-agency assessment of the incident and a co-ordination of the response.

TACTICAL COORDINATING GROUP (TGC)

Chair: Police initially, dependent on incident subsequently.

Location: Close to scene, or at pre-designated location, specified in a plan (e.g. COMAH plan), or virtually.

The TGC: determines priorities for allocating available resources; Plans and co-ordinates how and when tasks will be undertaken;

Requests additional resources if required;

Assesses significant risks and uses this to inform tasking of operational commanders;

Ensures the health and safety of the public and responders.

It is supported by the Multi Agency Information Cell (MAIC), producing the Common Operating Picture (COP) and manages incident information.

TACTICAL AND STRATEGIC COORDINATING GROUPS (SCG)

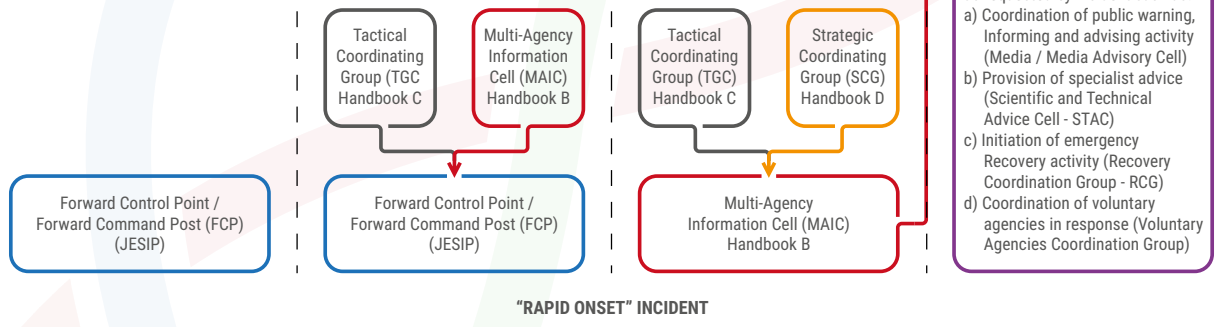
SCG Chair: Police initially, dependent on incident subsequently.

Location: Teleconference or appropriate venue.

When established, the SCG takes overall responsibility for the multi-agency management of the emergency and establishes the policy and strategic framework within which the TGC will work.

SUPPORTING RESPONSE STRUCTURES

If the PAT / TCG / SCG require additional support, specific supporting structures may be activated as necessary to enable a more effective response to the incident.



"RAPID ONSET" INCIDENT

Figure 3. Generic Rapid Onset Incident

Case studies (cont).

HIOWLRF MAIC contact Ian Collins

INCREASING LEVEL OF ESCALATION / COMPLEXITY

PERTNER ACTIVATION TELECONFERENCE (PAT)

Chair: Police initially, dependent on incident subsequently.

Activated to share initial risk information when a situation requiring multi-agency consideration is identified e.g. adverse weather forecast.

Enables early multi-agency assessment of the situation and decisions on the appropriate level of multi-agency response.

MULTI-AGENCY INFORMATION CELL (MAIC)

Chair: Requesting agency initially, dependent on incident subsequently.

Further support by the chair of the PAT. Resourced by the chair's agency or least affected partners.

Produces the Common Operating Picture (COP) that informs and supports response structures and responders.

The MAIC sources, assesses, analyses, displays and disseminates situational information, drawing on information and expertise from many sources and organisations.

TACTICAL AND/OR STRATEGIC COORDINATING GROUPS (TCG/SCG)

TCG/SCG Chair: Police initially, dependent on incident subsequently.

If a multi-agency tactical and/or strategic coordination of response activity is required then a TCG and/or a SCG will be established.

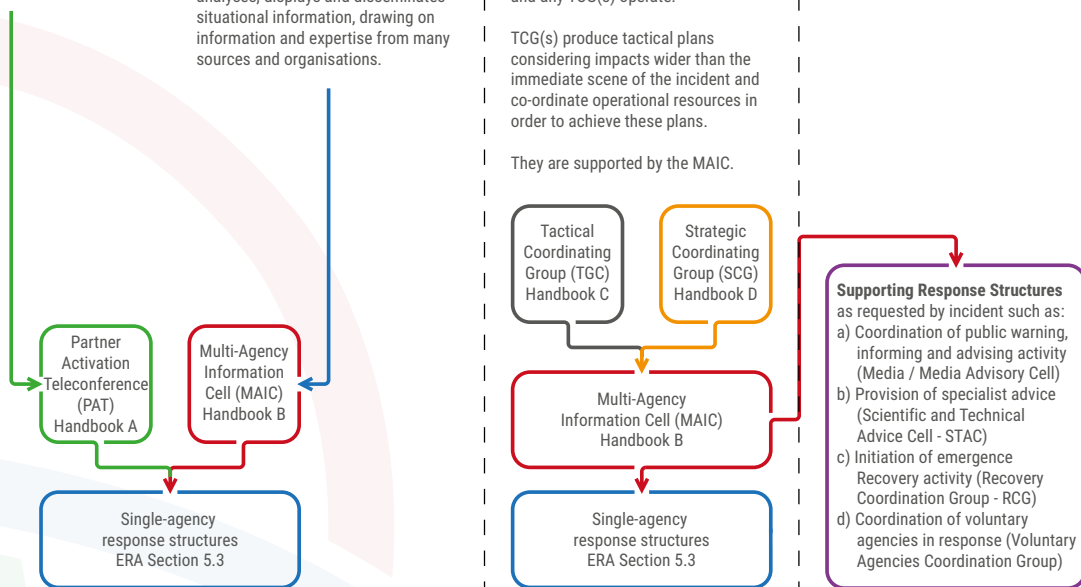
The SCG, if active, takes overall responsibility for the multi-agency management of the emergency and establishes the policy and strategic framework within which responders and any TCG(s) operate.

TCG(s) produce tactical plans considering impacts wider than the immediate scene of the incident and co-ordinate operational resources in order to achieve these plans.

They are supported by the MAIC.

SUPPORTING RESPONSE STRUCTURES

If the PAT / TCG / SCG require additional support, specific supporting structures may be activated as necessary to enable a more effective response to the incident.



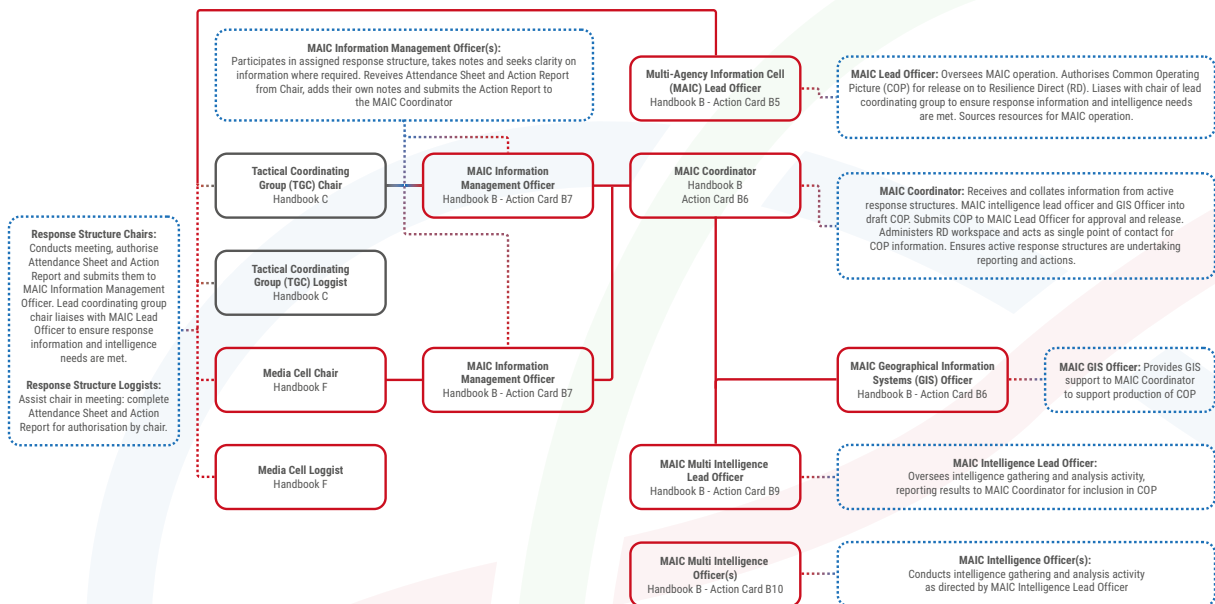
"RISING TIDE" INCIDENT

Figure 1. Rising Tide Incident

HIOWLRF MAIC contact Ian Collins

To prepare people for their potential MAIC role there is a comprehensive elearning package and complementary classroom training, where attendees complete COPs and consider decision logs.

During EU Exit specialist advice was need on traffic flows and the potential impact to the Port, this was sourced from Ambulance Service analysts, demonstrating the impacts that traffic on the Island of Portsmouth could have on emergency call out times. In Covid-19 specialist advice was needed on the epidemiology of the waves, this was provided through a Modelling Cell, chaired by a Director of Public Health who fed into the COP and gave verbal updates to the SCG. Though many responses do not require a complicated MAIC there is the provision for multiple MAIC roles, as shown below.



HIOWLRF use a template COP aligned to the JDM, which reflects the agendas of TCG and SCG meetings

Figure 4. Example Multi Agency Information Cell (MAIC) Support to more complex incident response

Case studies (cont).

HIOWLRF MAIC contact Ian Collins

TCG Agenda (see over for meeting etiquette)			
Admin	Confirmation of:		
	Chair:	Name (Agency)	Deputy: Name (Agency)
	MAIC:	Name (Agency)	Location: Venue / Virtual
	<ul style="list-style-type: none"> • Roll Calls / Introductions • Items for urgent attention • Review of Actions from last meeting 		
Gather Information	<ul style="list-style-type: none"> • Is this a Major Incident? • Critical information or decision points for discussion • Shared Situation Awareness (Overview) <ul style="list-style-type: none"> - Common Operating Picture (COP) - Lead Agency Update - Supporting Cells Chair(s) - Media Updates - Updates by Exception • Identification of additional agencies required 		
Assess	<ul style="list-style-type: none"> • Shared Understanding of Risk • Strategic Aim / Objectives 		
Powers	<ul style="list-style-type: none"> • Key Powers / Policies being utilised by agencies • Emergency Plans activated or being considered • Communication with the Public 		
Options	<ul style="list-style-type: none"> • Decisions taken / Strategic Direction • Mutual Aid Requests / Voluntary Sector Support required 		
Action	<ul style="list-style-type: none"> • Review of Actions • Information sharing reporting schedule • Date, Time & Location of Next Meeting 		

Working Together, Saving Lives, Reducing Harm



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