

THE MORECAMBE BAY INVESTIGATION

PROTOCOL FOR USING HUDDLE

Outline to Huddle

Huddle is the Investigations' on-line system for sharing evidence and other information with Panel members and the Secretariat. Access to Huddle is by invitation only and evidence will be in WinZip files which are password protected.

There are a number of Workspaces (areas where files are stored and accessed) within Huddle, and Panel Members and Secretariat staff will be invited to join appropriate Workspaces.

Each Workspace has a Workspace Manager who is the only person that can invite people to join the Workspace. This is to reduce the risk of unauthorised access, and provide assurance to those organisations and individuals providing evidence to the Investigation regarding security.

Only the Workspace Manager can create folders within the Workspaces.

Access to Huddle

You will receive an invitation to join Huddle from either Paul Roberts or Jo Fenlon, and upon accepting, you will be required to set up a username and password.

Thereafter, you can find the Morecambe Bay Investigation at: <https://mbi.huddle.net>

You will be prompted for a username and password to access the site.

Workspaces

As the Investigation develops, Huddle will continue to evolve.

The following Workspaces are currently available on the Morecambe Bay Investigation (MBI) Huddle:

- MBI Evidence
- MBI Panel
- MBI Secretariat

Each Workspace contains a number of folders and/or files. For example the MBI Secretariat Workspace currently contains 2 files:

- Morecambe Bay Investigation Method Statement
- Morecambe Bay Investigation Terms of Reference

The MBI Evidence Workspace currently contains 6 folders:

- Cumbria Police

- Department of Health
- Monitor
- NHS England
- University Hospitals Morecambe Bay NHS Foundation Trust
- Families

The Cumbria Police folder contains 32 sub folders linked to each case investigated. Each sub folder will contain a password protected WinZip file with all the Police evidence relating to the particular case.

The Families folder will contain sub-folders for each individual family. Again, these will be password protected WinZip files.

If you have any queries regarding Huddle, please contact one of the following:

Paul Roberts (DEM): 01772 536401 or email paul.roberts@mbinvestigation.org

Jo Fenlon (ADEM): 01772 536390 or email jo.fenlon@mbinvestigation.org

Huddle Security

As previously stated, access to Huddle is by invitation only and access is restricted only to those Workspaces deemed essential for meeting the terms of reference of the Investigation.

Username and passwords **MUST NOT** be shared or given to anyone other than the individual invited into the Workspace. Similarly, information contained within Huddle that contains information about individual cases or people's names **MUST NOT** be shared or discussed with anyone outside of the Investigation. Panel members and Secretariat staff are reminded of the confidentiality agreement they signed when accepting a role on the Investigation.

If other people require essential access, e.g. a Personal Assistant, they should be asked to contact either Paul Roberts or Jo Fenlon and request an invitation to join. They may be required to sign a confidentiality agreement prior to being granted access to Huddle.

When logging out of Huddle, it is strongly recommended that web browsers are closed down immediately after logging out.

Downloading and printing documents

Huddle has the facility to download documents. In fact, some files must be downloaded in order to view them (e.g. WinZip files). Once downloaded, there is the ability to print off hard copies of the documentation. Due to the volume and size of some of the evidence, printing may not be a favoured option. However, should it be necessary to print any documents held on Huddle, you are asked to notify the Documents & Evidence Manager (DEM), Paul Roberts and copy in the Assistant Documents & Evidence Manager (ADEM) Jo Fenlon, to enable a record to be maintained of all the evidence, including copies. Every printed document becomes an asset of the Investigation and as such must be assigned a unique reference number (URN). The URN will be allocated by the DEM or ADEM when notified of a printed document. It will be the responsibility of the person downloading

the document, including any subsequent printing, to manage the security of the document. Huddle maintains a log of all the activity taking place on the site. The log will be audited on a regular basis.

Please ensure that you return any printed evidence at the end of the Investigation (or when you no longer require it) to the DEM or ADEM for secure destruction and to maintain the control of evidence. Alternatively, please arrange for secure destruction locally and confirm the process back to the DEM/ADEM.

Reading protected files

All WinZip files will be protected with a password. This is in addition to any password you set to access Huddle. Passwords for the WinZip files are made up from upper and lower case letters and numbers, and should not be written down or shared.

Huddle User Guide

Using Huddle

Huddle works best when accessed through Mozilla Firefox. It does work with Internet Explorer but not as well. It is also suitable for use with Apple iPads.

Login to MBI Huddle at: <https://mbi.huddle.net>

After logging in, select the Workspace you require from the drop down box in the top left of the screen. Access will only be allowed to those Workspaces for which you have been granted access.

Once in the Workspace, using the Files tab on the right of the screen, select the file or folder you require by clicking on it. You should see a viewing window containing the document, and on the right hand side of the viewing window, there is the opportunity to download the file. WinZip files will not be visible in the viewing window and should be downloaded to view.

Beneath the viewing pane, there is a Comments section. Here you can comment on any documentation or start a discussion. If you want to contact a specific person type @the person's name and if on the system, their contact details will appear (e.g. @Jo Fenlon brings up Jo's Morecambe Bay Investigation email address). They will receive an email to inform them of a waiting comment.

Request approval

From the viewing pane, there is a facility to 'request approval'. For example, the draft letter to commission evidence may be placed in Huddle and you could be asked to approve it. The Investigation Secretary will upload the document and invite individuals to approve it. This may be one or more people. You will receive reminder emails until the outstanding action is completed. (Please note this is an automated process)

People Tab

On this tab you can see the people who have been approved for access to the Workspace. Only the Workspace Manager can add people.

Tasks Tab

This tab enables tasks to be assigned to individuals, along with start and end dates.

A user guide provided by Huddle is attached to this Protocol as Annex A.

Step-by Step Guide to Huddle

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Introduction

Huddle is a new secure cloud platform that you can use to help with collaborating on documents and content, sharing best practice and having discussions. Huddle will make it easier to keep track of content and enable you share it securely with people inside and outside of your organisation.

Huddle can be used by anyone who has been invited to use a workspace.

Step 1: Logging In

- Open a browser, for example Internet Explorer, Firefox or Chrome.
- Type mbi.huddle.net into the address bar.
- The login screen as shown below in Figure 1 will appear, enter your email address and Huddle password as directed.

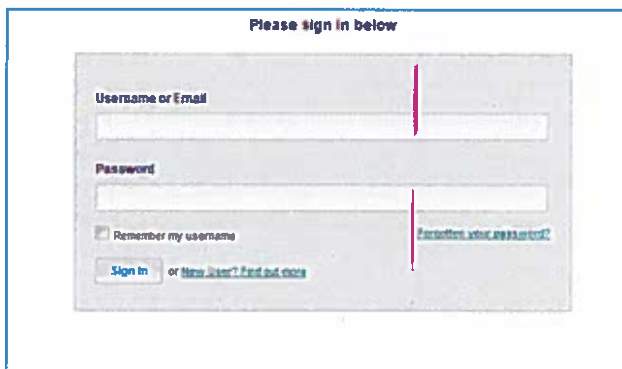


Figure 1

- Once you have logged in you'll be presented with the Dashboard, shown in Figure 2, which provides you with a personal overview of what's been happening in Huddle and what you are working on.

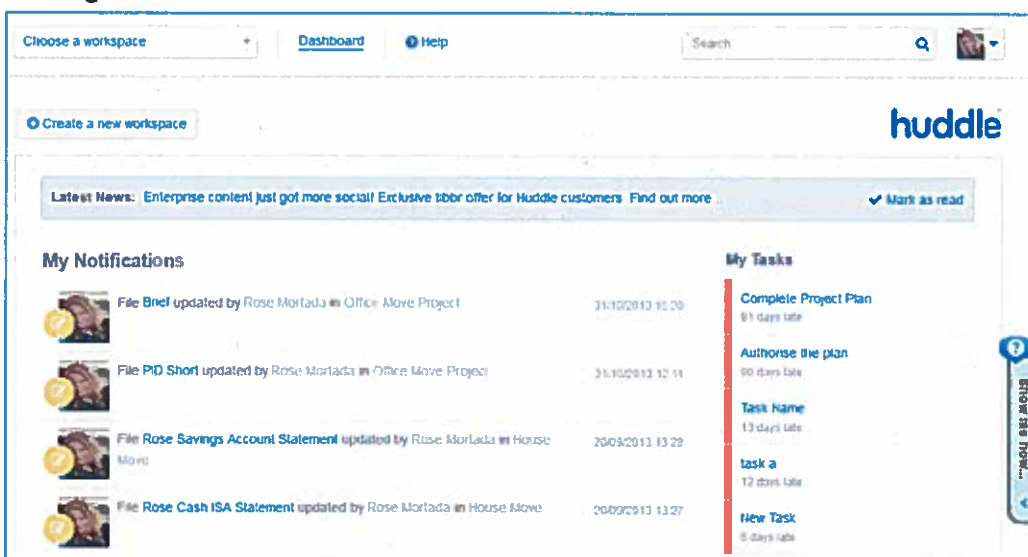


Figure 2

Step 2: Locate Content

Content in Huddle can be easily located as it's sorted into Workspaces, each of which relate to a particular theme or project.



A workspace is a secure area on Huddle in which a particular theme of content is collaborated on. Workspaces are the highest level at which content, people and collaboration are divided.

Navigating to a Workspace

If you know which workspace the content you are looking for is in, navigate to it using the following steps:

- Click the 'Choose a workspace' dropdown menu at the top left hand corner of the dashboard.
- You will see a list of all the workspaces that you've been invited into, as shown below in **Figure 3**. Click the workspace you wish to navigate to or start typing the name of it in order to highlight it then press return.

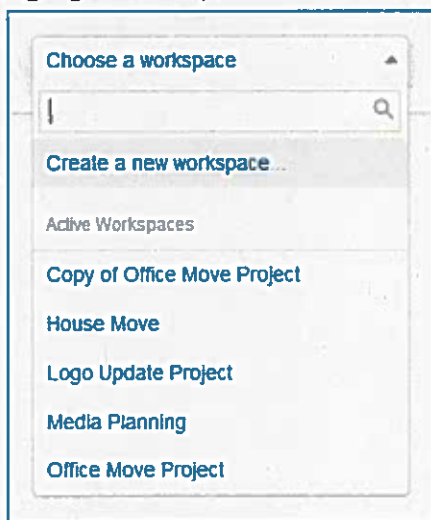


Figure 3

Searching

Another way to find content on Huddle is to use its inbuilt search engine which can be found in the top right hand corner of any page in Huddle. The search function is powerful, looking through the content of files as well as just their titles and descriptions to help you find what you're looking for. You can only search files within the Workspace(s) that you have access to.

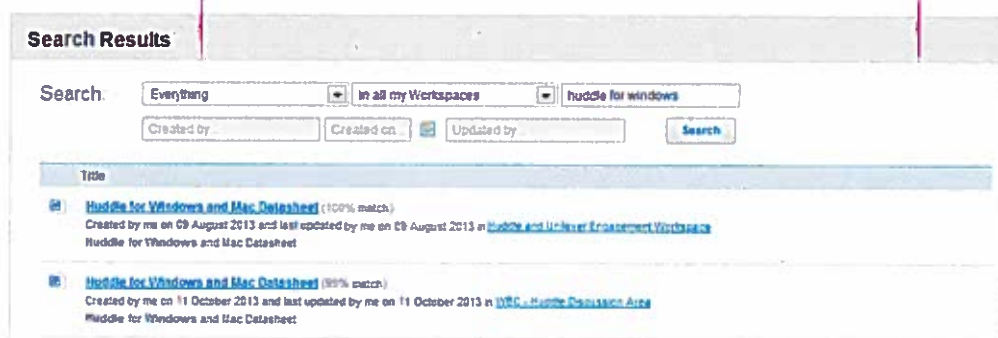


Figure 4

- Enter your search term into the search bar at the top right hand of any screen in Huddle.
- Your search results will be generated as shown in order of relevance as shown in Figure 4.
- You can refine your results by workspace; creation date and author by using the options shown at the top of Figure 4.

Step 3: Viewing Content

Once you've navigated into a workspace you can quickly browse through most everyday files directly within Huddle. The following simple steps guide you through this:

- Click on the files tab to open the file structure, an example of which is shown in Figure 5.

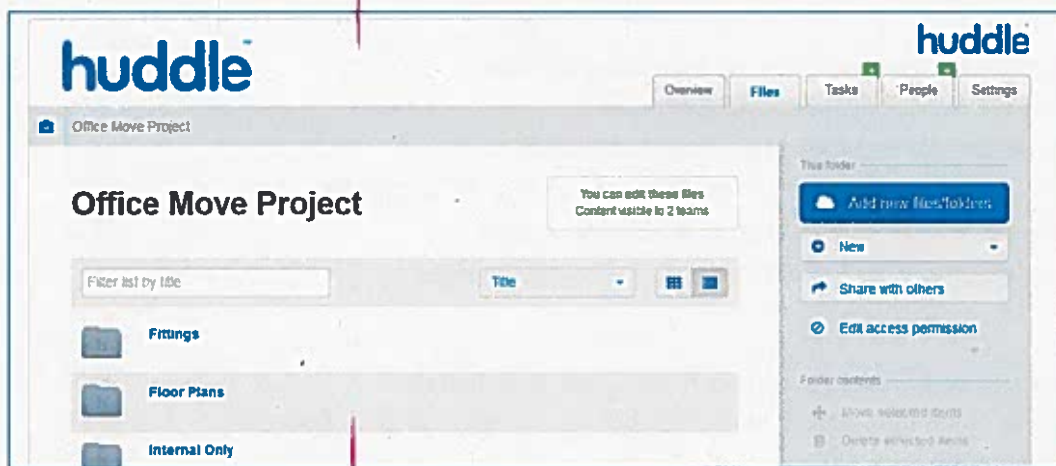


Figure 5

- To open a file, click on its title. This will open the file preview screen shown in Figure 6.

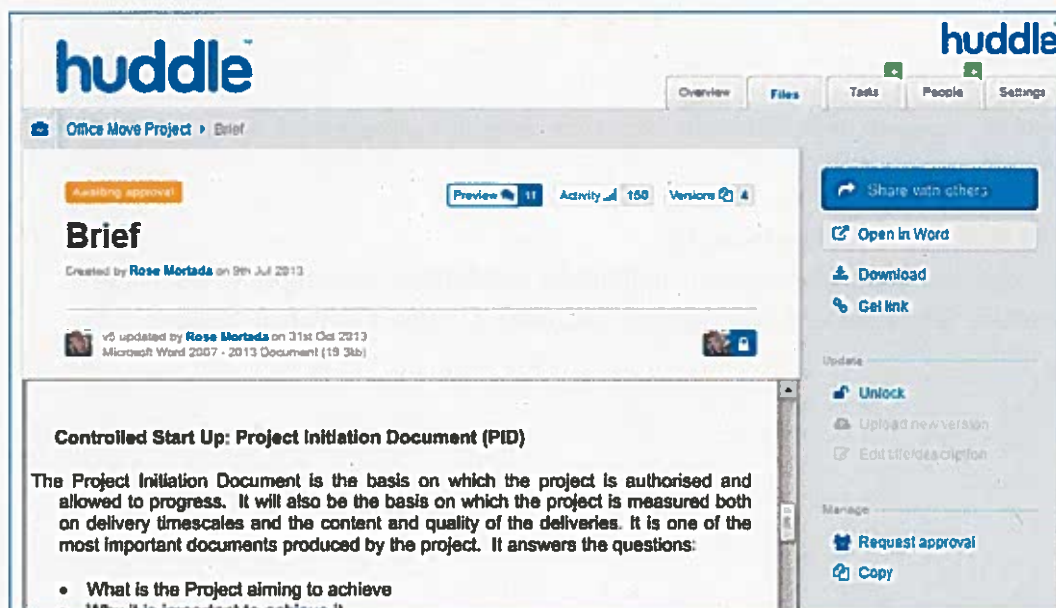


Figure 6

The preview allows you to browse through the contents of the file. The version number of the file appears above the preview with the date and time of the most recent version. Clicking the Activity button at the top of the file screen reveals the audit trail of the document. The Versions button allows you to see and download all the previous iterations of the document.

For details on how to notify a colleague when a file has been uploaded (or amended) please see **Step 6: Sharing Content**.

Step 4: Updating Existing Content

To update an existing file, you need to be in the file preview screen (**Figure 6**) for the file you wish to update. For creating new content see **Step 5: Adding New Content**. There are two options for updating files:

Method 1: For Large Changes Over an Extended Period

- Lock the file by clicking on the padlock icon.
- Download the file by clicking the download button.
- Open the downloaded file and make changes on your PC as normal.
- In the file screen in Huddle, click 'Upload new version'.
- Browse to find the file that you've edited and select upload.

Method 2: For Rapid Editing (requires Huddle for Windows)

- Select the 'Open in...' button in the file you wish to edit, shown in **Figure 6**.
- Click 'Edit and lock'.
- Wait a few seconds, the file will open directly in its native application, e.g. Microsoft Word.
- Make changes as required
- Save the file in the application as you would normally, this will cause the file to be uploaded to Huddle as a new version.

Step 5: Adding New Content

To add new content, navigate to the folder in which the content is to be placed, an example of which is shown in **Figure 5**.

- Click the 'Add new files/folders' button.
- You can choose to upload a single document or a whole folder structure by switching between the 'Single file' and 'Multiple files and folders' options shown in **Figure 7**.

Upload Single file Multiple files and folders ×

Add a file to
Office Move Project

For humongous files (over 1GB) use the multiple files uploader.

Select a file Browse

File title...

Description (optional)

Upload

Figure 7

Step 6: Sharing Content with Others

The moment that content is created in a workspace, those who have been invited into the workspace are able to view, update that content, subject to their access permissions¹. In addition to this it's often useful to bring a particular file to the attention of a colleague so that they can review, comment or collaborate.

There are a number of ways to share content in Huddle, but whichever method you choose, the person who you're sharing with must be a member of the workspace where the content is stored in order to view it. To share a file, navigate to the file preview screen, an example of which is shown in Figure 6, choose from one of the following three options.

Method 1: Commenting and @ Replying

Use this method of sharing when you want to engage colleagues in a tracked conversation around a document. This could be a general discussion about the content or be focused on updates to the content.

- Comments can be made in the comments section under every file preview.
- To send a notification to one or more colleagues, type '@' then a name, a team name or 'everybody'.
- Click 'Post comment'.

¹ Please consult your Workspace Manager or Administrator for details of access permissions.

Method 2: Approvals

Use this when you need an approval from a colleague or to record their agreement on the content of a file. You can set an approval deadline, Huddle will remind approvers of this deadline and continue to chase them if they fail to approve by the deadline set.

- Click 'Request approval'.
- Type the names of people or teams in the workspace.
- Insert a comment and set a deadline if required.
- Click 'update'.

Method 3: Share with others

Use this method to share a document with your colleagues and make a private comment.

- Click 'Share with others'.
- Type the names of people or teams in the workspace.
- Insert a comment if required.
- Click 'Share'.

Method 4: Get Link

Use this method if you'd like to include a reference to a file in Huddle in an email, instant message or another document.

- Click 'Get link'.
- Click 'Copy to clipboard'.
- Simply paste in the desired location.

Step 7: Start a Discussion

Huddle Note is the best way to start a discussion in Huddle as allows you to centralise discussions inside workspaces, alongside important documentation.

Step 1: Create a Note

You can create a note in any folder in Huddle. It's best to create general discussions as the top level of the folder structure and more specific discussions inside the related folder. Alternatively you can create a discussion folder and hold all discussion topics in one place.

- Click new, then note as shown in Figure 8.

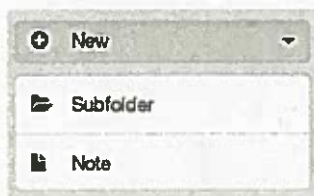


Figure 8

The note should contain the discussion topic when the discussion begins. As the discussion progresses, you can add pertinent points and conclusions into the note by clicking 'Edit'.

Step 2: Save your Note

- You can save your note as you work on it by clicking the floppy disk shown in Figure 9 or Ctrl +S.



Figure 9

Step 2: Share your Note

Once you have created you discussion, share it with other workspace members as described in **Step 6: Sharing Content with Others.**

Having Created your note, others can add to the discussion by making a comment underneath the note, for more details on this please see **Method 1: Commenting and @ Replying.**

THE MORECAMBE BAY INVESTIGATION

Protocols for the control and access to documents & evidence

The documents and evidence gathered for the Investigation is the key to the success of the Morecambe Bay Investigation (MBI). These documents are provided by organisations or individuals connected in some way to the Investigation and are entrusted to the safekeeping of the Investigation Secretariat. It is important, therefore, that there are robust procedures in place to maintain the integrity and safety of the evidence.

In order to ensure the safekeeping of documents and evidence, protocols will be applied under the following headings:

- Receipt of evidence
- Cataloguing of evidence
- Security
- Access to documents and evidence

PROTOCOLS

1. Receipt of evidence

Upon delivery/receiving of evidence a receipt must be issued, confirming exactly what evidence has been provided, from whom and on what date. There should be two copies of the receipt, the original should be handed over to the provider of the evidence; the other copy should be retained by the MBI team. A receipt template is available.

2. Cataloguing of the evidence

On receipt of documentation or evidence, it will be allocated a reference number unique to the MBI by either the Documents & Evidence Manager (DEM) or the Assistant Documents & Evidence Manager (ADEM). This unique reference number (URN) should be in addition to any referencing system already allocated by the original owner. An electronic file will be maintained within the shared drive, identifying all the evidence held, along with its URN and storage location.

3. Security

All documents and evidence provided to the Investigation will be stored in the documents and evidence store (room 316). The room is to be kept locked at all times unless it is occupied.

The key for the room is located in the key safe in the Secretariat office (room 315). The key for the key safe is located in the small key safe near the room door. The code for this lock will be changed periodically and staff will be notified individually of

the code. Room keys should be returned to the key safe in room 315 on vacating the room.

Evidence from Cumbria Constabulary is to be stored in the 4-drawer cabinet near the fireplace, which itself should be kept locked at all times the evidence is not being accessed.

No copies of the evidence shall be made unless authorised by the DEM, ADEM, Secretary or Deputy Secretary to the Investigation. This includes downloading and printing of electronic versions of the evidence. Where copies are made, they will be assigned a URN matching the original with the suffix a, b, c, etc.

When documents or evidence is logged out, the person removing the information is accountable for its safe keeping and integrity.

Documents or evidence removed from the store should not be left in unoccupied rooms that are left unlocked.

Documents and evidence should not be removed from the Park Hotel without the knowledge of the following:

- DEM (or ADEM in his absence); and
- Investigation Secretary (or Deputy Secretary in her absence)

4. Access to documents and evidence

Hard copy evidence

For hard copy evidence, a log will be maintained of all evidence removed from the store room, **regardless of the duration of removal.**

The log will contain details of:

- Date out
- Time out
- URN
- Document
- Name of the person removing the evidence
- Date returned
- Time returned

The log will be kept in the store room adjacent to the light switch.

The log will be checked by the DEM or ADEM to ensure evidence is accounted for.

Electronic evidence

Electronic evidence will be stored in Huddle, a web based system which Secretariat and Panel members will be invited to join. Access to documents and evidence stored on Huddle will be restricted through permissions granted by the DEM or ADEM. There is no general or public access to documents stored on Huddle, and those granted access should not share their username or password.

Where it is deemed essential to download and print electronic documents, prior approval will be required from the DEM (or ADEM in his absence) and the Investigation Secretary (or Deputy Secretary in her absence). The person downloading the document will be accountable for ensuring the confidentiality of the material.

Proposal for the filing and management of documents in the MBI shared drive

The Investigation team is managing a high volume of documents. These include spreadsheets, word documents and emails sent and received, some with attachments. It is important that these documents are stored appropriately and that once the Investigation is concluded; they are either archived and become part of the DH record or destroyed.

All documents that are archived will be subject to the Freedom of Information (FOI) Act so it is important that we think about what we are filing to ensure that we only archive those documents that should be subject to FOI.

We currently have 3 areas in the shared drive, MBI, MBI Evidence and MBI HR.

The folders contained within the MBI shared drive area are those which relate to infrastructure, finance, accountability, correspondence with external stakeholders and members of the public, and a record of panel meetings etc. The contents of these folders will be reviewed by the Secretary and/or Deputy Secretary prior to being archived and will then form part of the DH record. There are 3 folders within this area whose contents will not be archived once the Investigation ends. These are: Contact details, General administration and Respondents to Investigation Notice. (These folders will remain in the MBI shared drive as team members who do not have access to the MBI Evidence folder need access to these folders.)

All evidence received by the Investigation will be treated as working papers and will be either returned to the relevant interested organisation/family after the Investigation Report has been published or destroyed by the Investigation. Only documents that are classed as evidence or evidence related should be saved in the MBI Evidence folders. After the Investigation Report has been published, all of these folders will be deleted. It will be necessary for the Documents and Evidence team to review the documents currently stored in the MBI Evidence folders to ensure that all documents not classed as evidence, that will require archiving for retention, are moved to the MBI folders.

The Investigation Secretary will review documents stored within the HR folders and ensure that all documents that should be retained are appropriately archived.

The filing structure has been updated to reflect the new folders that have been created. There are, nevertheless, a small number of new folders that have a small number of documents saved in them, where the names of these folders are rather vague. Jo will either rename these folders, so that it is clear what the subject of documents is, or the contents will be moved to a more appropriate folder.

Files should always be named in accordance with the MBI naming convention.

Over the next couple of weeks, Jo will arrange to meet with each member of the team to discuss any filing issues and questions they might have.

Subsequently, time must be set aside to file all outstanding documents and emails.

THE MORECAMBE BAY INVESTIGATION

Chaired by Dr Bill Kirkup CBE

THE MORECAMBE BAY INVESTIGATION

DECLARATION OF CONFIDENTIALITY

I understand that while I am working for the Morecambe Bay Investigation I may well have access to personal and confidential information concerning members of the public and their families, together with similar information about certain public bodies.

I undertake that, unless I have prior authority, I will not before, during or after the investigation:

- Divulge any information or document relating to the Investigation to any person working outside the Investigation team.
- Discuss and information or document with any person working outside the Investigation team.
- Remove any document from Investigation premises unless authorised to do so.
- Discuss, in public, any information or document or the work of the Investigation with anyone, including colleagues.

Additionally, if approached by members of the public, the press, legal firms or the representatives of witnesses to the Investigation, for information or documents I will refer them to the Secretary to the Investigation or the Deputy Secretary to the Investigation.

I acknowledge that failure to comply with any of the above may result in action being taken against me.

I have been advised that under the provision of the Data Protection Act 1998, unauthorised disclosure of data may result in prosecution.

I accept these terms and conditions by signing this form.

SIGNED:

DATE:

NAME PRINTED:

THE MORECAMBE BAY INVESTIGATION

Chaired by Dr Bill Kirkup CBE

Travel and Expenses (Guidance and Rates)

The Investigation will meet all reasonable travel expenses incurred by witnesses who have been asked to provide evidence to the Investigation.

In order to make a claim witnesses must complete and return:

- A registration form, asking for details of the bank account the expenses should be paid to (please note this form must be received electronically to process);
- A claim form, attaching copies of receipts where applicable. (Receipts can either be scanned and sent electronically or posted to the Investigation's Deputy Secretary, Tom Bacon, at *Morecambe Bay Investigation, Third Floor - Park Hotel, East Cliff, Preston, PR1 3EA*)

These claims must be made in line with rates set by the Department of Health, which are outlined below.

Travelling to the Investigation

By Road

Witnesses who travel using their own vehicle may be reimbursed:

- 45p per mile for the first 10,000 miles in any tax year (starting 6 April), and
- 25p per mile for subsequent miles.

Supplements for additional passengers also providing evidence are:

- 4p per mile for the first
- 2p per mile for each additional

Actual parking costs will be reimbursed when accompanied by a receipt.

(The rate for motorcycle travel is 24p a mile, and 20p a mile for travel made by a bicycle).

By Train

The Investigation will reimburse actual costs incurred when travelling in **Standard Class** only. Receipts and tickets must be submitted to the Investigation to process the claim.

The investigation will not reimburse any First Class travel.

Expenses for overnight stays

Where there is a need to stay in Accommodation the Investigation will reimburse costs of up to £85 per night.

For each full 24 hours a meal allowance of up to £22.50 with receipts can be claimed.

Other Expenses

If you have travelled over 5 miles to the Investigation, and you are asked to remain with the Investigation of over 5 hours, you may claim the following expenses to cover the cost of lunch or refreshments. These will only be paid when the Investigation is not providing catering.

- Over 5 hours -** one receipted meal up to a ceiling limit of £5
- Over 10 hours -** two receipted meals up to a ceiling limit of £10
- Over 12 hours -** two receipted meals up to a ceiling limit of £10 and cost of a third late evening meal taken up to £15.00