

MOBILE / SMARTPHONE POLICY – ALLOCATION and USE

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Approvals

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(1) Introduction

This policy is intended to address the allocation and use of NHS-financed mobile “devises” (Extends to all mobile devices, including but not limited to, tablets, dongles, mobile phones, smartphones etc.) and to set out the responsibilities expected of each user. The Policy applies to all staff, including temporary staff and contractors to the CCG, including non –CCG employees e.g. GPs, lay members acting in official roles on behalf of the CCG, and officers of the Commissioning Support unit (CSU) (where CCG provide these devises).

- **General Principles and Scope (For avoidance of doubt the policy applies at all times, not just during working hours).**

- ☑ Each member of staff issued with a CCG device must sign an agreement to comply with the terms of this policy: for existing users, this will be done retrospectively – see Appendix One
- ☑ CCG-financed devices are owned by the CCG, not by individuals or departments
- ☑ The use of a CCG-financed device **must always** be reasonable and appropriate
- ☑ A register of devises issued by the CCG will be kept by the Administration team.
- ☑ Users are required to make a contribution to the CCG if the equipment provided is used for personal usage as well as for business purposes. The level of contribution will be based upon a sample of one or two months billing invoices of which the value of private calls, data usage, text messaging will be identified. The value of contribution agreed from this process will then be the value agreed to be deducted monthly via payroll until the following year when the process will be repeated. Please note that VAT, at 20%, will be added to the cost of the calls in respect of your personal use calls / texts.

The Expense Policy states that the employee must reimburse the cost of personal calls made on mobile phones. If the individual considers the value of personal calls made to be in excess of £3 per month, (below this the CCG considers the cost of collection to be greater than the financial benefit to be gained), then it is considered appropriate that staff make a monthly contribution via payroll in line with the historic private usage.

A pro-forma for agreeing the value to be deducted will be submitted by the individual to Payroll to initiate the monthly deduction. An Annual review will be undertaken of mobile phone usage for personal use and deductions will then be amended accordingly.

The process agreed reflects the balance between ensuring tax payers monies is not being utilised to support private expenses of individuals versus the administration incurred to undertake routine monitoring of such a task. Given the current volume of staff and the likely contributions to be received the proposed option is considered to be the most effective and efficient.

- ☑ It is the responsibility of the individual to whom the device is allocated to ensure its care / security
- ☑ A CCG-financed device **must not be used** in any circumstances to contact Premium Rate numbers or sites – if for any reason there is a need to do this, it must only be with prior written approval of the individuals line manager (emails accepted as evidence of written approval). Failure to do so will result in Disciplinary procedures.
- ☑ A CCG mobile device can be taken abroad if the role of the individual requires potential access to the organisation whilst on annual leave or if the trip is classified as a business trip. However it is recommended that advice from IT support is undertaken prior to the trip to ensure that the individual is aware of potential issues/risks when using a mobile phone abroad i.e. data roaming, call rates etc. so that no excessive costs are incurred due to inappropriate usage.

Subject to the circumstances arising, if it is identified that individuals have used the mobile devises inappropriately whilst abroad then reimbursement for costs incurred will be undertaken.

For Business trip purposes the CCG would allow reasonable calls to home to be made.

Where individuals take CCG devices abroad the user will be responsible for use and security;
Where a trip does not meet the criteria above then the taking of devices abroad is not allowed.

Users must on no account vary any bar or restriction placed on any device – variation can only be made by the CFO in agreement with IT support. Failure to do so will result in Disciplinary procedures

- **Links to other ESCCG Policies and Documents**

- ✓ **CCG Employees Expense Policy:**

This is a key element of the CCG's Internal Control Environment and describes, in detail, the arrangements for incurring and seeking recompense for expenses whilst officers' conduct CCG business.

- ✓ **Anti-Fraud, Bribery & Corruption Response Policy:**

This sets out the policy for dealing with detected or suspected fraud, bribery or corruption, and the avoidance of such activity as directed by NHS Protect. All suspicions of fraud committed against the CCG will be investigated regardless of whether perpetrated by a member of the public, an employee or a contractor. The ultimate aim of the policy is to protect the property and finances of the CCG.

- ✓ **Information Governance – Staff Handbook and IG Policy:**

These set out the CCG approaches for handling personal or organisational information and acceptable use of all mobile media (whether that is working onsite, offsite or via phone / video-conferencing). All CCG employees are required to undergo annual training in relation to IG matters pertaining to mobile devices.

(2) Procurement and Service Providers

- ☑ The CCG is limited to one Service Provider to obtain the best price / service and to reduce admin and costs – this process is managed on behalf of the CCG by a CSU Senior Manager
- ☑ Any devices ordered outside the CCG's contract will not be reimbursed – all device requisitions must be authorised by a CCG Executive and submitted to the CSU for action via CCG Administration team.
- ☑ The CSU IT Administration Team will maintain a database, detailing the name of the device holder / user, the budget holder and the telephone number of each CCG-financed device.

(3) Allocation

Members of staff who have a device allocated to them due to the nature of their employment must comply with this policy and to sign the CCG's Conditions of Agreement form – see Appendix Three.

The allocation of a device needs to be supported by both:

- *The Budget Holder against whose budget the charges will be made*
- *The Director of the function concerned*

Devices, as with any other item of portable CCG equipment, will only be issued to staff where there is a demonstrable need for them to capture or process information away from a fixed base to be productive and effective.

Line / Service Managers must identify the use of such equipment when defining and appointing to CCG posts; and must notify this requirement to the IT Service as part of 'New Starter' arrangements. They must also notify the IT Service when a subsequent role change affects the need to use portable equipment.

- **Factors likely to influence the allocation of a CCG Device**

- *The individual is on an official on-call rota*
- *The individual's post requires them to be contactable, during normal work hours when visiting other sites*
- *There is a demonstrable requirement to keep in contact with the CCG*
- *When the CCG determines that the allocation of a mobile phone is needed for Health and Safety reasons*
- Staff will be given the choice of the following mobile phone devices, decision will be made on the basis of their needs and preferences and what other equipment they also have usage off.
- Nokia Lumia, IPHONE 5 or IPHONE 6

Where an existing phone is available for usage and meets the functionality required then these assets will be utilised first prior to any orders for new devices being made. IT to be advised of any transfer of assets between individuals.

All applications for the allocation of a device must be made via Appendix Four.

The Budget Holder of the function / department against whose account the device will be charged must formally approve the application, and confirm that allocating of the device meets the above factors.

On receipt of a device, the individual applicant / user will be supplied with a copy of this policy and asked to sign a declaration (see Appendix Three), acknowledging receipt and agreeing to abide by the instructions within this policy, or be liable for disciplinary action should the user fail to do so.

Where a CCG-financed device is allocated to a member of staff who is on long-term sick leave or other prolonged absence from their NHS duties, then the Line Manager responsible for that member of staff must consider re-allocating the device, to make best use of scarce resources.

Where a member of staff is absent for any of these reasons, it will be their responsibility to account on a monthly basis for all use of the device and they will pay for all personal use as per the conditions set out in General Principles and Scope. Failure to meet this responsibility will result in the device being immediately withdrawn.

Where a CCG Manager suspects or believes that a CCG-financed device is being misused, the Line Manager responsible for that member of staff must consider withdrawing the mobile device from them, or having it disconnected, all action undertaken must be in accordance with the CCG's disciplinary procedures.

Responsibilities

- ☑ It is the responsibility of the individual user to know when and where it is appropriate to have the device switched on within the CCG – it is also the responsibility of the user to access their voicemail messages on a regular basis

- ☑ Devices are frequently stolen and should not be left visible or accessible on unattended desks or on view in parked cars
- ☑ In circumstances following the theft of a device, the CCG will be expected to pay for the cost of any subsequent unlawful use – this will result in an unnecessary loss to the CCG and should be avoided
- ☑ When not in use, a CCG device should be switched off and useable only by input of the appropriate PIN code
- ☑ The loss or theft of a device must be reported immediately to the Service Provider, or the CSU Manager responsible for administration of the device and then to the police; thereafter, a CCG Incident Report form will be submitted to the user's manager for completion
- ☑ All faults or damage to the device must be reported promptly to the CSU Senior Manager and the user's Line Manager at the CCG
- ☑ If the device develops a fault within the first year, this will in most circumstances, be covered by the warranty
- ☑ If the fault has been caused accidentally whilst in possession of the user; the cost of repairs / replacement will generally be met by the CCG; however, if it is shown that the fault was due to negligence by the user, the CCG reserves the right to pass the costs on to the user
- ☑ Any change of allocation or use of the device must be reported to the CSU Senior Manager in order to enable this change to be recorded in the database / register
- ☑ Staff leaving the CCG it is the responsibility of their manager to secure return of any CCG Devices prior to the individuals formal leaving date, any failure to return must be reported to HR and IT. IT must be informed of the new user if recycled immediately or ask for them to disable temporarily until the device is reissued.
- ☑ All users are reminded of the importance of Passwords / Personal Identification Numbers (PIN) in preventing the inappropriate use of a device allocated to them, or their team
- ☑ Passwords or PIN numbers should be utilised to prevent access to the device network – it is recommended that default password / PIN numbers should be changed in order to safeguard the device from fraudulent use
- ☑ Members of staff allocated a CCG device, must always use conventional land lines wherever possible in preference to mobile telephones (see also Section Six)

(4) Safety and Security

- **Call Barring**

Except at the discretion of the CFO, all International / Premium Rate services are barred on all CCG devices. These facilities should only be provided on an individual basis where business need is identified. Written authority should be sought from the CFO.

- **Vehicular Usage**

From December 2003, it has been an offence to use a hand-held device whilst driving, and therefore the CCG does not condone such use. If an employee is convicted or fined for using a CCG-financed

device, then the individual is responsible for the costs of any fines, prosecutions and consequences of such an act.

(5) General Usage Principles

- ☑ Use of a device applies to **calls, all Smartphone App and text facilities**
- ☑ All users should not connect any CCG-financed device to any computer network other than the NHS Network (N3) or the CCG's network, other than by using the secure access procedure outlined in the CCG's Staff IG Handbook: this includes the use of Wireless Access Points found in CCG or other public buildings
- ☑ All staff using CCG-issued devices may only access information offsite / at home for work-related purposes; and are responsible for ensuring the security of information within the home or offsite environment in accordance with CCG's IG policy
- ☑ All users are not to use patient-identifiable or staff-identifiable data on any equipment provided by the CCG; and to not send such data to home (Internet) email addresses.
- ☑ All staff to recognise confidentiality whether patient or business related when using mobiles in public areas.
- ☑ If available, phone calls should be Landline-to-Landline for all business calls, to avoid unnecessary expenditure: Landlines using *Feature net* are significantly more cost-effective; alternatively, users should use the *Mobex Feature System* if available
- ☑ A CCG-financed device must only be used by the member of staff to whom it has been allocated: it must not be used by friends or family
- ☑ Where the CCG has supplied any form of device, only appropriate members of staff are authorised to access it – any member of staff allowing access to an unauthorised person, deliberately or inadvertently may be subject to disciplinary proceedings
- ☑ All devices need to be charged via the mains power supply: if charging a device within the CCG premises, staff are requested to ensure they do not inadvertently unplug other equipment from sockets in order to charge a mobile device
- ☑ In addition, chargers are required to undergo Portable Appliance Testing (PAT) and failure to do this may contravene CCG policy or health and safety regulations

1. Training

- 1.1. There is no specific training requirement identified to underpin the Policy and Procedure.

2. Review of the Policy

- 2.1. All policies will be reviewed no less than every 2 years from the date of approval. The lead person for the policy will be responsible for ensuring that the review is undertaken and where changes are required that the process of consultation on the revised arrangements is completed. The lead person will also be responsible for securing adoption of policy revisions by the CCG Executive Team. .
- 2.2. All policies will be marked with the date for review on the front cover before being distributed.
- 2.3. Legal or statutory directives may require that policies are reviewed more regularly than every 2 years. It is the lead person's responsibility to ensure that they keep up-to-date with relevant directives to ensure the CCG meets its responsibilities.

3. Monitoring and Compliance

- 3.1. The effective implementation of individual policy documents shall be monitored as appropriate to that individual policy.
- 3.2. The effective implementation of this policy will be monitored by the Remuneration Committee on review and approval of the policy documents developed in line with this policy.

Appendix 1 – Equality Analysis (EA) Template

Piece of work being assessed:

Aims of this piece of work:

Name of lead person: Other partners / stakeholders involved:

Date of assessment:

Who is intended to benefit from this piece of work?

Single Equality Scheme Strands	Baseline data and research on the population that this piece of work will affect: what is available; what does it show; are there any gaps? Use both quantitative & qualitative research, user data & consultation with users if available	Is there likely to be a differential impact? Yes or No
Gender Reassignment Race, Religion or Belief Disability Sex and Sexual Orientation Age Marriage & Civil Partnership Pregnancy & Maternity	<p>The principles of CCG Mobile Phone Policy & Procedures will meet the CCG's Public Sector Equality Duty, as guided by the core requirements of the Equality Act 2010 and the NHS Constitution. All organisational, governance, legal or policy requirements are necessarily broad and aim to wholly cover all Protected Characteristic groups employed by the CCG. They are therefore not expected to have any negative impact on the promotion of equality as a consequence of designing and implementing these.</p> <p>This includes the subsequent implementation of any practices, operational activities of the CCG or any clinical / managerial interventional approaches (on defined issues), as set out by the main body text of the document.</p>	NO
Human Rights	Will this piece of work impact on anyone's human rights?	NO

Equality Analysis Action Plan

Strand	Issue	Action required	How will you measure the impact / outcome?	Timescale	Lead
n/a	n/a	n/a	n/a	n/a	n/a

Appendix 2 – Checklist for Ratifying Policies, Standards, Procedures & Guidelines

To be completed by the Lead Officer with responsibility for development of the Policy / Standard / Procedure / Guideline

Title of Policy / Standard / Procedure / Clinical Guideline	Mobile Phone Policy
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Have the relevant staff groups been consulted on the content and implementation of the policy?		No
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Please give the title and the date of the Group(s) the Policy / Standard / Procedure / Guideline has been through for agreement

Group / Panel / Committee	Date (MUST BE INCLUDED)
QF&P	August 2016
Governing Body	September 2016

Has the evidence base for the Policy / Standard / Guideline / Procedure been referenced, including any requirements of the Mental Capacity Act?		No
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Has the Policy / Standard / Guideline / Procedure been through the Staffordshire & Stoke-on-Trent Trade Union Forum?		No
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If “No”, what is the rationale for not submitting it to the Staffordshire & Stoke on Trent CCG Trade Union Forum?
Advice taken from HR no required given the policy topic covered. HR have been asked for comments on the basis policy being reviewed and included where appropriate

Have staff training or development needs been considered and clearly identified where these are necessary?		No
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If “Yes”, how will these be delivered?
IT/User manuals will provide support if required.

Appendix Three: Agreement Form

I agree to abide by the CCG's policy for devices, which is published on the corporate shared Network Drive and the CCG's website for information (1)

I agree to make a monthly contribution via a payroll deduction to reimburse the CCG for private usage. Monthly amount to be determined as per the policy

I acknowledge that I may be liable for costs relating to inappropriate usage abroad, damage and/or faults due to my own negligence and any costs arising from the non-return of the device in accordance with the policy

I confirm I have read the policy and understand that I may be liable to disciplinary action should I fail to comply with the policy

Name

Signed.....

Designation.....

Date.....

Mobile Number.....

Service Provider.....

(1) Should the device user require a paper or electronic copy of the policy this can be provided – please contact the Head of Performance & Governance

Appendix Four: Request Form for CCG Device

Device required and to be used by:	
<ul style="list-style-type: none"> - Name: - Service: - Base: 	
Date of Request:	
Requirement (e.g. provision of additional out of hours service, emergency phone etc.):	
Other Personnel likely to use the Device (names and designations):	
<ul style="list-style-type: none"> - Name: - Service: - Base: 	<ul style="list-style-type: none"> - Name: - Service: - Base:
Estimates of call times / usage per month if possible (in minutes):	
Finance Code / Budget (to cover charges):	
Authorised by Executive [Please print name]	
Signature	
Budget Holder [Please print name]	
Signature	
Contact Telephone Number	
Date	

Note: this form should be completed in line with this Policy – if you require assistance please call the Head of Performance & Governance

Appendix Five - Pro-forma for agreeing payroll deduction for contribution for private calls re mobile phone.

To be confirmed following policy approval.