

# Mobile Telephone/Device Policy

## (Interim)

### November 2021

Version:	1.1
Date ratified:	18 November 2021
Policy Number:	CO032/10/2022
Name of originator/author:	Sue Laing: Corporate Services Risk and Governance Manager
Director Sponsor	Associate Director of Corporate Services
Name of responsible committee	Governance Sub-committee
Date issued:	November 2021
Review date:	1 October 2022
Target audience:	All staff working within or on behalf of NHS Sheffield CCG

To ensure you have the most current version of this policy please access via the NHS Sheffield CCG Intranet Site by following the link below:

<http://www.intranet.sheffieldccg.nhs.uk/policies-procedure-forms-templates.htm>

## Mobile Telephone/Device Policy

### Document Control Information

#### Table of revisions

Date	Section Revision	Author
January 2021	Previous policy was prepared by the former South Yorkshire and Bassetlaw Commissioning Support Unit (CSU) on behalf of the CCG. The policy is now replaced by a revised and updated policy and therefore track changes have not been included.	Sue Laing
March 21	Updated to reflect Keep In Touch for staff on long term absence	Sue Laing
March 21	Further clarification with regard to using mobile devices to record to electronic recording	Sue Laing

## Policy Audit Tool

To be completed and attached to any document which guides practice when submitted to the appropriate committee for consideration and approval.

Please give status of policy:		Revised
<b>1.</b>	<b>Details of Policy</b>	
1.1	Policy Number:	CO032/10/2022
1.2	Title of Policy:	Mobile Telephone/Device Policy
1.3	Sponsor	Associate Director of Corporate Services
1.4	Author:	Sue Laing, Corporate Services Risk and Governance Manager
1.5	Lead Committee	Governance Sub-committee
1.5	Reason for policy:	Good Practice and awareness of arrangements within CCG for use of mobile devices
1.6	Who does the policy affect?	All staff
1.7	Are the National Guidelines/Codes of Practices etc issued?	Yes
1.8	Has an Equality Impact Assessment been carried out?	Yes
<b>2.</b>	<b>Information Collation</b>	
2.1	Where was Policy information obtained from?	Previous policy, good practice
<b>3.</b>	<b>Policy Management</b>	
3.1	Is there a requirement for a new or revised management structure for the implementation of the Policy?	No
3.2	If YES attach a copy to this form.	
3.3	If NO explain why.	Can be operated under existing structures
<b>4.</b>	<b>Consultation Process</b>	
4.1	Was there external/internal consultation?	Yes
4.2	List groups/persons involved	Deputy Directors Staff Side Rep / JSCF Governance Sub-committee Local Counter Fraud Specialist
4.3	Have external/internal comments been included?	Yes
4.4	If external/internal comments have not been included, state why.	N/A

<b>5.</b>	<b>Implementation</b>	
5.1	How and to whom will the policy be distributed?	Staff will be made aware of all new policies via the Weekly Round-up. Policies will be available on the intranet.
5.2	If there are implementation requirements such as training please detail.	No
5.3	What is the cost of implementation and how will this be funded	N/A
<b>6.</b>	<b>Monitoring</b>	
6.2	How will this be monitored	By Governance Sub-committee
6.3	Frequency of Monitoring	Annually

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## **1. Introduction**

This procedural document details the acceptable use pertaining to the allocation of CCG funded mobile telephones and sets out the responsibilities expected for each user.

The Policy applies to all staff including temporary staff and contractors to the CCG, including non-CCG employees.

## **2. Purpose**

The purpose of this policy is to set out clearly the roles and responsibilities of the CCG and its staff with regard to allocation of mobile devices. For the avoidance of doubt, this policy applies at all times and is not limited to working hours or geographical location. The policy is based on the following guiding principles:

- The use of a mobile phone is reasonable, appropriate, lawful and in accordance with CCG requirements
- Staff are aware and comply with this policy
- Mobile phones provided by the CCG are owned by the CCG; and individuals are responsible for the care and security of any mobile device issued to them

## **3. Scope**

This Policy will apply to all employees, including contractors and temporary staff, who have been issued a mobile telephone including smartphone, and/or tablet by NHS Sheffield CCG to assist them in their day to day operations. The terms and conditions contained within this policy remain in force twenty four hours a day, seven days a week.

## **4. Roles and Responsibilities**

### **Accountable Officer**

The Accountable Officer has overall responsibility for maintaining an overview of the corporate ratification and governance process associated with the policy. Responsibility is delegated to the following:

### **Directors**

- Responsible for authorisation of the purchase/rental of mobile telephones / devices for their staff
- Ensuring compliance with the CCG policy on the use of Mobile Telephones

### **Line Managers**

- Responsible for ensuring that all NHS Sheffield CCG property, including mobile telephones/devices allocated to their staff are returned to the Facilities team on leaving the organisation.
- Ensure there is discussion with staff on long term sick, or any other extended period of long term absence with regard to their mobile device and whether it should be returned or retained in order to keep in touch and support members of staff.

- Monitoring of expenditure and appropriate authorisation of call charges
- Review of any expenditure over £30 per month for further investigation

## **Staff**

- Should sign the User Agreement Form (Appendix 1) on issue of the mobile telephone / device.
- Are responsible for reading and understanding NHS Sheffield CCG's Mobile Telephone / Device(s) Policy.
- Should report immediately to the Facilities Team any lost or stolen mobile telephones / device(s) and record on [Datix](#)
- Should ensure landlines are used when available in preference to use of a mobile telephone/device
- Users must ensure that they engage security settings available on the device and that they should be enabled at all times. This may be in the form of a PIN (personal identification number) code
- Should take all reasonable steps to prevent damage or loss to their mobile telephone/device. This includes not leaving it in view in unattended vehicles and storing securely when not in use. The user may be responsible for any call/text costs or loss/damage if reasonable precautions have not been taken. If the mobile telephone/device is lost, this must be reported immediately to the Facilities Team and recorded on [Datix](#)
- Under no circumstances should text messaging be used for personal messaging
- Where staff take maternity leave or long term absence, including secondment, they should ensure that where possible a discussion takes place with their line manager with regard to use/retention of their mobile telephone

## **5. Allocation**

Whilst the CCG does not expect staff to incur any expense on personal contracts for work use, the CCG will encourage low call users to use their personal mobile device and ensuring caller ID is inactivated. Most consumer mobile phone tariffs now include unlimited texts and talk time, but in the event that expenses are incurred, the CCG will reimburse staff through the travel claims process Easy Expenses, upon production of a call itinerary. Claims for reimbursement should be discussed with the relevant line manager in the first instance.

For medium and higher call users, a Mobile Telephone request will need to be completed using the appropriate form (Appendix 1). The allocation of a device must be supported by the relevant Director.

Line Managers must identify the use of such equipment when defining and appointing to CCG posts and must notify this requirement to the Corporate Services team as part of new starter arrangements. Managers should also notify the team when a subsequent role change affects the need to use portable equipment. Similarly, when a member of staff leaves the organisation, as part of the leaver arrangements, mobile devices should be returned to the corporate services team so that it can be reutilised.

## 5.1 Issue of Smartphones

Smartphones will only be issued in exceptional circumstances and where there is a demonstrable need which is supported by a business case

## 6. Eligibility Criteria for the allocation of a CCG Mobile Device

The following criteria will apply to determine eligibility for a mobile telephone/device:

- Staff who do not have a regular base or who are away from the office on a regular basis and who need to be easily contactable during their normal working hours due to the nature of their role
- Staff who are regularly on-call or on standby and need access to a mobile telephone/device outside of normal working hours.
- Staff who need to be contacted to ensure business continuity
- Member of staff to be accessible, during normal working hours when visiting other sites where a phone system is not available
- Member of staff to be accessible outside of normal working hours
- The CCG determines that the allocation of a mobile phone is needed for health and safety reasons ie lone working following completion of a lone working risk assessment

Members of staff who have a device allocated to them due to the nature of their employment must comply with this policy and sign the agreement form. **Under no circumstances should a mobile phone be ordered directly from a mobile phone supplier.**

## 7. General Statement

**For the avoidance of doubt this policy applies at all times and not just during working hours**

## 8. Personal Calls / Usage

- The CCG receives itemised invoices for all phones issued on its behalf and will monitor calls made. A breakdown of calls will be shared with Deputy Directors on a monthly basis
- Staff provided with a CCG mobile device will be expected to reimburse the CCG for any personal calls identified and may therefore receive an invoice for payment
- A CCG-financed device must not be used in any circumstances to contact inappropriate numbers or sites. Failure to comply with this instruction may result in Disciplinary procedures being instigated
- 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
- The device should not be used for any illegal or immoral purposes

- Mobile telephones/devices will be provided by NHS Sheffield CCG for work related purposes only with the exception of use in the event of an emergency
- Standard mobile telephones/devices will be issued – requests for smart phones should be supported by a business case
- The mobile telephone/device is at all times the property of NHS Sheffield CCG
- Where an employee leaves the employment of the CCG, the mobile telephone/device remains the property of NHS Sheffield CCG and staff and line managers are responsible for ensuring that mobile telephones/devices are returned in good working order. Where staff are on maternity leave or other long term absence, including secondment, they should ensure that where possible the mobile telephone/device is returned to their line manager through the most appropriate means
- All telephones/devices must be returned to the Facilities Team where they will be transferred to another user or terminated if appropriate. Staff should not under any circumstances transfer mobile telephones/devices to other members of staff. Should an employee fail to return their mobile telephone/device they will be held responsible for any calls and line rental incurred until the mobile telephone/device is either returned or disconnected
- NHS Sheffield CCG will only authorise expenditure relating to mobile telephones/devices for work purposes.
- Staff must not set up any premium rate services. Any texts/calls received of this nature should be reported immediately to the Facilities Team for investigation. Failure to do so may render the user liable to costs incurred.
- Wherever possible landlines should be used to make calls avoiding unnecessary costly mobile charges.
- Directors/Chiefs will be asked to review all call costs incurred for their staff over the amount of £30 per month.

## **9. Data Calls / Tethering**

- Staff issued with smartphones with data capabilities should be mindful of usage allowances and keep any work related web browsing to a minimum. The device should not be used for personal or non-work related web browsing.
- Staff are expected to connect laptops to WiFi wherever possible. If staff are Tethering; (in the context of mobile phones, this refers to allowing another device to use the data connectivity of the mobile phone) please keep in mind that utilizing the data connection in this way is an expense for the CCG. Staff must ensure that they disconnect when not in use. Staff may be invoiced for any excessive expenses incurred whilst tethering.

## **10. Voicemail**

Staff are reminded that a voicemail message should be setup on the phone indicating their name and that they work for NHS Sheffield CCG.

## **11. Videos, Images and Voice Recording**

In recognition of the need for patient confidentiality, privacy and dignity mobile phones with camera facilities must not be switched on in the vicinity of patients. It is very difficult to detect whether such devices are taking pictures. The taking of photos or videos should only be allowed when the subject has given specific consent. It is essential that only those who have given written consent are included in any photo.

Mobile devices should only be used for recording or transcription of meetings in accordance with the NHS Sheffield CCG Standing Orders (para 3.12 (4)) and the Email Digital Teamworking and Video Conferencing Policy. Any recording must only take place with the express permission of those present at the time of the recording.

## **12. International Calls**

As standard, all International / Premium Rate services are barred on all CCG devices.

## **13. Installation of Apps**

If you have been issued a smartphone it will pre-loaded with software applications („Apps“) such as a calendar, calculator etc. It should be noted that some Apps can cause issues on the network and could potentially cause a data or security breach and therefore care must be exercised before installing an App.

The CCG may request install or request additional apps to be downloaded for security / work related purposes. If you require an additional app in order to perform work duties and are concerned regarding the suitability or security of an App you wish to install, please contact the Corporate Services Facilities Manager and ask for guidance. Please ensure your line manager is aware of the need to use additional apps. CCG staff will be accountable for any Apps installed on their device.

## **14. Safety and Security Arrangements**

### **14.1 Health and Safety**

The Management of Health and Safety at Work Regulations 1999 require the CCG to ensure sufficient information and instruction is provided to conform to the appropriate Health and Safety Legislation and associated Regulations. Since 1st December 2003, it is an offence to use a hand-held phone when driving, which incurs a fixed penalty. Should a fixed penalty be incurred, this penalty charge will not be reimbursed by the CCG.

The CCG reserves the right to consider disciplinary action if it is brought to their attention that an offence has occurred whilst using CCG equipment.

### **14.2 Misuse**

Users are reminded that deliberate misuse of a mobile phone can be an offence under the Fraud Act 2006 and other statutes such as the Communications Act 2003, Mobile Phones (Reprogramming) Act 2002 and the Telecommunications Act 1984. Suspicions of fraud should be referred appropriately in accordance with the Fraud, Bribery and Corruption

Policy or by calling the confidential NHS Fraud and Corruption Reporting Line 0800 028 4060.

### 14.3 Lost or Stolen mobile telephone / device

If your mobile telephone/device is lost or stolen immediately contact:

<b>During Working Hours</b> 9.00 am – 5.00 pm	<b>Outside Working Hours</b>
Corporate Services Facilities Manager <b>0114 3051132</b>	EE Customer Services (Public Sector Team) <b>0800 079 0201</b>

Please ensure that the next working day a member of the Corporate Services Facilities Team is notified of the loss of your device. Delays in reporting could incur significant costs to the organisation and potentially to the registered user of the telephone/device.

An incident report should be completed and added to [Datix Incident Reporting System](#)

### 14.4 Loss or damage through inappropriate use

Loss or damage through inappropriate use, lapse of security or delays in reporting lost or stolen mobile telephones/devices could incur costs to the user in respect of replacement charges and call costs.

## 15. Breaches of policy

Staff are reminded that breaches of policy could be regarded as misconduct under NHS Sheffield CCGs Disciplinary Procedure or as criminal activity which will be reported to the Local Security Management Specialist, Human Resources and / or police accordingly.

## 16. Interaction with other policies

This policy should be read in conjunction with the following CCG policies.

- Risk Management Strategy
- Health and Safety
- Fraud, Bribery and Corruption
- Email Digital Teamworking and Videoconferencing Policy
- Internet Acceptable Use
- Remote Working and Portable Devices
- Information Security
- Information Sharing
- Disciplinary

These policies can be found on [NHS Sheffield CCG policies page of the intranet](#).

## 17. Legislation and Statutory Requirements and References

Data Protection Act 1998 (DPA)

General Data Protection Regulations 2012  
Fraud Act 2006  
Communications Act 2003  
Mobile Phones (Reprogramming) Act 2002  
Telecommunications Act 1984  
Records Management: NHS Code of Practice 2009

## **18. Monitoring and Review**

Monitoring of compliance to this policy will be the responsibility of the Associate Director of Corporate Services in his/her role of ensuring continuity through the document management processes. Implementation and use of this policy will be monitored by the Governance Sub-Committee.

This policy will be reviewed annually until rescinded or superseded.

## **19. Archiving**

The Associate Director of Corporate Services will ensure that archived copies of superseded policy documents are retained in accordance with Records Management: NHS Code of Practice 2009.

## **20. Dissemination**

The policy will be available to staff through the CCG's communications channels, i.e. Weekly round-up and the internet.

## **21. Equality and Diversity Statement**

NHS Sheffield CCG aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. It takes into account the Equalities Act 2010 and promotes equal opportunities for all. This document has been assessed to ensure that no-one receives less favourable treatment on grounds of their gender, sexual orientation, marital status, race, religion, age, ethnic origin, nationality, or disability. Members of staff, volunteers or members of the public may request assistance with this policy if they have particular needs. If the person requesting has language difficulties and difficulty in understanding this policy, the use of an interpreter will be considered.

NHS Sheffield CCG embraces the six staff pledges set out within the NHS Constitution. This policy is consistent with these pledges.

### MOBILE TELEPHONE / DEVICE REQUEST FORM

Please order and/or allocate a mobile telephone/device for:

Name: .....

Job title: .....

New device or upgrade/replacement? .....

If upgrade/replacement, please state mobile number: .....

Reason for upgrade/replacement: .....

Preferred email: ..... Contact no. ....

Reason for allocation (please tick):

- For staff who do not have a regular base or who are away from the office on a regular basis and who need to be easily contactable during their normal working hours due to the nature of their role.
- For staff who are regularly on-call or on standby and need to have access to a mobile telephone/device outside of normal working hours.
- For senior staff who need to be contacted to ensure business continuity

Request for Smartphone:

Please provide supporting information for request of a smartphone

Signed (Director):

Print name:

Date:

Authorised  
(Associate Director of Corporate Services)

Date:

**Please return completed form to the Corporate Services Facilities Manager, 722 Prince of Wales Road, Darnall, Sheffield S9 4EU or email to [SHECCG.SPOC@nhs.net](mailto:SHECCG.SPOC@nhs.net)**



**MOBILE TELEPHONE USER AGREEMENT**

I declare that I have received the below mobile telephone/device. I have also read and understood the Mobile Telephone/device Policy with regard to its use and accept the terms and conditions within.

I understand that any deviation from either the policy or procedure may result in disciplinary action and/or investigation by the Local Counter Fraud Officer, Security Management Officers or Human Resources.

In addition I agree to the recovery of losses as outlined in the Mobile Telephone/device Policy.

I confirm receipt of mobile telephone / device number			
Signed		Dated	
Print Name		Directorate	
Job Title			

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**FOR FACILITIES USE ONLY**

Date of issue: \_\_\_\_\_

Make/model of mobile telephone/device: \_\_\_\_\_

Date of return: (where applicable) \_\_\_\_\_

For upgraded devices only - old mobile telephone/device needed to be returned to:

**Corporate Services Facilities Manager, 722 Prince of Wales Road, Darnall, Sheffield, S9 4EU**

## NHS Sheffield CCG Equality Impact Assessment

<b>Title of policy or service</b>	Mobile Telephone Policy
<b>Name and role of officers completing the assessment</b>	Corporate Services Risk and Governance Manager
<b>Date assessment started/completed</b>	January 2021

<b>1. Outline</b>	
<p><b>Give a brief summary of your policy or service</b></p> <ul style="list-style-type: none"> <li>• Aims</li> <li>• Objectives</li> <li>• Links to other policies, including partners, national or regional</li> </ul>	<p>The purpose of this policy is to set out clearly the roles and responsibilities of the CCG and its staff with regard to allocation of mobile devices. For the avoidance of doubt, this policy applies at all times and is not limited to working hours or geographical location. The policy is based on the following guiding principles:</p> <ul style="list-style-type: none"> <li>• The use of a mobile phone is reasonable, appropriate, lawful and in accordance with CCG requirements</li> <li>• Staff are aware and comply with this policy</li> <li>• Mobile phones provided by the CCG are owned by the CCG; and individuals are responsible for the care and security of any mobile device issued to them.</li> </ul> <p>This policy links to the following NHS Sheffield CCG approved policies:</p> <ul style="list-style-type: none"> <li>• Risk Management Strategy</li> <li>• Health and Safety</li> <li>• Fraud, Bribery and Corruption</li> <li>• Email Policy</li> <li>• Internet Acceptable Use</li> <li>• Remote Working and Portable Devices</li> <li>• Information Security</li> <li>• Information Sharing</li> <li>• Disciplinary</li> </ul>
<b>2. Gathering of Information</b>	
<p>This is the core of the analysis; what information do you have that indicates the policy or service might <i>impact on protected groups, with</i></p>	

*consideration of the General Equality Duty.*

	What key impact have you identified?			What action do you need to take to address these issues?	What difference will this make?
	Positive Impact	Neutral impact	Negative impact		
<b>Human rights</b>		✓			
<b>Age</b>		✓			
<b>Carers</b>		✓			
<b>Disability</b>		✓			
<b>Sex</b>		✓			
<b>Race</b>		✓			
<b>Religion or belief</b>		✓			
<b>Sexual orientation</b>		✓			
<b>Gender reassignment</b>		✓			
<b>Pregnancy and maternity</b>		✓			
<b>Marriage and civil partnership</b> (only eliminating discrimination)		✓			
<b>Other relevant group</b>					

Please provide details on the actions you need to take below.

3. Action plan				
Issues identified	Actions required	How will you measure impact/progress	Timescale	Officer responsible
None				

4. Monitoring, Review and Publication			
<b>When will the proposal be reviewed and by whom?</b>	Every three years on policy review		
<b>Lead Officer</b>	Corporate Services Risk and Governance Manager	<b>Review date:</b>	January 2021