

MOBILE PHONE POLICY

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CONSULTATION PROCESS

Key individuals involved in developing this document (main authors)

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Circulated to the following individuals for consultation

Name of Individual & designation	Date approved
Derek Thorne, Assistant Director of Communications and Corporate Affairs	June 2010

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Name of Committee(s)	Date ratified
Community Health and Social Care Services Committee	July 2010

VERSION CONTROL

Version No	Updated By	Updated On	Summary of changes from previous version
3	Mary Connor	May 2004	Replaced version 2. Amended by PCT Board on 26 th May 2004 to incorporate new legislation
4	Glyn Young	June 2010	Minor amendments made but policy statements regarding acceptable use, remain unchanged.

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1.0 INTRODUCTION

This policy sets out the main principles that the Trust has adopted for the use of mobile phones whilst at work

1.1 **Purpose**

In certain circumstances, having access to a mobile phone is seen as a way of reducing potential risks to staff, particularly those who spend long periods of time working alone. It may also make staff feel safer and allow them to be able to work more confidently and competently.

1.2 **Scope**

This policy applies to all staff employed within NHS Bath and North East Somerset wishing to apply for or using a mobile phone for work purposes

2.0 CRITERIA

Mobile phones will be provided by NHS Bath & North East Somerset to staff meeting the following criteria:

Criteria		Type of Phone
A	Essential Users - Who also need to make extensive calls	Rental
B	Essential that they are contactable, or there is a safety issue, but calls expected to be low	Pay as You Go

3.0 ACCEPTABLE USE OF MOBILE PHONES

3.1 **Safety**

The Trust is aware of the safety issues regarding the use of mobile phones and it is important that staff comply with the following:

- i. You must not under any circumstances use any mobile phone whilst in control of a vehicle. There is only one exemption, this being a genuine emergency call to '999' if it would be unsafe for the driver to stop.
- ii. You must not use a 'hands free' phone/device whilst driving as it is not safe to do. (N.B. The Trust has spoken at length to the police who have advised that using a phone whilst driving under any circumstances is potentially dangerous and should be avoided. You can be prosecuted for careless, inconsiderate or dangerous driving, if using a phone causes you to drive in this way. The law states you must have proper control of your vehicle at all times).
- iii. Community and other staff must pull over and stop the car at intervals to pick up messages or make any calls required. (N.B You are technically driving a vehicle even if you are parked with the handbrake on and the engine is running).

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- iv. An office / base phone must be used whenever possible and mobile phones must only be used when absolutely necessary.
- v. Anyone using their mobile phone whilst travelling in the car on work related business will not be covered by business insurance in the event they are involved in an accident as this contravenes Trust policy.

3.2 Security

Staff should be aware of their surrounding when using a mobile phone, especially when discussing patient/service user information.

Staff are responsible for taking reasonable precautions to avoid loss or misuse of their mobile phone. Any loss or misuse (intentional or unintentional) may result in disciplinary action and recovery of costs incurred by the Trust. Staff must refrain from leaving a mobile phone in an unattended vehicle at all times.

3.3 Battery Charging

It is the responsibility of the member of staff to ensure that the battery is charged and therefore the mobile phone is available for use during the working period.

3.4 Personal Usage

Mobile phones must not be routinely used for personal or private calls. Staff should also refer to the PCT's Telephone Policy on the making of personal calls.

With 'rental phones' (see below), when a personal call is made, then the employee should pay for this call. Invoices will be checked regularly, as part of the authorisation process. All invoices are fully detailed.

With 'pay as you go' phones (see below), these are intended for emergency contact only and therefore the Trust will issue £20 of call vouchers per annum. Only under exceptional circumstances will additional vouchers be issued. The "Top-up" vouchers will issued by the Finance Department only. The cost of vouchers cannot be reimbursed either via expense claims or petty cash.

Staff can use these phones for personal calls, but the Trust will not reimburse the cost of Top-up Vouchers. This is the employee's responsibility.

4.0 TYPES OF PHONES PROVIDED BY THE TRUST

4.1 Rental Phones

The NHS has a contractual arrangement with Vodafone where low line rentals are offered for a 2 year contract period. Call tariffs depend on use. The rental cost alone of such phones is considerable. These phones will only be available to employees who are regularly required to use a mobile phone on a routine basis.

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4.2 Pay As You Go Phones

These phones are intended for emergency use only and are not supposed to be used as a means of routine communication. Other methods of communication should be used in all other circumstances, and therefore the use of 'pay as you go' mobile phones is seen to be the exception rather than the norm, and that their use will be minimal. In the event that 'pay as you go' is being used frequently, it will be necessary to undertake a detailed risk assessment as clearly the situation should warrant further investigation and potential changes to work practices made to help eliminate potential risks.

5.0 APPLICATION FOR MOBILE PHONES AND TOP UP VOUCHERS

5.1 Mobile Phones

All applications for mobile phones must be made via line managers, using the attached form (appendix 1) which also details personal responsibilities re use of phones. These must be returned via the Finance Department. Staff will be required to sign an indemnity form.

5.2 Top Up Vouchers

Application for issue of vouchers must be made on the attached form (appendix 2).

6.0 TERMINATION OF EMPLOYMENT

Mobile phones are allocated to each individual person, based on job purpose. It is the responsibility of the member of staff and the line manager to ensure that all mobile phones are returned when staff leave the Trust's employment. An invoice will be raised to individuals who do not return mobile phones.

7.0 REGISTER OF PHONES

A record of all mobile phones will be held in the Trust within the Finance Department. This record will detail the serial number, phone number, to whom issued, department etc. All individuals will need to sign for their mobile phones, and budget numbers will also be allocated to each. The Finance Department must be informed of any transfer of mobile phones with immediate effect so that the register can be kept up to date.

8.0 POOL PHONES

If the department holds a "contract" phone, this is not to be used as a substitute to the 'pay as you go' phones. This is to be kept as an emergency phone.

9.0 COMPLIANCE

The Trust reserves the right to refuse to issue a mobile phone to any member of staff at its discretion.

Line managers will promote the safe use of mobile phones to their staff, lead by example and monitor staff usage and compliance with the Trust's Mobile Policy.

Failure to comply with the above procedure may result in disciplinary action. Please refer to the Disciplinary Policy for further details.

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Mobile Phone Application Form

To: Finance Department. Midford House, St Martin's Hospital

From:

Date:

1. Type of Mobile Required

Table with 2 columns: Description and empty box. Rows include Rental - Low - Medium Usage (£6.50 per month rental + 20 free mins per month), Rental - Medium - High Usage (£8.00 per month rental, no free minutes, but lower call charges), and Pay as You Go - Zero - Low Usage (£20 per year voucher).

Please indicate the type of phone that you require.

2. Financial Code to be Charged to:-

Three sets of empty boxes for financial code input.

3. Details

Department:

Members of Staff to Who Phone will Belong:

Line Manager:

Authorised by:

FOR USE BY FINANCE DEPARTMENT ONLY. DATE RECEIVED. Type of Phone Given: Mobile Number:

NHS Bath & North East Somerset

TOP UP CARD APPLICATION FORM

To: Finance Department. Midford House, St Martin's Hospital
From:
Date:

- 1. Mobile Number:
2. Mobile Belongs To:
3. Please Provide the Following Top Up Card:-

£10 for 6 months
£20 for 1 year

4. Financial Code to be Charged to:
[Grid of boxes for financial code]

- 5. Date on Which Card to be Collected:
6. Card to be Collected by:
7. Approved by:
8. Date:

FOR USE BY FINANCE DEPARTMENT ONLY
DATE RECEIVED
Top Up Card Serial Number:
Checked by:
Date of Last Top Up Card and Amount Given:

This form must be received by the Finance Department at least five working days before date of collection of Top Up Card. If required sooner, then please call the Finance Office to arrange a convenient collection date.