

# Mobile Phone and Remote Access Policy

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Mandatory to read?	Non-clinical staff <input type="checkbox"/> ✓	Clinical staff <input type="checkbox"/> ✓
Which NHSLA Risk Management Standard(s)?	Not applicable	
Which relevant CQC standards (where applicable)?	Not applicable	

## South Lincolnshire CCG

### Mobile Phone and Remote Access Policy

#### Version Control Sheet

Version	Section/Para/ Appendix	Version/Description of Amendments	Date	Author/Amended by
1		Policy adopted from NHSL and amended to reflect CCG	June 2013	F Howie/C Frank
2		Revision	October 2014	Fiona Howie
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# South Lincolnshire CCG

## Mobile Phone and Remote Access Policy

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**South Lincolnshire CCG**  
**Mobile Phone and Remote Access Policy**  
**Policy Statement**

<b>Background</b>	South Lincolnshire CCG recognises that it needs to be in contact with its staff on a regular basis and that some are required to work by themselves for significant periods of time in the community without close or direct supervision, in isolated work areas and often out of normal working hours. The purpose of this policy is to ensure appropriate communications, both voice and data, and to protect staff, so far as is reasonably practicable, from the risks of lone working
<b>Statement</b>	South Lincolnshire CCG is committed to the management of risk throughout the organisation and to improve communications across the organisation.
<b>Responsibilities</b>	Compliance with the policy will be the responsibility of all South Lincolnshire CCG staff. Managers are responsible for monitoring the application of the policy.
<b>Training</b>	All devices are provided with instruction manuals and any additional advice and training will be given on issue of the devices.
<b>Dissemination</b>	Website Email
<b>Resource implication</b>	Cost of all devices and ongoing rental to be borne by South Lincolnshire CCG

# South Lincolnshire CCG

## Mobile Phone and Remote Access Policy

### Introduction

The objectives of this policy are:

- To outline the key elements of the South Lincolnshire CCG's mobile telephone and remote access management arrangements and to detail the responsibilities of managers and staff.
- To improve communication in the South Lincolnshire CCG in a controlled, accountable manner, offering value for money.
- The policy seeks to ensure that adequate procedures exist for:
  - management and use of equipment
  - procurement requirements
  - security of communication and equipment

### Definitions

'Mobile telephone' is defined as a telephone not physically connected to a landline. Cordless telephones, which are an extension of a telephone physically connected to a landline, are not included.

'Private usage' means telephone calls made (or accepted reverse charge calls), which are not wholly, exclusively and necessary in the performance of the employer's duties.

'3G' is defined as remote access hardware

### General statement

Mobile telephones or 3G access will be provided by the South Lincolnshire CCG for work related purposes at the discretion of the Director/head of service.

With prior approval by the Director/Head of service, mobile phones can be used for private purposes. Private calls will be charged to individuals in line with Inland Revenue requirements.

The mobile telephone or 3G access is at all times the property of the South Lincolnshire CCG.

Where appropriate, mobile telephones will be used on a pool basis. Pool telephones will not be authorised for private use.

South Lincolnshire CCG mobile phones should not be used when a landline is available unless on an inclusive call tariff.

In certain circumstances staff may be authorised by their Director/Head of service to use their own private mobile phones for business use and will be able to reclaim call charges via their normal expense claims.

Neither hand held nor hands free phones should be used in a car when on South Lincolnshire CCG business.

### **Management responsibilities**

Officers / Heads of Service are:

- responsible for the authorisation of the purchase/rental of mobile telephones or 3G cards. Shared usage of mobile telephones, where appropriate is to be adopted and encouraged. Any member of staff unhappy to utilise a South Lincolnshire CCG mobile telephone, due to safety concerns, is not obliged to do so
- to use Annex A for formal authorisation
- on requisitioning 3/4g access, **request associated VPN access** by completing the relevant form on the **ICT web site, at <http://nww.lss.nhs.uk>**
- to notify the **ICT Department** of any transfers or withdrawals of any devices particularly when a member of staff leaves South Lincolnshire CCG
- to ensure funding is available within the directorate budget to support both costs of purchase, rental and call charges of the equipment.

SLCCG have entered into a SLA with GEM CSU for the procurement and management of mobile telephony and mobile working solutions.

**GEM CSU ICT Shared services will act as the agent on behalf of SLCCG.T Shared Services are:**

- responsible for procurement, issue and disposal of South Lincolnshire CCG mobile telephones and 3G cards
- will ensure all current safety guidelines referring to the operation of mobile telephones and 3G cards are made known to staff. Operational procedures will be amended to reflect changes in government advice.

### **Authorisation**

The purchase of mobile telephones and 3G cards is only to be authorised for:

- staff who work in isolation, usually in the community providing the purchase of such equipment is supported by a formal risk assessment in line with the South Lincolnshire CCG's Lone Worker Policy
- staff who need to be easily contactable during their normal working day due to the nature of their role.
- staff who are regularly on-call or on standby and need to be easily contactable outside of normal working hours. Dependent upon the frequency of this commitment, staff may be required to share equipment
- staff who need regular off site access to the organisation's computer networks

## Procurement strategy

### GEM CSU on behalf of SLCCG

- will process all mobile telephone/3G card orders upon receipt of an appropriate completed and authorised requisition (Appendix A) from the Director/head of service
- will purchase all the South Lincolnshire CCG's mobile telephones and 3G cards using the current contract network provider
- will determine the most suitable tariff for connection on information from the requisitioner
- will monitor the use of mobile telephones and 3G cards using the network providers monthly call statement and amend any tariffs, as necessary, to the most appropriate for the level of call spend
- will report any signs of misuse to the appropriate Director/Head of service with regards to the unusually high level of call spend or extended call duration.

### User's responsibility

All staff provided with a mobile telephone are required to complete Appendix C Declaration of Use of Mobile Telephone Form. Where private use has been indicated this includes an agreed monthly deduction from salary to cover the cost of private use.

The user should take all reasonable steps to prevent damage or loss to their mobile telephone. This includes not leaving it in view in unattended vehicles and storing it securely when not in use. The user may be responsible for any loss or damage if reasonable precautions are not taken.

Where a mobile telephone is lost, stolen or mislaid the following actions are to be taken:

- immediately report loss to the network provider and request the telephone to be barred:

#### **NHS Care Club – telephone number 0845 7633999**

- inform the ICT Department of the loss and what actions have been taken (tel: 01522 563070). (Delay in reporting could incur high costs to the South Lincolnshire CCG should the telephone fall into organised crime)
- Report the incident using the Incident Report form (IR1 form).

Loss through inappropriate use or lapse of security may incur costs to the user in respect of replacement charges.

Users must ensure that all mobile telephone security devices, if fitted, are enabled. This may be in the form of PIN (personal identification number) code.

Staff should be aware that calls to mobile telephones are expensive (including the use of text messaging) and therefore, discussions should be CLEAR, SUCCINCT and to the POINT. Where possible, call should be made to landline numbers in the first instance. However, all South Lincolnshire CCG mobile phones are on a tariff whereby all calls and texts between all South Lincolnshire CCG phones are free of charge so this is preferable to calling colleagues on land lines.

The user is to understand that communications over the radio spectrum are not secure and restrict information accordingly.

All mobile phones are purchased with an international bar in place. To have the bar removed, authorisation from the Head of ICT Services must be passed to the service provider giving dates for the duration the bar is to be lifted.

South Lincolnshire CCG mobile telephones should be switched on when the member of staff is on duty or on call. There is no expectation that staff have to remain contactable at any other time.

Staff are advised under normal circumstances not to give their mobile telephone number to patients or carers. Any patient or carer who may require advice or assistance should channel their request through the existing land line telephone systems e.g. health clinic or GP surgery. Mobile phones should be set to withhold the telephone number. Some staff, due to the nature of their work, may be required to give patients their mobile telephone number.

Staff should keep their telephone on at all times when on duty but may place in 'silent mode' when in contact with patients and in meetings.

Most NHS properties permit the use of mobile telephones. Use is prohibited in certain specialist hospital areas. Staff must obey relevant signs.

All requests for repair are to be directed to the ICT Department.

All upgrade requests are to be authorised by the Director/Head of service and forwarded to the ICT Department for ordering direct with the service provider.

Upon leaving the South Lincolnshire CCG all mobile telephone equipment including SIM card and charger must be returned to the ICT Department. If a replacement member of staff is recruited to start within two weeks, and is to be allocated a mobile telephone, the Manager is responsible for re-issuing the mobile telephone and completing the associated paperwork (Appendix B).

It is an offence to use a hand held phone when driving. However, following all health and safety advice South Lincolnshire CCG advises that mobile phones of any type, handheld or hands-free, should not be used at all whilst driving and that the phone be switched to voice mail and the calls retrieved when it is practical to stop the vehicle

### **Breaches of policy**

All employees are reminded that breaches of this policy, may be subject to disciplinary procedures.

South Lincolnshire CCG

Allocation of Mobile Phone/Smart Phone/3G Card

PLEASE NOTE: THIS FORM MUST ALSO BE USED FOR THE ACTIVATION OF 3G CARDS IN EMBEDDED LAPTOPS

Please note that incomplete forms may be returned for all accurate information to be completed

To be completed by Director/head of service

Please order and allocate a \* mobile phone/Smart Phone/3G card (also complete a remote access form for VPN access and forward to Fen House) for:-

\* Delete as appropriate

Name (block capitals) .....

Job Title: .....

Work base: .....

Reason for allocation (please refer to Authorisation on p 6 of policy) .....  
.....  
.....

Does this member of staff currently have a Trust mobile phone/3G card, working or not YES / NO (delete as appropriate)

If Yes, please indicate current mobile phone/3G card number .....

I authorise this phone for Personal Use YES / NO (delete as appropriate)

PLEASE INDICATE MODEL NUMBER OF LAPTOP (3G requests only) .....

Cost Centre ..... Expense Code

Name (block capitals) .....

Signed ..... (Director/head of service)

Date .....

Please return completed form to: ICT Shared Services, Fen House, Fen Lane, North Hykeham, Lincoln LN6 8UZ – or faxed to 01522 563074, for the phone to be ordered and issued to the user along with a copy of the policy

South Lincolnshire CCG

Withdrawal/re-allocation of mobile phone/smartphone/3G card

To be completed by Director/Head of service

Please withdraw mobile phone/3G card number: .....

From: .....

Reason for withdrawal: .....  
.....  
.....

This phone/3G card can be re-allocated to:

Name (block capitals) .....

Job title: .....

Work base: .....

Does this member of staff currently have a Trust mobile phone/3G card, working or not .....

Reason for allocation (please refer to point 3 of policy) .....  
.....  
.....

I authorise this phone for personal use YES / NO (delete as appropriate)

Financial Cost Codes: Cost Centre ..... Expense Code 46405

Signed .....  
Director / Head of Service

Date .....

Please return completed form to: ICT Shared Services, Fen House, Fen Lane, North Hykeham, Lincoln LN6 8UZ, who will arrange for re-allocation of the telephone/3G card and issue of policy.

**South Lincolnshire CCG**

**Issue of mobile phone/smart phone to individual users**

MOBILE TELEPHONE NUMBER: .....

USER: .....

I declare that I have received the above mobile phone. I have also received, read and understood the associated policy with regard to its use.

Signed ..... Date .....

Designation .....  
(User)

I DO INTEND using the above mobile telephone which is in my possession for making private calls

After having read the South Lincolnshire CCG Mobile Telephone Policy, I agree to have £ \_\_\_\_\_ deducted from my salary on a monthly basis.

Signed ..... Date .....

Designation .....  
(User)

Please return this form to the: ICT Shared Services, Fen House, Fen Lane, North Hykeham, Lincoln LN6 8UZ, who will in turn forward to the Payroll Department