



## Mobile Devices Policy

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Type of document	Policy
Target audience	All CWP staff
Document purpose	This document describes the safe and acceptable usage of mobile devices supplied to Cheshire and Wirral Partnership NHS Foundation Trust employees. It describes relevant legislation and also provides Health and Safety guidance relating to the usage of such devices.

Approving meeting	Records and Information Systems Group	25-Nov-16
Implementation date	December 2016	

CWP documents to be read in conjunction with	
<a href="#">IM1</a>	ICT Acceptable Usage Policy
<a href="#">IM5</a>	Information Asset Register Policy
<a href="#">IM10</a>	Information Governance Policy
<a href="#">GR10</a>	Code of Confidentiality Policy

Document change history	
What is different?	Changes have been made to reflect some changes to ICT working practices.
Appendices / electronic forms	No.
What is the impact of change?	Simplified processes.

Training requirements	No - Training requirements for this policy are in accordance with the CWP Training Needs Analysis (TNA) with Learning and Development (L&D)
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Financial resource implications	No
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External references	
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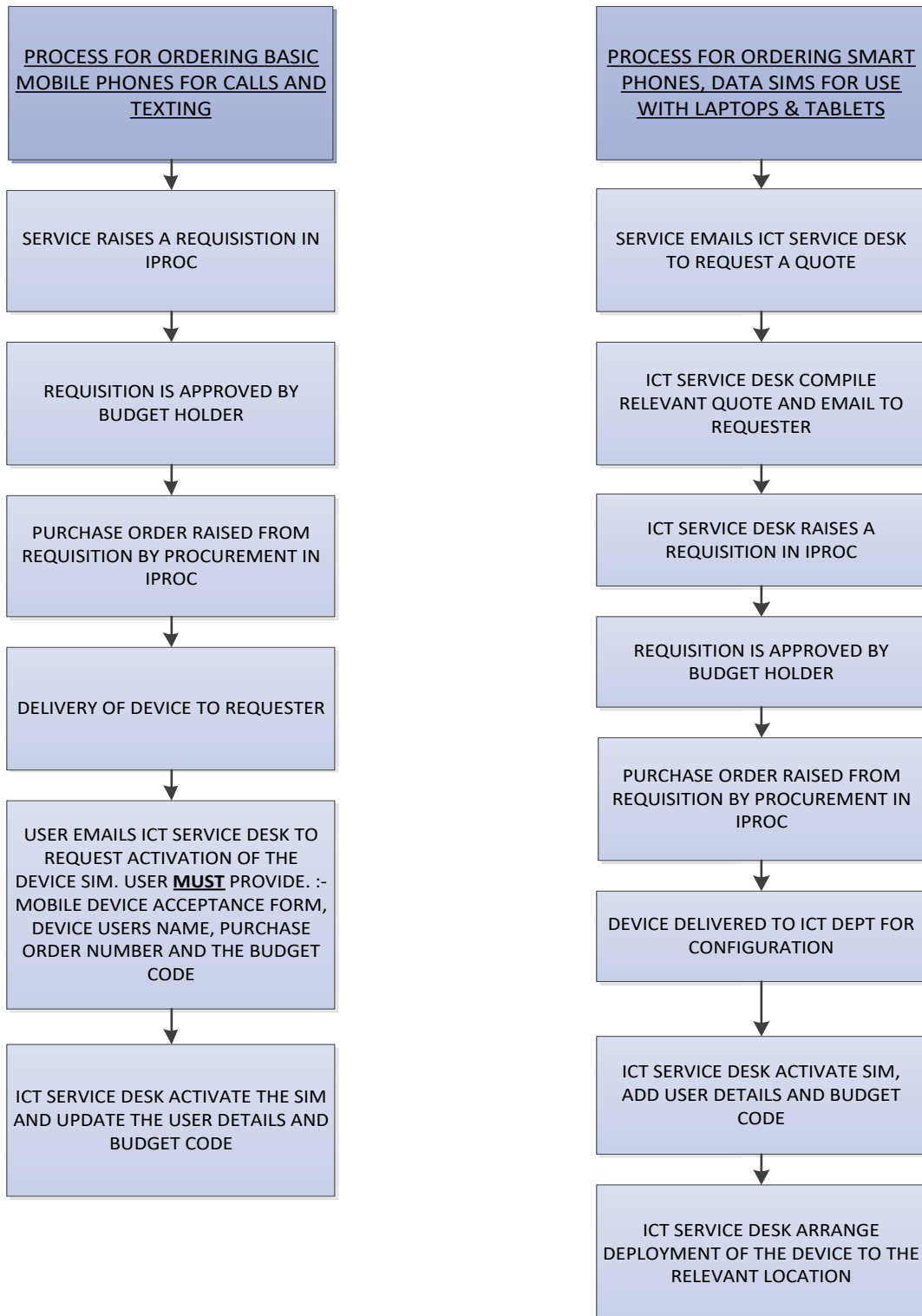
Equality Impact Assessment (EIA) - Initial assessment	Yes/No	Comments
Does this document affect one group less or more favourably than another on the basis of:		
- Race	No	
- Ethnic origins (including gypsies and travellers)	No	
- Nationality	No	
- Gender	No	
- Culture	No	
- Religion or belief	No	
- Sexual orientation including lesbian, gay and bisexual people	No	
- Age	No	

<b>Equality Impact Assessment (EIA) - Initial assessment</b>	<b>Yes/No</b>	<b>Comments</b>
- Disability - learning disabilities, physical disability, sensory impairment and mental health problems	No	
Is there any evidence that some groups are affected differently?	No	
If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable?		
Is the impact of the document likely to be negative?	No	
- If so can the impact be avoided?	N/A	
- What alternatives are there to achieving the document without the impact?	N/A	
- Can we reduce the impact by taking different action?	N/A	
Where an adverse or negative impact on equality group(s) has been identified during the initial screening process a full EIA assessment should be conducted.		
If you have identified a potential discriminatory impact of this procedural document, please refer it to the human resource department together with any suggestions as to the action required to avoid / reduce this impact. For advice in respect of answering the above questions, please contact the human resource department.		
Was a full impact assessment required?	No	
What is the level of impact?	Low	

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## Quick Reference Flow chart - Ordering mobile phones, smart phones and data SIMs



## 1. Introduction

This document describes the safe and acceptable usage of mobile devices supplied to Cheshire and Wirral Partnership NHS Foundation Trust employees. It describes current legislation and also provides Health and Safety guidance relating to the usage of such devices.

It includes within its scope the acceptable use of:

- Standard mobile telephones (used for phone calls and texts)
- Smartphones (as above, plus email and internet access)
- Data SIMs for use in conjunction with a laptop or tablet for remote access to the CWP network for access to clinical and corporate systems.

This policy should also be read in conjunction with Trust ICT Acceptable Usage Policy (AUP), also known as Information Management 1 or IM1.

## 2. Administration and support of mobile devices

Employees who require a mobile device to perform work duties should request authorisation from their Manager. To order a new or replacement device, the following steps should be followed:

**Standard mobile phones** (used for mobile calls and texts only):

- Raise a requisition in iProc, which needs to be approved by the budget holder.
- Procurement Department will place the order with the mobile network supplier and device will be dispatched to the site.

**Smartphones** (used for calls / texts / email / internet access) and **Data SIMs** used in conjunction with laptops or tablets for mobile network access

- Email a Service Request with the ICT Service Desk via [servicedesk@cwps.nhs.uk](mailto:servicedesk@cwps.nhs.uk) asking for a quote for the relevant device.
- A quote will be emailed to the requestor.
- The requestor confirms that the device is to be ordered and the ICT Service Desk raises the requisition within iProc.
- The cost centre owner authorises the purchase.
- Procurement Department will place the order with the mobile network supplier and device will be dispatched to ICT Services for configuration.
- The recipient will be contacted to arrange delivery / collection.

Faulty devices are to be reported to the ICT Service Desk via 0300 303 8182.

Finance will supply monthly usage summary to budget managers who then have the responsibility for checking that the cost of usage is reasonable for each employee.

## 3. Personal usage monitoring

The Trust reserves the right to monitor usage of the Trust supplied mobile devices.

The mobile network supplier can supply itemised billing and can be requested via the ICT Service Desk by emailing [servicedesk@cwps.nhs.uk](mailto:servicedesk@cwps.nhs.uk)

Inland Revenue guidance indicates that no personal tax results from the personal use of mobile devices supplied for business use, other than the payment of VAT on call and text charges.

#### 4. Security

All mobile phones/data devices **must** have the SIM PIN enabled. This can be done from within the device settings – refer the manufacturers user guide supplied with the handset for instructions on how the configure the specific device. Device guides are also usually available on the manufacturers' website.

In order to enable the PIN the original PIN must be entered. This must be set when you receive the device.

Once the SIM PIN is enabled, it is then possible to change the PIN to an 8 digit PIN of your choice. Once set the PIN will be requested whenever the device is switched on. It is highly important to set this PIN so that if the device is lost costly fraudulent calls are kept to a minimum. In the event that a PIN code is forgotten (after 3 attempts the SIM will be blocked to a higher security level) then please contact the ICT Service Desk for assistance.

When Smartphones and Tablets are initially setup by ICT, a device lock password will be set. The lock password will be requested whenever the device is switched on and will automatically lock if it is not used for a set period of time.

The loss of devices that can send, store and retrieve email or access Cheshire and Wirral Partnership NHS Foundation Trust information systems (including Blackberry handhelds and certain mobile phones) has potentially serious repercussions for Cheshire and Wirral Partnership NHS Foundation Trust because of the sensitivity of the information that may be stored on them. Sensitive, confidential or otherwise valuable information, including photographs and video clips, **should not** be permanently stored on mobile communications devices.

All losses of mobile devices **must** be reported immediately:

- Via ICT Service Desk via 0300 303 8182
  - ICT will contact the mobile network supplier and suspend the SIM.
  - ICT will suspend the device within the Mobile Device Management tool.
- Datix incident form completed by the user or Manager.

If the replacement device is required, then this should be ordered in the normal way as detailed in section 3. A SIM swap can be done to avoid starting a new contract.

Cheshire and Wirral Partnership NHS Foundation Trust provided devices may be used by designated users **only**. The Cheshire and Wirral Partnership NHS Foundation Trust IM1 Policy applies to these devices – users should be aware of their responsibilities under this Policy and in particular should note the Cheshire and Wirral Partnership NHS Foundation Trust policy relating to passwords and PIN codes, and ensure that the password associated with the device is known only to them and not divulged to any unauthorised person.

#### 5. Permitted use of mobile communications devices

Mobile phones are provided for use while on Cheshire and Wirral Partnership NHS Foundation Trust business. Calls to other Trust staff with Vodafone mobiles are free, as are calls to any Vodafone UK mobile. Therefore staff are encouraged to use your mobile phone (rather than a land line) whenever you call a member of staff on their mobile. (Vodafone do not charge us for any call duration under 59 minutes, anything over that will result in charges)

The mobile device is the property of Cheshire and Wirral Partnership NHS Foundation Trust and should normally be used for legitimate business purposes only. However, it may be necessary from time to time to make personal calls or send personal text messages. Users will be required to identify such personal use and will be expected to pay for this at the relevant tariff, by means of petty cash payment, internal invoice or direct salary deduction. Alternatively, staff may request that regular

monthly salary deductions be set up. Details regarding salary deduction options can be obtained from the Finance Department.

Users **must not** use, try to use, or let anyone else use staff mobile communication devices for:

- Anything that is illegal or immoral;
- Making offensive, threatening or harassing calls;
- Use of the Short Message System (SMS), multi-media messaging or email to send and receive inappropriate or offensive remarks, graphics or images;
- Use in contravention of Regulation 104 of the Road Vehicles (Construction & Use) Regulations, 1986; i.e. using a mobile phone whilst driving.

The sending or receiving of SMS text messages for the purposes of downloading, or otherwise accessing, ring tones, games, commercial competitions, sports report services and other non-business related activities or applications is **not permitted**.

It should be noted that some of these services operate on an on-going subscription basis, **and can be charged at anything up to £5 per item**. Users should always consult their line manager or ICT Service Desk before sending any SMS text message to a commercial service.

**Note** that it is the responsibility of line managers or the end user bearing the costs of any such activity.

Users have a responsibility to utilise the Cheshire and Wirral Partnership NHS Foundation Trust (CWP) communications resources and services in a manner that is consistent with the Cheshire and Wirral Partnership NHS Foundation Trust standards of business conduct, as described in the Corporate Governance Manual (available on the Trust intranet).

Voicemail is automatically provided on all mobiles. Voicemail greetings should be personalised with a suitable message inviting the caller to leave a message. To record a personalised message call Vodafone Voicemail by dialling 121 from your mobile phone and follow the instructions.

When visiting public sites, users should be aware of, and respect, local policies regarding the use of mobile communications devices. For instance, it may be necessary to switch such devices off in Hospitals, Courts etc. If in doubt, local staff will be able to advice on local policies.

Mobile communications devices should be securely stored when not in use.

Handset covers provide a degree of physical protection and can be provided with mobile handsets. Users may be liable for repair or replacement costs, should their handset be damaged or lost. Any such damage should be reported to the line manager.

All phones supplied to Cheshire and Wirral Partnership NHS Foundation Trust (CWP) are, by default, barred from making international or premium rate calls while in the UK or making or receiving any calls whilst abroad. These restrictions can be lifted for individual phones, for instance where there is a need to contact counterparts in foreign countries or to contact local staff while attending conferences etc. outside the UK.

Where International access is required for a user, the relevant budget holder or appropriate senior manager should send an email to ICT Service Desk ([servicedesk@cwps.nhs.uk](mailto:servicedesk@cwps.nhs.uk)) with the required details.

At the end of this time, International access will be removed from the handset in order to reduce the impact of fraudulent use should the handset subsequently be stolen. While there is no cost for enabling international access, it should be noted that it is expensive both to make and receive calls while abroad.

## 6. Health and safety

From 1<sup>st</sup> December 2003, it is an offence to use a mobile phone or similar device while driving, if the device has to be held in doing so; this includes the cradling of the device between shoulder and ear. Amendments to this legislation, enacted in 2005, mean that a convicted offence will attract a fixed penalty and a 3-point license endorsement.

The only statutory exemption relates to emergency calls made to 999, which is permitted **only** where it would be unsafe to stop before making the call.

The Highway Code makes it clear that drivers should **never** use a hand-held mobile device, unless it is used with a suitable hands-free kit.

There is scope for the police to charge a driver with failure to have proper control of their vehicle, or with careless or even reckless driving, if they are seen not to be paying proper attention while driving. The penalties for these offences range from endorsement of licences, through disqualification from driving and even imprisonment in the most serious cases.

Any penalty imposed as a result of a successful prosecution for having insufficient control of a vehicle while using a mobile phone, will be the responsibility of the driver. Cheshire and Wirral Partnership NHS Foundation Trust accepts no responsibility for the payment of fines or other penalties imposed as a result of any such prosecution.

In light of the above, staff **must never** read or send text messages or emails when driving, and must ensure that all calls are only made or received when safe to do so.

Should they have an accident while using a mobile phone when driving on Cheshire and Wirral Partnership NHS Foundation Trust business, users should note that their private motor insurance will be expected to meet the costs of damage repairs and any personal injury claims that arise unless the above guidelines are strictly adhered to.

Mobile devices **must not** be used while operating machinery of any kind (other than when driving a car, as mentioned above).

## 7. Privacy

Mobile telephony usage is monitored and audited on a regular and ongoing basis.

All calls from mobile phones are logged and can be traced by Vodafone, and this function can be invoked at any time should misuse of a handset be suspected.

Given that the device is provided for use on Cheshire and Wirral Partnership NHS Foundation Trust business, there should be no expectation of privacy in anything created, stored, sent or received using Cheshire and Wirral Partnership NHS Foundation Trust equipment.

### **Breaches of Terms of this Policy**

Breaches of this policy will be viewed seriously and may result in action being taken under the Cheshire and Wirral Partnership NHS Foundation Trust disciplinary procedures.