

FEBRUARY 2010

**BLACKBERRY, MOBILE PHONE
AND 3G MOBILE NETWORKING
POLICY**

Approved By:

Signed By Claire Molloy

Chief Executive

Team/Function Responsible for Issue: HR DIRECTORATE

Revised Document (minor amendment)

Revision Issue Date: --/--/----

Approved by: JNCC and Governance and Risk Committee

Minute Nos: 2009/052 and 2010/005 respectively

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1 INTRODUCTION

- 1.1 This policy is to establish a standard set of conditions and framework for the allocation and use of BlackBerrys, mobile telephones and 3G mobile networking equipment in Solihull NHS Care Trust (SCT). The current strategy is to direct resources into technology that increases the effectiveness and efficiency of communication and management.

2 STATEMENT

- 2.1 The Policy will apply to all SCT new starters and incumbent employees who are provided with a BlackBerry, mobile phone and 3G mobile networking equipment for the execution of their duties. The terms and conditions contained within this policy remain in force twenty four hours a day, seven days a week. This policy is mandatory.

- 2.2 SCT also provides the following resources to staff:

- A network with access to the Internet and network connections in all bases.
- Desktop computers with shared access.
- Hot desking facilities at Friar's Gate on the Ground Floor and 3rd floor for laptop users.
- Mounted LCD multimedia projection systems in several rooms at Friar's Gate.
- Friar's Gate, The Green and Union Road have a wireless network available for staff.
- A telecommunications system with voicemail.
- User support through a single service desk hotline number.

3 SCOPE

- 3.1 The policy is designed to ensure clear internal arrangements for effective management of BlackBerrys, mobile phones and 3G mobile networking equipment. The Policy will establish the responsibilities of employees and of SCT in regard to the issue and use of SCT mobile phones. This policy will be retrospectively applied to staff who already have BlackBerrys, mobile phones and 3G mobile networking equipment
- 3.2 All staff receiving BlackBerrys, mobile phones and 3G mobile networking equipment will be made aware of, and comply with, this policy. The policy ensures that health and safety issues are identified in relation to the use of BlackBerrys and mobile phones and comply with legislation on mobile phones and driving.
- 3.3 The Policy will underpin any operational procedures connected with SCT's framework for lone worker safety.

4 RESPONSIBILITIES

- 4.1 The appropriate Head of Service or equivalent is responsible for the approval of requests for BlackBerry devices in his or her area. Before approving new or additional BlackBerry devices, the Head of Service or equivalent must review the current use of communication devices (e.g. mobile phones) in his or her area. The review should consider the appropriateness, affordability, and the process by which use of the BlackBerry devices will be managed.
- 4.2 Procurement will keep a record of registered users of the BlackBerry service.
- 4.3 ICT will receive delivery of the ordered devices, i.e. BlackBerry and 3G Cards and configure the device for use by the end user except mobile phones which will be set up by Procurement. Records of device allocation are maintained for support purposes. In the case of 3G connections, basic training and documentation is delivered on use of the system.

5 TRAINING AND COMPETENCIES

- 5.1 The Policy can be accessed via SCT's intranet under Human Resources.

6 EQUALITY STATEMENT

- 6.1 All public bodies have a statutory duty under the Race Relation (Amendment) Act 2000 to "set out arrangements to assess and consult on how their policies and functions impact on race equality". This obligation has been increased to include equality and human rights with regard to disability age and gender.

6.2 SCT endeavours to challenge discrimination, promote equality and respect human rights, and aims to design and implant 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.

6.3 All staff are expected to deliver services and provide care in a manner which respects the individuality of each service user and their carers and treat users of SCT services and their carers fairly and members of the workforce respectfully, regardless of age, gender, race, ethnicity, religion/belief, disability and sexual orientation.

6.4 **Equality Impact Assessment**

6.4.1 In order to meet these requirements, a single equality impact assessment is used to assess all SCT policies, procedures and guidelines.

6.4.2 This policy was found to be compliant with the philosophy of the Equality Statement on 24 September 2009.

7 **ELIGIBILITY CRITERIA FOR DEVICES**

7.1 **Eligibility Criteria for a Blackberry**

7.1.1 There are currently no other devices available that have the same functionality as the BlackBerry. The BlackBerry's key feature is the wireless delivery of e-mail and synchronisation of calendar entries over the mobile telephone network without user intervention.

7.1.2 All of the following criteria must be met before a BlackBerry device can be issued to a member of staff.

7.1.3 Staff must spend 60% of their time offsite or away from their desk. And while away from the office, the member of staff needs to regularly send or respond to e-mails and manage his or her diary in such a way that cannot wait until he or she has returned to the office, or incur greater costs returning to the office compared with those associated with using the BlackBerry service.

7.1.4 As a BlackBerry device also functions as a mobile phone, staff will not be issued with a BlackBerry device and a mobile phone.

7.2 **Eligibility Criteria for Mobile Phones**

7.2.1 All of the following criteria must be met before a mobile phone can be issued to a member of staff.

- 7.2.2 Staff must spend 60% of their time offsite or away from their desk.
- 7.2.3 If the employee's duties require them to make calls off-site, for example homeworking.
- 7.2.4 If the employee's duties require them to be contactable when off-site/outside normal hours of work.
- 7.2.5 If the employee's duties require them to be on call after normal business hours (see Pool devices 7.4).
- 7.2.6 Mobile telephones may be issued on an individual or shared basis. In all cases it is the Line Manager's responsibility to ensure that local procedures are in place to comply with the Policy.
- 7.2.7 As a BlackBerry device also functions as a mobile phone, staff will not be issued with a BlackBerry device and a mobile phone.

7.3 Eligibility Criteria for 3G mobile networking equipment

- 7.3.1 This device allows staff to connect to the SCT network from a non-networked computer therefore there is a requirement that staff must spend 60% of their time offsite or away from their desk and while away from the office, the member of staff needs to regularly work remotely on documents stored on the network.

7.4 Eligibility Criteria for pool devices

- 7.4.1 If the staff member's duties require them to be on call after normal business hours or to be out of the office on an ad-hoc basis only they will be issued with pool equipment. It is the responsibility of the Line Manager to monitor use of this equipment and ensure staff are aware of this policy.

8 PROCESS/PROCEDURE

- 8.1 To request the devices, prospective users must gain authorisation from the relevant Head of Service or equivalent. They must have read and agreed to adhere to this policy and ensured the eligibility criteria in sections 7.1, 7.2 and 7.3 are met.
- 8.2 The budget must be identified for the initial purchase and ongoing operation of the device.

- 8.3 The prospective user completes an application form (see Appendix 1) and has it approved by the relevant Head of Service or equivalent.
- 8.4 Please note - on receipt of a BlackBerry device, the registered user must (if applicable) return his or her existing SCT mobile phone or communication device to the procurement department at Friar's Gate. If a member of staff wishes to transfer an existing mobile phone number to a BlackBerry device, he or she must state so on the application form.
- 8.5 **Purchase**
- 8.5.1 Purchase of mobile telephones must be in compliance with SCT's purchasing policy and will remain the property of SCT at all times. The Mobile Phone/BlackBerry/Business Everywhere data cards Request Form (Appendix 1) must be completed in all cases. All mobile calls and rental costs will be cross charged to the relevant cost centre.
- 8.6 **Acceptable Use**
- 8.6.1 While using SCT's BlackBerry service/3G cards, staff must conform to this policy, and the mobile phone, e-mail, and information security, data protection, safety, theft. Loss, personal calls policies.
- 8.6.2 If staff are not going to use their device for more than 30 days (e.g., holiday, sick leave, maternity leave, etc.) they must inform their Line Manager who will arrange for the device to be collected and will contact procurement to arrange reallocation if necessary.
- 8.6.3 Staff should log a support call with the information service desk if they have any problems with the BlackBerry service/3G data card.
- 8.6.4 SCT mobile phones must be on at all times during business or call-out hours, except when driving or when the user deems it is inappropriate to do so.
- 8.6.5 Calls from a mobile to other networks and landlines must be kept to a minimum and in circumstances where a fixed telephone is available to make these outgoing calls this should be used.
- 8.6.6 Mobile phones should be switched off during meetings, lectures, seminars, training courses etc. other than in very exceptional circumstances where it is necessary to take an urgent call. In these circumstances it is courteous to alert colleagues to the fact that an urgent call is expected.
- 8.6.7 Confidential information must not be discussed in open areas or inappropriate locations.

8.6.8 Many departments/buildings have local rules regarding the use of mobile phones and these should be adhered to at all times.

8.7 Responsibilities of Users of the BlackBerry Service

8.7.1 Users must ensure they read, understand, and adhere to the mobile phone, e-mail, information security, data protection, safety, theft, lost, personal calls and BlackBerry policies. Failure to do so may lead to the BlackBerry service being withdrawn from them. Breaching these policies may also be deemed a disciplinary offence. It is the responsibility of users to ensure they have valid accounts on SCT's e-mail system before requesting BlackBerry devices.

8.7.2 When new devices are purchased, they are subject to a two year contract. There are three parts to the cost of using the BlackBerry service:

- The one-off purchase of the BlackBerry device and licence.
- The recurring line rental, data and call charges.
- The central costs associated with providing the BlackBerry service (recharged equitably across all users of the service).

8.7.3 Staff must not divulge their BlackBerry device or laptop passwords to anyone (with the exception of the information service desk for support purposes). Doing so is a disciplinary offence.

8.8 Change of User/Leaver

8.8.1 It is the responsibility of Line Managers to inform the ITS Service desk when staff leave or move work area/team, so in respect of leavers that their login to the network can be disabled.

8.8.2 On termination of employment, the employee must return the device unless the Line Manager has authorised a transfer to a new user using the appropriate paperwork. Any accessories supplied by SCT for use with the device must also be returned. If accessories are not returned with the device the department will be charged for the missing accessories before the device can be re-allocated to another department/user. It will be the responsibility of the Line Manager to ensure the relevant paperwork is completed.

8.8.3 Mobile telephones issued to an individual must not be passed to any other employee without the authorisation of the Line Manager and notifying procurement and ICT departments.

8.8.4 Employees who transfer to other departments within SCT and are authorised to have continued use of a BlackBerry/mobile phone/3G card must inform procurement so that the correct budget code and user name is allocated to the device.

8.9 Replacement Devices

8.9.1 SCT expects all employees who have been allocated devices to take the utmost care and responsibility for them. If a device is lost or stolen, it should be reported immediately as outlined on the guide for reporting a Theft/Loss/Damage of a mobile phone/BlackBerry, found on the intranet under Procurement.

8.10 Health and Safety

8.10.1 The Management of Health and Safety at Work Regulations 1999, require SCT to ensure all information and instruction is provided to conform to the appropriate Health and Safety Legislation and associated Regulations. Since 1 December 2003, it is an offence to use a hand-held phone when driving, which incurs a fixed penalty.

8.10.2 Using a telephone hands free can also result in a fine and penalty points. Police can still use existing legislation (for failing to have proper control) if a driver is distracted by a call on a hands-free phone. If there is an incident and the driver is using any phone (hand-held or hands-free) or similar device, then there is a risk of prosecution for careless or dangerous driving.

8.10.3 When on SCT business staff must not use a mobile phone/BlackBerry in a moving vehicle and must only use the phone when a vehicle is safely parked with the engine turned off.

8.10.4 To ensure compliance with the new legislation and to ensure your safety and the safety of other road users, staff should use voicemail or divert calls so that messages can be left for you while your phone is switched off. Check for messages and deal with any calls once you are safely parked with the engine switched off.

8.10.5 Guidance may be issued to mobile phone/BlackBerry users from time to time regarding health and safety and security in relation to their use and must be observed at all times.

8.11 Security

8.11.1 Mobiles and BlackBerrys are frequently stolen and must not be left unattended on desks, or in view in an unattended vehicle. Where mobile

phones are issued on a 'shared' basis, then it is the responsibility of the Line Manager to ensure that systems are in place to ensure security and appropriate use. Mobile phone numbers should not be shared with members of the public without the prior consent of the mobile user.

8.11.2 At the first opportunity and during office hours, losses or thefts must also be reported as outlined on the Guide for reporting a Theft/Loss/Damage of a mobile phone/BlackBerry, failure to follow this procedure will result in your department being charged. This can be found on the intranet under Procurement.

8.12 **Private Access**

8.12.1 Mobile phones, which have been provided by SCT should be used for SCT business. Personal calls may be made by the individual on their SCT handset but these calls must be paid for on a monthly basis. Mobile phone usage will be monitored by the line manager on a monthly basis and it is the responsibility of individuals to respond to any discrepancies that are identified. Alternatively users can have a second line on their SCT mobile at a very low line rental rate see letter on second line rental, in procurement forms on the intranet but users are responsible for the setting this up with Orange.

8.12.2 Any alleged abuse of the use of mobile phones, as described in this Policy, may be subject to investigation in line with SCT's Disciplinary Policy.

9 **SUCCESS INDICATORS**

9.1 BlackBerry devices will be issued and monitored in the same way as mobile phones. At its discretion, SCT will filter message content and monitor all activity on the e-mail system for misuse. All internal and external e-mails will be automatically scanned for viruses, inappropriate content and unauthorised attachments.

9.2 The procurement department will keep a record of registered users of all mobile service devices.

10 **RELATED SOLIHULL CARE TRUST DOCUMENTS**

10.1 This document must be followed in conjunction with the following SCT Policies:

- Management of Health and Safety at Work Regulations 1999.
- Lone Worker Policy.
- Mobile Phone Policy.
- Incident Reporting Form.

- Provision and Use of Work Equipment Policy.
- IT Access Starters and Leavers Policy.
- Data Protection Policy.
- Code of Confidentiality Policy.
- E-mail Acceptable Use.
- IM&T Security Policy.
- Information Governance Policy.
- Internet Acceptable Use.
- Password and Login.
- Procurement and Use of Mobile phones.
- Personal Safety Policy.
- Guide for reporting a Theft/Loss/Damage of a mobile phone/BlackBerry.

11 **REFERENCES AND FURTHER READING**

- Management of Health and Safety at Work Regulations 1999 - HR website.
- Lone Worker Policy - HR website.
- Personal Safety Policy - HR website.
- Request Form for BB/Mobile/B.E. Data Card - Procurement Forms on Intranet.
- Guide for reporting a Theft/Loss/Damage of a mobile phone/BlackBerry - Procurement Forms on Intranet.
- Personal Line Tariff overview from Orange - Procurement Forms on Intranet.

12. **MONITORING**

- 12.1 Head of Procurement will notify the Assistant Director of Finance/Resources of any problems or issues that arise from this policy.
- 12.2 The Policy will be reviewed every two years by the Assistant Director of Resources.

13 **APPENDICIES**

Appendix 1 – Mobile Phone/Blackberry Request Form.



Mobile Phone/Blackberry Request Form

Surname:	Forenames:
Job Title:	Department:
Location:	Telephone No.:

The purchase of mobile phones/blackberry's is only to be authorised for:

- a) Staff that work in isolation, usually in the community providing the purchase of such equipment is must be **supported by a lone worker risk assessment in line with the Trust's Lone Worker Policy. We require details of percentage (%) of time lone working.**
- b) Staff who need to be easily contactable during their normal working day due to the nature of their role.
- c) 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.
- d) *(Blackberry only)* While away from the office, the member of staff needs to regularly send or respond to e-mails and manage his or her diary in such a way that cannot wait until he or she has returned to the office, or incur greater costs returning to the office compared with those associated with using the BlackBerry service.

Reasons for issue of mobile/blackberry phone: (Please State Percentage Of Time Lone Working)
Applicant's declaration: I have read and understood the Trust's Mobile Phone Policy and I agree to be bound by the terms therein. Signed:Date:.....
Manager's declaration: I endorse the above employee's application and I agree to supervise/monitor use of the mobile phone/blackberry in accordance with the Trust's Mobile Phone Policy. Manager's Name:

Position: Telephone No:..... Manager's Authorisation Signature: Date: Budget Code/Cost Centre:
Head of Service authorisation: I authorise the above employee to be issued with a Trust mobile phone. And will oversee their phone bill each month to ensure I am happy with the costs incurred. Signed:Date:.....
This application should be returned to Beatrice Murrin (0121-713-8715), First Floor; Friars Gate to whom any subsequent enquires should be addressed. For any issues relating to the Lone Workers Risk Assessment contact Jayne Freeman, Health and Safety Department on 0121-713-8785.

日本語によるこのインフォメーションをご希望の場合は、Communications,
Solihull Care Trust, 20 Union Road, Solihull, B91 3EF
まで郵便、あるいは電話 0121 711 7171 にてご請求ください。

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Web site: www.solihull.nhs.uk