The Newcastle upon Tyne Hospitals NHS Foundation Trust

Employment Policies and Procedures

Mobile Telephone and Telephone Expenses Reimbursement Policy

<table>
<thead>
<tr>
<th>Version No.</th>
<th>1.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date</td>
<td>3 January 2013</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>31 December 2015</td>
</tr>
<tr>
<td>Date ratified</td>
<td>24 October 2012</td>
</tr>
<tr>
<td>Ratified by</td>
<td>Employment Policies and Procedures Consultative Group</td>
</tr>
</tbody>
</table>

1. Introduction

1.1 The Trust recognises the value of good communications and the benefits of providing staff with mobile telephones to facilitate this.

1.2 The Trust also recognises its responsibilities to ensure arrangements for the provision and use of mobile telephones are underpinned by the following:

   a) value for money
   b) robust administrative procedures
   c) clearly defined responsibilities
   d) relevant health, safety and security guidance

2. Scope

2.1 This policy applies to all mobile telephones issued by the Trust and, in the interests of safety (see Section 7), it also applies to the use of all mobile telephones by any individual when in Trust premises or on Trust business.

2.2 As mobile telephones provide a more cost effective means of communication, this policy also covers telephone land lines and equipment rental where staff receive reimbursement (this is on an exceptional basis only) where deemed appropriate see section 10.2.

3. Aims

The aims of the policy are to:

- facilitate the reasonable, appropriate and lawful use of a mobile telephone in accordance with Trust regulations.
- ensure all staff are aware of and comply with this policy
- confirm that mobile telephones are assets of the Trust and not owned by individuals, programmes or projects
- confirm mobile telephones will be provided by the Trust Senior Switchboard Supervisor on completion of the appropriate documentation
- confirm Individuals will be responsible for the care and security of the mobile telephone they have been issued
- provide clarity regarding private usage and the responsibility in this regard.
4. **Duties and Responsibilities**

4.1 The Executive Team is accountable to the Trust Board for ensuring Trust-wide compliance with policy.

4.2 Directorate managers and heads of service are responsible to the Executive Team for ensuring policy implementation.

4.3 Managers are responsible for ensuring policy implementation and compliance in their area(s).

4.4 Staff are responsible for complying with policy, specifically it is the responsibility of the user:

- to know when and where it is appropriate to have a mobile telephone switched on within Trust premises. Details can be obtained from the appropriate policy on the Trust Intranet

- to access their voice mail messages on a regular basis

- to ensure Mobile telephones are not left unattended under any circumstances in accessible locations i.e. on desks, or in an unattended car

- to report immediately the loss or theft of a Trust mobile to the Trust Service Desk (0191 28 21000) who will make arrangements with the supplier, to have the handset barred. Where a theft has taken place it is the user’s responsibility to inform the police and obtain a crime reference number. An incident form must also be completed in the event of loss or theft

- to report all faults promptly to the Service Desk (0191 28 21000). If the mobile develops a fault within the first year in most circumstances this will be covered by the warranty unless the fault was caused by the user. In this case the repairs/replacement would have to be met by the Trust. If it is shown that the fault was due to negligence by the user, the Trust reserves the right to pass the costs onto that user

- to report any change of use or ownership immediately to the Service Desk (0191 28 21000)

- to return, in person any telephone handset no longer in use with ALL of the associated equipment to the Senior Switchboard Supervisor at the earliest opportunity

- if leaving the employ of the Trust the individual user must return the mobile to their line manager in person, who is then responsible for its return to the Senior Switchboard Supervisor
should a member of staff fail to return the mobile telephone to the Trust they will be held responsible for all calls and line rental until the mobile telephone is returned or disconnected. They will also be liable for the replacement costs of the handset. Depending on the circumstances, the Trust will also reserve the right to make a referral to the Police.

if a telephone needs replacing or an upgrade is required the employer should contact the Service Desk (0191 28 21000) to log their request.

5. Glossary

Calls also includes: text messages; WAP; DATA; or any other phone/network facility. Private calls also includes: WAP; DATA; or any other phone/network facility.

6. Procurement

Procurement details are outlined in Appendix 1

7. Safe use of Mobile Telephones

7.1 The Trust operates a total ban on the use of mobile telephones in certain areas within its premises due to the possible interference with medical equipment. All mobile telephone equipment must be used in accordance with the Trust's Use of Mobile Telephones and Personal Computing Devices within Trust Premises Policy.

7.2 Care should also be taken when carrying and using a mobile telephone in public to avoid any risk of becoming a victim of crime. It is recommended that individuals carry and use the telephone discretely and be aware of their surroundings when making and receiving calls.

7.3 When driving, individuals should not make or receive calls, even if a hands free kit is available, until the destination has been met and the driver has parked up. Calls should be diverted to answer phone and retrieved after travel.

7.4 The Trust will not indemnify anyone for fines and/or accidents that are as a result of the use of a mobile telephone in connection with driving.

7.5 It is an offence to use a mobile telephone whilst driving (though it does not apply to hands free usage). Anyone stopped by the Police may be liable to a fine and three penalty points on their driving licence. Usage of a telephone “hands free” can also result in fine and penalty points under existing legislation.

7.6 Lone Workers – Guardian Angel

7.6.1 The Trust provide a service to help protect the health and safety of employees who are identified as ‘lone’ workers i.e. those who work on
their own on Trust premises or in the community, e.g. in patients’ homes.

7.6.2 The Guardian Angel service sends out a message at regular intervals to the lone worker. If a lone worker does not respond by a specific time, the system will automatically alert switchboard who will try to contact the individual to determine their circumstances.

7.6.3 To obtain more information or to register for this service contact the Health & Safety Advisor.

8. Call barring

8.1 All calls to international numbers including roaming services and all premium rate numbers are barred. Such restrictions will not be lifted unless a business need is identified.

8.2 All staffs that are issued with a Trust mobile telephone, and wish to use it for private use may do so on the understanding that they declare these calls/texts made and pay for them personally.

8.3 On receipt of the invoice from the mobile telephone service supplier, a summary of the bill for each department will be sent to the appropriate manager. The manager will then be able to request a copy of the individual bill for review, should they deem it necessary.

8.4 Any excessive call costs on an individual mobile will be identified by the Senior Switchboard Supervisor and brought to the attention of the Directorate Manager.

8.5 The Directorate Manager will be responsible for checking the bill summary and for confirming that the telephones and staff holding them are correct. This information must be authorised and returned to the Senior Switchboard Supervisor.

9. Personal Calls

Personal calls, WAP and texts etc will be charged to the user via a Notification of Debt (NOD) form plus an additional 10% to cover administrative costs.

10. Telephone Landline and Equipment Rental

10.1 The Trust will not reimburse the following expenses where it deems it to be inappropriate on the grounds of cost and efficiency:

   a) calls made from a landline
   b) any costs associated with a mobile telephone not provided by the Trust

Where the Trust deems that it is essential for staff to be contactable out of hours, for example, for on-call purposes, the Trust will provide access to a
mobile telephone. Normally, this will be achieved by allocating on-call teams with an appropriate number of mobile telephones (normally two) so that they can be shared and made available to each person when they are on-call.

10.2 Where a department can demonstrate there is no feasible way of using mobile telephones to provide on call cover then the trust may consider reimbursement of telephone expenses.

10.3 If there are any changes in circumstances which affect the claim, the individual will be responsible for notifying the Senior Switchboard Supervisor.

11. Training

A summary of the key changes will be notified to managers following implementation. Further advice and guidance will be available from the IT Department.

12. Equality and Diversity

The Trust is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not unlawfully discriminate against individuals or groups on any grounds. This policy has been properly assessed.

13. Monitoring Compliance with the Policy

<table>
<thead>
<tr>
<th>Standard / Process / Issue</th>
<th>Monitoring and Audit</th>
<th>Method</th>
<th>By</th>
<th>Committee</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measure the reduction in cost of reimbursements</td>
<td>Working with Finance to monitor expenditure on telephony reimbursements on a monthly basis</td>
<td>IT Services Director</td>
<td>Section Heads of IT Department</td>
<td>Annually</td>
<td></td>
</tr>
</tbody>
</table>

14. Consultation and Review of this Policy

This policy has been reviewed in consultation with the Employment Policies and Procedures Consultative Group.

15. Implementation of the Policy (including raising awareness)

A summary of the key changes will be notified to managers following implementation. Further advice and guidance will be available from IT.

16. Additional Documents

- [Use of Mobile Telephones and Personal Computing Devices within Trust Premises Policy](#)
Appendix 1

Service Provider and Handset Provision

1. The Trust has one service provider.

2. Supply and management of mobile telephones will be co-ordinated by the IT Department.

3. The Trust agrees a two year contract on all mobiles telephones. It is not possible for the user to select their own handset. A standard handset will be issued by the Trust unless IT have advised otherwise.

4. If a mobile phone is issued to an individual this will be recorded in ESR. If it is issued to a department then this will be recorded on a central spreadsheet.

6. The Senior Switchboard Supervisor will then make a request to the supplier, either via the internet booking system, or fax, to request a new connection, replacement or an upgrade as per the users’ request. A copy of the order will be kept on file.

7. Once the new connection handset has been received a covering sheet detailing the user, department and cost centres will be completed and all the appropriate request and delivery notes attached. The user will be contacted to collect the handset in person and must show their ID card in order to collect the equipment. Under no circumstances will mobile equipment or SIM cards be sent in the post or any other method. The covering sheet will be signed by the user to confirm they have received the requested items.

8. Should the order require the replacement of a SIM card, this must be registered prior to it being handed over to the user and inserted into the telephone. The old SIM card must then be destroyed immediately in the presence of two persons (from the switchboard).

9. Mobile telephones ordered outside of the Trust contract process will not be reimbursed.

10. All requests for mobile telephones or associated equipment must be sent to the Senior Switchboard Supervisor using the appropriate telephone request form.

11. A central database will be maintained by the Senior Switchboard Supervisor detailing the name of the holder/user, telephone number and department and contract expiry date. HR will access the database on a weekly basis to update ESR records.
### IMPACT ASSESSMENT – SCREENING FORM A

**This form must be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.**

<table>
<thead>
<tr>
<th>Policy Title: Mobile Telephone and Telephone Expenses Reimbursement Policy</th>
<th>Policy Author: Bob Beckwith (Data and Telecoms Manager)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Does the policy/guidance affect one group less or more favourably than another on the basis of the following: (* denotes protected characteristics under the Equality Act 2010)</td>
<td>Policy applies to the use of mobile phones issued by the Trust and is underpinned by the Trust’s Equal Opportunities Policy</td>
</tr>
<tr>
<td>• Race *</td>
<td>no</td>
</tr>
<tr>
<td>• Ethnic origins (including gypsies and travellers)</td>
<td>no</td>
</tr>
<tr>
<td>• Nationality</td>
<td>no</td>
</tr>
<tr>
<td>• Gender *</td>
<td>no</td>
</tr>
<tr>
<td>• Culture</td>
<td>no</td>
</tr>
<tr>
<td>• Religion or belief *</td>
<td>no</td>
</tr>
<tr>
<td>• Sexual orientation including lesbian, gay and bisexual people *</td>
<td>no</td>
</tr>
<tr>
<td>• Age *</td>
<td>no</td>
</tr>
<tr>
<td>• Disability – learning difficulties, physical disability, sensory impairment and mental health problems *</td>
<td>no</td>
</tr>
<tr>
<td>• Gender reassignment *</td>
<td>no</td>
</tr>
<tr>
<td>• Marriage and civil partnership *</td>
<td>no</td>
</tr>
<tr>
<td>2. Is there any evidence that some groups are affected differently?</td>
<td>no</td>
</tr>
<tr>
<td>3. If you have identified potential discrimination which can include associative discrimination i.e. direct discrimination against someone because they associate with another person who possesses a protected characteristic, are any exceptions valid, legal and/or justifiable?</td>
<td>n/a</td>
</tr>
<tr>
<td>4(a). Is the impact of the policy/guidance likely to be negative? (If “yes”, please answer sections 4(b) to 4(d)).</td>
<td>no</td>
</tr>
<tr>
<td>4(b). If so can the impact be avoided?</td>
<td>n/a</td>
</tr>
<tr>
<td>4(c). What alternatives are there to achieving the policy/guidance without the impact?</td>
<td>n/a</td>
</tr>
<tr>
<td>4(d) Can we reduce the impact by taking different action?</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Comments:**

| Action Plan due (or Not Applicable): N/A |

Name and Designation of Person responsible for completion of this form: Bob Beckwith (Data and Telecoms Manager) 
Date: 26 July 2012

Names & Designations of those involved in the impact assessment screening process: The Employment Policies and Procedures Consultative Group

(If any reader of this procedural document identifies a potential discriminatory impact that has not been identified on this form, please refer to the Policy Author identified above, together with any suggestions for the actions required to avoid/reduce this impact.)

For advice on answering the above questions please contact Frances Blackburn, Head of Nursing, Freeman/Walkergate, or Christine Holland, Senior HR Manager. On completion this form must be forwarded electronically to Steven Stoker, Clinical Effectiveness Manager, (Ext. 24963) steven.stoker@nuth.nhs.uk together with the procedural document. If you have identified a potential discriminatory impact of this procedural document, please ensure that you arrange for a full consultation, with relevant stakeholders, to complete a Full Impact Assessment (Form B) and to develop an Action Plan to avoid/reduce this impact; both Form B and the Action Plan should also be sent electronically to Steven Stoker within six weeks of the completion of this form.

October 2010