

Mobile Phone Policy

Document Control			
Policy Owner	Barry O'Hagan, Head of IT		
Policy Author	Barry O'Hagan, Head of IT		
Version	V2.1		
Consultation	Senior Management Team Trade Unions	Yes Yes	
Equality Screened by	Yes	Date	
Equality Impact Assessment	Yes	Date	
Approved By	Policy & Resources Committee	Date	TBC
Adopted By	Council	Date	TBC
Review Date	July 2022	By Whom	Head of IT
Circulation	Councillors, Staff, Intranet		
Document Linkages	The Privacy and Electronic Communications Regs (PECR) IT Related Policies Dignity at Work Policy Social Media Policy Regulation of Investigatory Powers Act 2000 Lawful Business Practice Regulations Code of Conduct for Councillors Data Protection Policy & Legislation Information retention & disposal Policy Code of Conduct for Council Employees Communication Strategy Communication Policy Freedom of Information Policy & Legislation Language Policy Disciplinary Policy		

CONTENTS PAGE

Paragraph	Description	Page Number
1.0	Introduction	3
2.0	Policy Aim & Objectives	3
3.0	Policy Scope	3
4.0	Linkage to Corporate Plan	4
5.0	Procedure & Implementation <ul style="list-style-type: none"> • Criteria for use of a Council Mobile Device • Procedures and General Principles on Conditions of Use 	4
6.0	Roles & Responsibilities	8
7.0	Impact Assessment <ul style="list-style-type: none"> • Equality Screening & Impact • Staff & Financial Resources 	9
8.0	Support & Advice	9
9.0	Communication	9
10.0	Monitoring & Review Arrangements	9

Appendices	Description	Page Number
A	Mobile Telephone Request Form- Change of Business Need Request	8

1.0 INTRODUCTION

1.1 Mobile devices have been issued by Council to the following persons

Elected Members

Council Employees

Under the terms of the current contact, handsets are provided by Council, with all employees covering the costs of any personal calls made.

Members will receive a phone only and access to council mobile contracts but will automatically be deducted all charges in relation to the full contract cost.

1.2 The Council need to ensure effective management of the Council's mobile device usage, in order to protect Council assets, and to ensure compliance with appropriate legislation and security standards such as ISO 27001 as so far as possible.

2.0 POLICY AIM & OBJECTIVES

2.1 **Policy Aim:** This policy seeks to establish a standard set of conditions, and a framework for the use of mobile phones and devices within the Council.

2.2 **Policy Objectives:**

- To ensure that there is a clear internal arrangement for the effective management of mobile device.
- To establish the responsibilities of employees of the Council regarding the issue and use of Council mobile devices in respect of data security.
- To ensure that Health & Safety issues are identified in relation to the use of mobile devices and ensure compliance with legislation on mobile devices and driving.
- To support any operational procedures connected with the Council's framework for lone worker safety.

3.0 POLICY SCOPE

3.1 This Policy will apply to all Council employees who are provided with a mobile device to assist them in the performance of their duties. For the purpose of this policy 'Mobile devices' includes all mobile devices and portable (handheld) smart devices that may or may not contain a data sim card.

3.2 This policy does not deal with the specific negotiations regarding terms and conditions, rates or other mobile usage with the mobile companies in the management of the Councils Corporate contract.

4.0 LINKAGE TO CORPORATE PLAN (2020-2024)

4.1 The policy is aligned with the corporate themes

Theme 1: Leadership

This theme is intended to reflect the Council's position as an organisation which has a key role to play not only in the direct delivery of services which will impact positively on people's lives, but also as a key shaper and influencer externally.

Theme 2: Service Delivery

In this theme, we focus on our internal agenda in terms of our resources (people and finances) and the priorities which will ensure we are a high-performing Council, where excellence is standard.

5.0 PROCEDURE & IMPLEMENTATION

5.1 This section confirms the framework for the criteria for use of a Council mobile device and the conditions of use.

5.2 Criteria for use of a Council Mobile Device

5.2.1 In the application of this policy, mobile devices will only be available to staff who have the approval of their Director and/or Head of Service. An employee will be eligible to have a mobile device if it is deemed necessary to their position and they meet one of the following criteria:

- If the employee's duties require them to spend a substantial amount of time out of the office on work related duties (substantial is defined as an average of more than 50% of their working day)
- Staff for whom it is necessary to make essential work-related calls off site as part of their normal course of work
- Staff who are required to be contactable in an emergency, when working off-site
- Staff who are on call after normal business hours
- Staff identified through the risk assessment procedure or business case

5.2.2 Mobile devices may be issued on an individual or on a shared basis. It is the responsibility of the Director/Head of Service of the department to determine which staff will be part of a shared resource pool and the operational procedures.

5.3 Procedures and General Principles on conditions of use

- 5.3.1 In the application of this policy, Council shall refer to and apply the following principles:

Purchase of Equipment

- 5.3.2 The purchase of mobile devices and services must comply with the Council's purchasing policy through the IT service.
- 5.3.3 All costs for the purchase and use of mobile devices will be provided by IT services.

5.4 Replacement Devices

- 5.4.1 Council expects all recipients of a mobile device to take the utmost care and responsibility for them. If a device is lost or stolen, it should be reported immediately to the employee's line Manager and IT services.
- 5.4.2 If a device is broken or faulty, then the handset should be returned. A temporary device may be issued until repair can be effected. If the device cannot be repaired, a replacement device will be provided.
- 5.4.3 Depending on the circumstances in which the device was lost or broken, the Council will be responsible for replacing the device.

5.5 Termination of employment

- 5.5.1 On termination of employment, the employee must return the device to IT Services. The transfer of personal data will be transferred to the staff member if applicable. Any accessories supplied by the organisation for use with the mobile device must also be returned.
- 5.5.2 Mobile devices issued to an individual must not be passed to any other employee without the authorisation of the Manager, and completion of mobile change form (Appendix 1).
- 5.5.3 Employees who transfer to other departments within the Council and are authorised to have continued use of a Council mobile device must inform the ICT helpdesk using the Mobile Device Change Form (Appendix 1).
- 5.5.4 At Council's discretion a mobile device number may be transferred to the employee on leaving the Council.

5.6 Conditions of use

- 5.6.1 Mobiles devices must be kept switched on at all reasonable times. Missed calls, text messages and voice mails must be responded to within a reasonable period as per customer service policy. This is particularly relevant to Directors, Crisis Management team, Emergency Planning Team, Heads of Service and

facility managers. Mobile devices can only be switched off for extended periods with the express permission of the user's manager. An extended period' would include that period between finishing normal working hours until commencing the next scheduled working hours. During annual leave it is not envisaged that staff will be routinely contacted but staff with mobile devices and particularly those listed within the emergency plan must respond to a call when contacted if possible.

5.6.2 Mobile devices 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 and where possible, the device should be kept on 'silent'.

5.6.3 Confidential information must not be discussed in open areas or inappropriate locations. Many departments / buildings e.g. Hospitals have local rules regarding the use of mobile devices and these must always be respected. Discretion should always be used.

5.6.4 Mobile devices are internet and email capable. Council mobile devices must be used in accordance with all council policies and acceptable use.

5.7 Health & Safety

5.7.1 The Health & Safety at work Order (NI) 1978, require that the Council provides and maintains a working environment for Council staff that is, so far as is reasonably practicable, safe, without risks to health.

5.7.2 As part of the Council's overall health & safety policy, Mid Ulster District Council is committed to reducing risks which employees face when driving or using machinery at work. All staff should play their part by never making or receiving a mobile call on a handheld mobile device when driving or operating machinery. The Council advises that a hands-free mobile device should only be used when **absolutely essential** as research clearly shows that their use is a significant distraction and substantially increases the risk of accidents.

- **The Law:** It is an offence for drivers to use hand-held mobile devices while driving. It is also an offence for employers to require or permit their staff who drive for work, to use a handheld device while driving. It is, however, legal to use 2-way 'press to talk' radios such as those fitted in some Council vehicles.
- **Policy:** Mid Ulster District Council Policy is that **all** mobile devices should not be used in vehicles except when the vehicle is parked and switched off. If a mobile device in the vehicle rings, ignore it and do not pick up the handset (you will be in breach of the legislation). The call should be returned when the vehicle is parked in a safe place.

5.7.3 Guidance may be issued to mobile device users from time to time regarding health & safety in relation to their use, (i.e. Legislation on mobile devices and driving guidance notes and must always be observed).

5.7.4 Staff must ensure that, when they carry a Council mobile device, they have included in the contacts the number of their Line Manager, Departmental Manager, PSNI and Emergency Services.

5.8 Security

5.8.1 Where smart mobile device devices are enabled to access corporate ICT systems such as email the device must be protected from others accessing information in the event it is lost or stolen via a security pin or password.

5.8.2 Web browsing through any smart mobile device is subject to the Acceptable Internet Usages policy. When technology allows the policy will be applied remotely by technical controls via IT services.

5.9 Use

5.9.1 The mobile device is provided primarily to allow contact with the staff member by other staff or customers.

5.9.2 Mobile devices within Council's group have been typically set up to allow free calls/texts on a standard tariff between Council mobiles.

5.9.3 The council will not provide any personal 'Hands-free Car Kit'. Most new Council passenger vehicles are factory equipped with blue tooth hands-free kits and can be used for critical business use.

5.10 Diverting fixed telephone when out of office

5.10.1 If an employee is out of the office and has his or her mobile switched on, then it may be appropriate for the employee to divert calls coming in via their fixed telephone to their mobile device for a limited time.(This will incur a cost and this functionality must be authorised by your line manager before it's enabled through council telephone system by IT).

5.11 Roaming and Data Access Use

5.11.1 The cost of roaming on certain foreign networks some can be expensive and where possible should be avoided when travelling outside of the UK.

5.11.2 Data roaming charges are normally charged daily and should be turned off when not critical when travelling outside the UK to prevent unnecessary expense. You may wish to consider temporary adjustments to your tariff through IT services.

5.11.3 Users are reminded that the mobile device may roam to a non-UK network when in border areas of Northern Ireland, Aughnacloy, Portrush, Portstewart and Castlerock areas. Users should therefore be alert to ensure that expensive roaming charges are not incurred.

5.12 Private Use

5.12.1 Council issued devices are intended primarily for Council business use.

5.12.2 Employees can use the Council mobile device for private calls and texts. This option will enable staff who are issued with a Council mobile device, to make private calls and texts, and to reimburse the Council if there is any additional cost.

5.12.3 It is the user's responsibility to identify any additional personal usage and reimburse the Council accordingly. Mobile devices with itemised usage will be circulated each month and must be settled promptly.

5.12.2 Reimbursement is not required where the total monthly personal usage is less than £1.00 in the month. This is due to administrative costs outweighing the financial benefit to the Council. However, all mobile bills must be signed off and returned whether reimbursement is made or not.

5.12.4 Managers and supervisors will monitor usage of Council mobile devices for both private and business use.

6.0 ROLES AND RESPONSIBILITIES

6.1 **Council and Chief Executive:** will assume executive authority with regard to the implementation of the Mobile Device Policy and delegation through the Lead Finance Officer and the management team.

6.2 **IT Services:** is responsible for the following:

- Distribution and servicing of mobile devices.
- Distribution of billing information
- Review the number of mobile devices in use within each department, and whether their issue complies with the criteria set out in section 5.2 when undertaking procurement of mobile device contracts.
- Management & Maintenance of the Council's Mobile Contract.
-

6.4 **SMT & Heads of Service:** must ensure:

- The implementation of this policy and procedures.
- Ensure that all staff receive information about this Policy, and be part of any local induction where appropriate.
- Review the number of mobile devices in use within their department, and whether their requirement complies with the criteria set out in section 5.2 when undertaking procurement of mobile device contracts.

6.5 **Elected Members and staff:** All elected members and staff who use a Council mobile device are obliged to adhere to this policy and procedures.

7.0 IMPACT ASSESSMENTS

7.1 Equality Screening & Impact

7.1.1 The policy is currently in draft form and yet to be Equality Screened.

7.2 Staff & Financial Resources

7.2.1 No issues have been identified which will impact on the delivery of Council business as a result of this policy being implemented.

8.0 SUPPORT AND ADVICE

8.1 Advice and guidance on the implementation of this policy should be sought from the IT service.

9.0 COMMUNICATION

9.1 This policy will be communicated internally using a range of appropriate internal communication methods including intranet, inductions and team meetings.

9.2 All Elected Members and Directors shall be provided with a copy of this policy. Directors must ensure it is communicated with their relevant staff.

9.3 This policy will also form part of the induction process for all new staff (where applicable).

10.0 MONITORING & REVIEW ARRANGEMENTS

10.1 Implementation of this policy will be routinely monitored, and a formal review undertaken 24 months from its effective date.

REQUEST FOR Mobile Service or Change

Details of staff member to receive a mobile device:		
Name of Officer		
Job Title of Officer		
Department		
Please identify the need for the mobile device/service request as per Policy		
Tariff Type Requirement (Voice /Data or Voice & Data):		
Cost Centre to procure the mobile device and recurring Costs		
One-Off costs £ e.g. Phone Purchase	Additional revenue costs per Annum £	Have these items been budgeted for? Yes /No
Budget Virement Completed	Yes / No	Please Attach
I authorize the above service request /Change the above member of staff to be allocated a Council mobile device and I have discussed the mobile device policy with this person		
Director (Name in block capitals)		
Director (Signature)		
I understand that I have read and understood the conditions of the Mobile Phone Policy		
Staff Member (Name in block capitals)		
Staff Member (Signature)		

This form must be signed and returned to the ICT Service at ICT@midulstercouncil.org together with Budget virement completed if additional costs are imposed on IT budgets.