



# Mobile Device Allocation and Usage Policy

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0.2	21/01/2017	Stephanie Appleyard	D	Moved to new template and
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0.4	26/06/2017	Ola Zahran	D	Tariff change after discussion with Mark Bradley
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2.2	Jan 2020	Helen Hartland	D	Minor change to the IG links
2.3	Jan 2021	Ola Zahran	D	Added reference to tablet and removed BYOD as this will cover in a new policy
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## Staff Summary

Mobile phone entitlement
Supply, usage and care requirements
Trust and mobile user responsibilities
Procedures for making international calls
Call tariffs
Procedure for investigation of potential excessive use

### 1.0 Introduction

- 1.1 This policy applies to anyone, including Trust staff, contractors and other NHS staff who have been issued with, or have access to a Trust mobile device.
- 1.2 The purpose of this policy is to clearly define the responsibilities of both the Trust and the users of mobile devices. This will cover supply, usage and care of all mobile devices.
- 1.3 Within this document the term 'Smartphone' refers to a mobile device with internet capability, providing access to services such as email. Where a 'Standard phone' is specified, this refers to mobile devices which are voice-only, not enabled for data.

### 2.0 Process

#### 2.1 Requisitions

- 2.1.1 Mobile phone or tablet entitlement will be based on the following criteria and should be authorised by AD or head of Department/Sector Commander:
  - Mobile Manager/ On call Manager – Smartphone and/or tablet
  - Back office Mobile Staff – Standard phone

Any exceptions to the above criteria's will need authorisation from an Associate Director or Head of Department.

This includes but not limited to the following:

- Staff with "on call" responsibilities.
  - Corporate support staff without a fixed work location.
  - A staff role with a business requirement for mobile phone or smart phone, a business case is to be provided by line manager and authorisation to be granted by department Head or Associate Director.
- 2.1.2 All other mobile devices (standard phone or smartphone or Tablet) must be requested via the ICT Service Desk who will provide a reference number details the requirements. The request will be electronically sent to the

relevant budget holder who should consider the above criteria before authorising the request.

## 2.2 Trust Responsibilities

It is the responsibility of the Trust to ensure that where there is a necessary requirement, that an appropriate mobile device is provided. The Trust will make the final decision on the make and model of the required device to provide continuity and effective management of cost to the Trust. The Trust will monitor the usage of each device to assess ongoing suitability and cost. The Trust is responsible for providing upon request via ICT Service Desk an individual's own itemised mobile phone bill to allow users to monitor their own usage. The Trust will ensure that all devices have mandatory passwords in place in order to protect the integrity of the data that is stored on the device.

## 2.3 Mobile User Responsibilities

2.3.1 Mobile Users are responsible for the day to day care of the mobile device and should take all necessary precautions to ensure that the device does not become damaged, lost or stolen. All incidents of damage or the loss or theft of a mobile device must be reported using the Datix incident management system or Datix telephone hotline on 0300 330 5419 and then to the ICT Service Desk via the online portal or by telephone 0300 330 5417. Loss or theft should be reported as soon as identified to allow ICT to wipe and or secure the data that may be stored on the device. Theft should also be reported to the police and a crime reference number must be obtained.

**NB: At the discretion of the Trust a charge for the full cost of replacement equipment and the cost of any unauthorised calls may be levied from the employee e.g. in the event of wilful misuse or failure to take adequate steps to safeguard the device.**

2.3.2 All mobile users should be aware that the mobile device that they have been provided with is for use on Trust business. Mobile users wishing to use for personal calls. They should make a nominal **£7.50** per month contribution for mobile use which will be deducted from their salary. All bills will be monitored by the Trust to ensure that there is no misuse of mobile devices and that a reasonable personal contribution is being made. Users will also be required to declare if they do intend to use the device for personal usage. Non trust mobile Apps are to be used when connected to WIFI only.

2.3.3 Each mobile user will be expected to sign to agree to compliance with the following counter fraud declaration on receipt of their device:

**I agree to the disclosure of mobile device billing information for monitoring and evaluation purposes. In the event of inappropriate usage or fraudulent applications I am aware it is a disciplinary offence and records will be studied to identify instances of such offenses. The NHS Counter Fraud & Security Management Service may also be contacted to investigate whenever fraud is suspected. I also understand**

**that I will be charged the full cost should I mistreat or not take due care of the equipment issued.**

- 2.3.4 With the exception of devices allocated to Resilience managers, all Trust mobiles are barred from making premium and international calls. If a user requires an international facility for an arranged period of time (max 30 days) then a request must be made via the ICT Service Desk. This request will be sent electronically to be authorised by the users Associate Director/Head of Service or Sector Commander. In the event the request is for an Associate Director the authorisation must be obtained from a Director.
- 2.3.5 Employees leaving the Trust must return their mobile device to Voice Communications within ICT where possible; alternatively equipment can be returned to their own manager who must return equipment to ICT. The equipment should be in good condition (fair wear and tear acceptable) and have any supplementary devices with it i.e. chargers, cases, ear pieces.
- 2.3.6 All personal accounts should be removed from mobile phones prior to returning to the Voice Communications Team so the device can be reused.
- 2.3.7 Mobile devices must not be passed from the nominated individual to other employees for temporary change in duties or be passed to another employee where the nominated user has left the Trust. If this happens the device and SIM will be suspended without prior notification until returned to Voice Communications and the correct request procedure followed.
- 2.3.8 Failure to return equipment or the return of damaged equipment may result in the employee being charged for a replacement.
- 2.3.9 Employees are responsible for all content of the device such as text and media that is stored, accessed or sent on Trust mobile devices. All information must be treated in line with the Data Protection act and Information Governance. Disciplinary action may be taken against any member of staff found to have inappropriate material on a Trust device

## 2.4 Information Governance

- 2.4.1 Information Governance is the way by which the NHS handles all organisational information - in particular the personal and sensitive information of patients and employees. It allows organisations and individuals to ensure that personal information is dealt with legally, securely, efficiently and effectively, in order to deliver the best possible care.
- 2.4.2 It provides a framework to bringing together the requirements, standards and best practice that apply to the handling of information. It has four fundamental aims:
- To support the provision of high quality care by promoting the effective and appropriate use of information;

- To encourage responsible staff to work closely together, preventing duplication of effort and enabling more efficient use of resources;
- To develop support arrangements and provide staff with appropriate tools and support to enable them to discharge their responsibilities to consistently high standards;
- To enable organisations to understand their own performance and manage improvement in a systematic and effective way.

2.4.3 The framework currently encompasses:

- Data Protection Act 2018-  
<https://www.legislation.gov.uk/ukpga/2018/12/contents/enactedFreedom>
- of Information Act 2000 - [Freedom of Information](#)
- The Confidentiality Code of Practice
- Records Management
- Information Quality Assurance
- Information Security
- Information Governance Management

2.4.4 The Yorkshire Ambulance Service NHS Trust (YAS) has a comprehensive Information Governance work plan managed by the Trust's Information Governance Working Group and coordinated by the Information Governance Manager. Compliance is assessed by means of the annual IG Toolkit returns.

### **3.0 Monitoring compliance with this Policy**

- 3.1 The ICT department will monitor device usage and mobile phone bills regularly on a quarterly or ad hoc basis where required or requested. The ICT department will bring to the attention of the users line manager any suspected misuse of Trust issued devices. An example template is below where abnormal usage is expected can be seen in Reference 4.4.
- 3.2 The Trust also reserves the right to suspend SIMs and devices that have remained unused for a period of time no less than 6 months. Any telephone numbers may be re issued where required and are irretrievable. The individual will also be requested to return their equipment. Failure to do so may result in a charge for the full cost of replacement equipment to be levied from the responsible user.



## 4.0 Appendices

### 4.1 Appendix 1- Mobile Phone Contribution Form

#### Mobile Phone Contribution Form

Name \_\_\_\_\_ ESR No. \_\_\_\_\_

Date Acquired \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Work Address \_\_\_\_\_

Department \_\_\_\_\_

Mobile Phone Number \_\_\_\_\_

#### Declaration

4.1 The element of private costs charged to the above mobile phone/4G in relation to any of the below tariff charges or any premium rate numbers but not limited to the below tariffs will be deducted from my salary.

I agree if used as a substitute to a personal mobile then a subsidised rental charge of **£7.50** per month will be deducted from my salary.  
*(Please note: the return of this signed form constitutes my permission for the Trust to make this deduction from my salary)*

4.2 I agree to the disclosure of mobile device billing information for monitoring and evaluation purposes. In the event of excessive use for personal calls, inappropriate usage or fraudulent applications I am aware it is a disciplinary offence and records will be studied to identify instances of such offenses. The NHS Counter Fraud & Security Management Service may also be contacted to investigate whenever fraud is suspected. I also understand that I will be charged the full cost should I mistreat or not take due care of the equipment issued.

#### 4.3 Tariff costs per minute

Calls to Landlines (including 03, 0800)	Unlimited
Calls to 0870	2p
Calls to 084	2p
Calls to 0871	2p
Vodafone to Vodafone calls and Voicemail	Unlimited
Calls to other networks (excluding '3' network)	Unlimited
SMS	Unlimited

Premium rate Numbers	Chargeable
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Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

# Please complete even if your contribution is zero (enter £0.00)

Please sign and return to: Payroll Department  
Yorkshire Ambulance Service Payroll  
Fairfields  
Shipton Road  
Skelton  
YORK  
North Yorkshire  
YO30 1XW

#### 4.4 High Usage Email Template

Hi XXXXX,

After investigation of our mobile phone bill it has come to our attention that XXXXXX last mobile phone bill for 07XXXXXXXXXX was much higher than what we would expect for business usage. The cost for calls/texts/data over the last quarter was £XXX compared to an average across the trust of £XXXX.

Attached is an itemised bill for the last period for your information.

Please can you bring this to the individual's attention and ask that they highlight their personal calls/texts and if necessary fill in the attached contribution form (amendments to payments section) and arrange for a deduction from their next/ongoing salary, their current contribution to personal calls is £XXXX per month. This form must be sent to Payroll.

If all calls/texts are business related and no action is required then please advise.

Please can you respond with the outcome of your meeting so I am able to close this case?

If you have any questions please don't hesitate to ask.