



# Mobile Phone and Mobile Network Device Policy

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Policy lead	Head of ICT	
Policy author (if different from above)		
Exec Sign off Signature (electronic)		
Disclosable under Freedom of Information Act 2000	Yes	

## Policy context

- For the use of mobile phones / Mobile network devices for all staff within the Trust or personal devices while on Trust premises or business

## Policy requirement (see Section 2)

- Use of works mobile phones/ devices & conditions of use.
- Use of personal mobile phones.
- Legislation covering the use of mobile phones whilst driving.
- Staff Liabilities for mobile phone use.

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## 1: Introduction

### Rationale (why)

Mobile phones and mobile network devices have brought about considerable changes in the ways in which people communicate with each other. Whilst there are undoubtedly benefits brought about by these technologies, there are also risks and problems associated with their use in work and healthcare settings.

The reason for this policy is to ensure that the use of mobile phones and other mobile network devices are used appropriately supporting the aims of the Trust and does not compromise service user confidentiality or effectiveness of Trust.

### Scope (when, where and who)

This policy relates to all staff on all occasions for all mobile network devices, including personal devices, when they are at work (including on call responsibilities) Whilst reference within this policy is to 'mobile phones', this should be recognised to include other mobile network devices, including Tablet, smartphones, PDA's and digital recorders. The Trusts' main mobile service provider is EE.

### Principles (beliefs)

Mobile phones should never be used in ways which prejudice the service provided to service users. The Trust will support the use of mobile phones by staff where this supports its role as an employer (e.g. health and safety) or may provide a number of benefits to users and staff for use during work. Inappropriate use of mobile phones or devices can include infringement of patient and staff rights, dignity and confidentiality.

## 2: The Policy

Staff should be offered a Trust mobile phone where this is required to support their duties, see criteria for issue of devices in Section 3. All requests for mobile phones will be supported by the appropriate ICT request form, which will be authorised by the budget holder and only where the criteria below has been applied and justified.

Staff must **NOT** use mobile phones or mobile device whilst driving.

Staffs Own Personal mobile phones/ devices must never be used to take pictures/ recordings of any person or activity at work as this constitutes a breach of confidentiality and privacy leading to possible professional misconduct hearings. No patient information should be held on a member of staff's own personal mobile phone or device.

## 3: The Procedure

### 3.1 Criteria for the Issue of Mobile Telephones

The allocation of mobile phone should be kept to a minimum and only allocated on the basis of assessed business need. The following criteria will be used for the allocation of a mobile phone:

- 3.1.1 Where a manager feels that for efficient communication with team members a mobile phone would be required.
- 3.1.2 Where it is deemed that the use of a mobile phone is required for the performance of duties e.g. on-call.
- 3.1.3 Clinical staff that are required to have a secure digital diary.

### **3.2 Issuing of Mobile Phones**

- 3.2.1 The elected mobile phones provider for the Trust is currently EE. All mobile phones issued by BSMHFT will be connected to the EE Network, unless specifically agreed by The ICT Department.
- 3.2.2 The make and model of mobile phone will be selected by the ICT Department to fit the needs of the user and options driven by business need..
- 3.2.3 Picture messaging (MMS) will be barred on all Trust mobile phones.
- 3.2.4 All mobile phones will be requested by the appropriate Budget Holder via the ICT Department, using the approved "ICT Request Form", see Appendix 5.
- 3.2.5 All mobile phones will be ordered by the ICT Department.
- 3.2.6 All mobile phones will be configured to restrict their operation to the United Kingdom only, excluding premium rate services. Except in the case of 3.2.7
- 3.2.7 International Roaming on BSMHFT mobile phones is controlled by the ICT Department and will only be authorised via written request from the appropriate Budget holder. International Roaming is provided on a single trip basis and for the specific duration required after which the facility will be disabled. A minimum of 5 working days' notice applies to all requests for International Roaming.
- 3.2.8 The cost and use of all mobile phones will be monitored by the ICT and unusual or exceptional activity reported to the respective budget holder for further investigation.
- 3.2.9 Where appropriate, non-standard Trust mobile phones or software may be provided for staff with specific requirements. This facility is accessed on an individual basis to ensure that the most suitable solution is provided for the user. Where this service is required, ICT should be contacted.

### **3.3 Conditions of use**

- 3.3.1 As a member of The Birmingham and Solihull Mental Health NHS Foundation Trust, taking receipt of a BSMHFT Mobile Telephone confirms that you fully accept the Conditions of Use and the Birmingham and Solihull Mental Health NHS Trust's Mobile Phone Policy.
- 3.3.2 Mobile phones that are made available to staff in the course of their duties are intended primarily for BSMHFT business use only. If however, the telephone is used for personal calls, they must be paid for (See appendix 5). Staff should not use the Trust phone to access the internet for personal use, Staff should not tether( connect) the Trust device to personal devices to gain internet access on the personal device
- 3.3.3 The Mobile Phone and accessories remains at all times the property of BSMHFT. Trust mobile telephones can only be issued to or held by employees of Birmingham

and Solihull Mental Health Foundation Trust. Should a user cease to be employed by the Trust at any point then the Mobile Phone must be returned to the Budget Holder/line Manager and if it is no longer required, immediately to the ICT Department. It will not be permissible to transfer the mobile number to private ownership.

- 3.3.4 Any personal information added on to your corporate device is at your own risk. It is the user's responsibility to remove any personal data.
- 3.3.5 Trust mobile devices are provided with a monthly data allowance of 2GB. This agreed allowance forms part of BSMHFT's contract with the provider. The amount of UK data has been set higher than any foreseen business need. It is very unlikely that a user would exceed this allowance. ICT monitor data usage and mobile phones that exceed the Trusts monthly limit are reported to budget holder and recharged the appropriate amount, mobile phones that exceed the allowance may be moved to a more appropriate tariff with additional costs to the service or have data services removed.
- 3.3.6 Internet and E-mail access via a mobile phone is subject to the same policies as a Trust desktop (ICT policy).
- 3.3.7 Only applications approved by the Trust should be downloaded to mobile phones.
- 3.3.8 Staff should change the default mobile phone password. Instructions on how to change a password can be found in appendix 6
- 3.3.9 Breach of the policy could result in a staff's work mobile phone being withdrawn.
- 3.3.10 In the event of a mobile phone user's actions amount to an abuse of the mobile phone policy this will be treated as misconduct. Please refer to the Trusts Disciplinary policy.
- 3.3.11 Staff taking their work mobile phone out of the UK must have written agreement from their line manager. The Line manager / budget holder will need to inform ICT and approve the activation of international voice and if required Data Roaming with an international data package and associated costs. ICT will need the following information.  
User name, Trust Mobile Number, dates the device requires international roaming and destination (as different regions have different data package costs)

### **3.4 Use of Personal Phones for Personal Use**

Where individuals wish to carry and use their own mobile phone for personal use whilst on BSMHFT property, in areas where this is allowed:

- 3.4.1 Staff must ensure that the phone is only used during break periods or in emergency situations (e.g. child care) and that the phone does not disrupt performance of their duties or of any other member of staff
- 3.4.2 Staff should take steps to ensure that their phone cannot be misappropriated or misused and that their personal number is not issued to any service user.
- 3.4.3 Any personal mobile phones that are brought onto Trust premises are the responsibility of the individual. The Trust is not responsible for any loss or damage which may result from doing so.

3.4.4 Personal phones cameras must never be used.

3.4.5 Personal mobile phones are prohibited in specific clinical areas.

### 3.5 Lost or Stolen Trust Mobile Telephones

3.5.1 If a Trust mobile phone is lost or stolen, the loss must be reported immediately to the ICT service desk.

The loss of the mobile phone must then be reported to the Police and a Crime Reference Number obtained in order to get the mobile phone replaced.

3.5.2 The request for a replacement mobile phone may be made by the budget holder using the appropriate form, which is available on the Trust Intranet, see Appendix 4. The cost of replacing the mobile phone will be met by the Budget Holder.

3.5.3 Where a mobile phone has been recovered after being suspended, the user must contact the ICT Department to have the service reinstated.

## 4: Responsibilities

Post(s)	Responsibilities	Ref
All Staff	Adhere to the mobile phone conditions of use	3.3
	Mobile phones must not use whilst driving,	Appendix 3
	Should respect the privacy and dignity of other staff and service users and ensure that any phone is not used in a way which infringes rules of confidentiality, privacy, respect and dignity	
	Should follow local arrangements in relation to areas where mobile phones are not permitted	
	Although BSMHFT does not in any way encourage the use of Trust mobile phones to make private calls, it is recognised that due to certain circumstances, it is occasionally necessary to make private calls on the BSMHFT mobile phone. These occasions must be kept to a minimum and all private calls or SMS messages must be identified and paid for. Mobile phones will be subject to audit and those staff not reimbursing the Trust may have the mobile phone withdrawn and the member of staff may be subject to disciplinary action, see Appendix 6.	3.3.2
	Imaging capabilities such as, cameras, video recording etc., on your Trust mobile handsets should follow the Trust guide lines on camera usage Text messaging should be used with extreme caution when dealing with clinical issues because of the potential for misunderstanding. A note should always be made in the service user care	

	record in relation to any text communication which clearly indicate the content and the fact that it was sent by BSMHFT. Documented informed consent would be needed from the service user to use text messaging as a means of contact.	
	Devices capable of downloading data should not be used to download/ stream video or audio files from the Internet, unless agreed by the ICT Department	
	Where available staff should connect mobile phones to a wifi network to reduce mobile data usage	
	Trust Mobile phones should not be used to access the internet for personal use or connect personal devices to the Internet	
	Staff should monitor the data download allowance and where possible remain within the Trust limit of 2GB per month.	<b>3.3.4</b>
	Staff must not take a BSMHFT mobile device abroad without written permission from the appropriate service director.	
	If a Trust mobile phone is lost or stolen, the loss must be reported immediately to the ICT service desk.	<b>Section 3.5</b>
<b>ICT</b>	Monitor mobile phone use and report excessive usage to the user and line manager.	
	Monitor Mobile data use and where a user has exceeded the Trusts monthly data use allowance (2GB) make the user and Line manager aware and recharge the appropriate costs to the correct budget holder or move the user mobile device to a more appropriate tariff.	
<b>Budget Holders/ Line Managers</b>	To update ICT with mobile phone user details when a device user changes ( <b>ICT Change of details form</b> )	
	Unused mobile phones should be returned to ICT. See appendix 8	

## 5: Development and Consultation process:

Consultation summary		
Date policy issued for consultation		July 2024
Number of versions produced for consultation		1
Committees / meetings where policy formally discussed		Date(s)
ICT Managers Meeting		June 24
Where received	Summary of feedback	Actions / Response

## 6: Reference documents

Gov.uk – Using a mobile phone, Sat Nav or other device when driving.  
Occupational Road Safety Alliance  
The Highway code.  
ICT Policy (IG01)

## 7: Bibliography

None

## 8: Glossary

BSMHFT / Trust: Birmingham & Solihull Mental Health NHS Foundation Trust

User: Member of staff issued with mobile phone.

Mobile Phone: Mobile Telephone or device connected to a mobile operator service (EE, Vodafone or O2 for example)

Business calls: Any call made by the User in the pursuance of his or her duties as an employee or representative of the Trust.

Personal/Private calls: Calls that are not made for the benefit of the Trust.

Data allowance: The amount of data which can be used in a monthly billing cycle. The Trusts billing start date for Mobile use is the 9th of every month and the current data use limit is 1GB per mobile connection.



## 9: Audit and assurance

Element to be monitored	Lead	Tool
Mobile phone use	ICT Service Delivery Manager	EE Billing Portal
Mobile devices not used in over 90 days	ICT Service Delivery Manager	Blackberry Enterprise Service (BES)
Lost and Stolen devices	ICT Service Delivery Manager	Microsoft Service manager
Eclipse for any mobile phone/ network issues	ICT Service Delivery Manager	Eclipse

## 10: Appendix

## Appendix 1 - Equality Analysis Screening Form

### Equality Analysis Screening Form

A word version of this document can be found on the HR support pages on Connect

<http://connect/corporate/humanresources/management/support/Pages/default.aspx>

<b>Title of Policy</b>	Mobile phone and mobile network policy		
<b>Person Completing this policy</b>	Mark Thornton	<b>Role or title</b>	ICT Operations Manager
<b>Division</b>	Corporate	<b>Service Area</b>	ICT
<b>Date Started</b>	12/06/2024	<b>Date completed</b>	12/06/2024
<b>Main purpose and aims of the policy and how it fits in with the wider strategic aims and objectives of the organisation.</b>			
The Trust Mobile phone policy has been developed to protect the Trust, Trust employees and Trust information. The aim of the policy it to establish processes on appropriate issuing and safe methods for using Trust mobile devices using mobile networks. Use of personal phones while at work.			
The Policy informs Trust staff of the approved methods and processes for obtaining and using Trust mobile devices and use of personal phones whilst at work			
<b>Who will benefit from the proposal?</b>			
Staff with BSMHFT Mobile devices			
<b>Does the policy affect service users, employees or the wider community?</b> <i>Add any data you have on the groups affected split by Protected characteristic in the boxes below. Highlight how you have used the data to reduce any noted inequalities going forward</i>			
Staff			
<b>Does the policy significantly affect service delivery, business processes or policy?</b> <i>How will these reduce inequality?</i>			
No			
<b>Does it involve a significant commitment of resources?</b> <i>How will these reduce inequality?</i>			
No			

**Does the policy relate to an area where there are known inequalities? (e.g. seclusion, accessibility, recruitment & progression)**

No

**Impacts on different Personal Protected Characteristics – Helpful Questions:**

<p><i>Does this policy promote equality of opportunity?</i>  <i>Eliminate discrimination?</i>  <i>Eliminate harassment?</i>  <i>Eliminate victimisation?</i></p>	<p><i>Promote good community relations?</i>  <i>Promote positive attitudes towards disabled people?</i>  <i>Consider more favourable treatment of disabled people?</i>  <i>Promote involvement and consultation?</i>  <i>Protect and promote human rights?</i></p>
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**Please click in the relevant impact box and include relevant data**

Personal Protected Characteristic	No/Minimum Impact	Negative Impact	Positive Impact	Please list details or evidence of why there might be a positive, negative or no impact on protected characteristics.
<b>Age</b>	x			It is anticipated that age will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their age.
<p>Including children and people over 65                      Is it easy for someone of any age to find out about your service or access your policy?                      Are you able to justify the legal or lawful reasons when your service excludes certain age groups</p>				
<b>Disability</b>			x	It is anticipated that disability will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their disability. Section 3.2.9 Where appropriate, non-standard Trust mobile phones or software may be provided for staff with specific requirements. This facility is accessed on an individual basis to ensure that the most suitable solution is provided for the user. Where this service is required, ICT should be contacted.
<p>Including those with physical or sensory impairments, those with learning disabilities and those with mental health issues                      Do you currently monitor who has a disability so that you know how well your service is being used by people with a disability?                      Are you making reasonable adjustment to meet the needs of the staff, service users, carers and families?</p>				

<b>Gender</b>	x			It is anticipated that gender will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their gender.
This can include male and female or someone who has completed the gender reassignment process from one sex to another Do you have flexible working arrangements for either sex? Is it easier for either men or women to access your policy?				
<b>Marriage or Civil Partnerships</b>	x			It is anticipated that marriage or civil partnership will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their marriage or civil partnership.
People who are in a Civil Partnerships must be treated equally to married couples on a wide range of legal matters Are the documents and information provided for your service reflecting the appropriate terminology for marriage and civil partnerships?				
<b>Pregnancy or Maternity</b>	x			It is anticipated that pregnancy or maternity will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their pregnancy or maternity.
This includes women having a baby and women just after they have had a baby Does your service accommodate the needs of expectant and post natal mothers both as staff and service users? Can your service treat staff and patients with dignity and respect relation in to pregnancy and maternity?				
<b>Race or Ethnicity</b>	x			It is anticipated that race or ethnicity will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their race or ethnicity.
Including Gypsy or Roma people, Irish people, those of mixed heritage, asylum seekers and refugees What training does staff have to respond to the cultural needs of different ethnic groups? What arrangements are in place to communicate with people who do not have English as a first language?				
<b>Religion or Belief</b>	x			It is anticipated that religion or belief will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their religion or belief.
Including humanists and non-believers				

Is there easy access to a prayer or quiet room to your service delivery area? When organising events – Do you take necessary steps to make sure that spiritual requirements are met?			
<b>Sexual Orientation</b>	x		It is anticipated that sexual orientation will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their sexual orientation.
Including gay men, lesbians and bisexual people Does your service use visual images that could be people from any background or are the images mainly heterosexual couples? Does staff in your workplace feel comfortable about being 'out' or would office culture make them feel this might not be a good idea?			
<b>Transgender or Gender Reassignment</b>	x		It is anticipated that transgender or gender reassignment will not have an impact in terms of discrimination as this policy ensures that all affected by this should be treated in a fair, reasonable and consistent manner irrespective of their transgender or gender reassignment.
This will include people who are in the process of or in a care pathway changing from one gender to another Have you considered the possible needs of transgender staff and service users in the development of your policy or service?			
<b>Human Rights</b>	x		This policy is written to promote remove any discrimination to ensure that everyone can fulfil their full potential within a Trust that is inclusive, compassionate, and committed. This is keeping in line with our Trust values, the NHS People's Plan commitment to equality, diversity and inclusion and reflects the provisions of the Equality Act 2010. This policy applies to <b>all</b> , including applicants applying for a job, staff including agency, bank and volunteers,
Affecting someone's right to Life, Dignity and Respect? Caring for other people or protecting them from danger? The detention of an individual inadvertently or placing someone in a humiliating situation or position?			
<b>If a negative or disproportionate impact has been identified in any of the key areas would this difference be illegal / unlawful? I.e. Would it be discriminatory under anti-discrimination legislation. (The Equality Act 2010, Human Rights Act 1998)</b>			
		<b>No</b>	

What do you consider the level of negative impact to be?	High Impact	Medium Impact	Low Impact	No Impact
				X
<p>If the impact could be discriminatory in law, please contact the <b>Equality and Diversity Lead</b> immediately to determine the next course of action. If the negative impact is high a Full Equality Analysis will be required.</p>				
<p>If you are unsure how to answer the above questions, or if you have assessed the impact as medium, please seek further guidance from the <b>Equality and Diversity Lead</b> before proceeding.</p>				
<p>If the policy does not have a negative impact or the impact is considered low, reasonable or justifiable, then please complete the rest of the form below with any required redial actions, and forward to the <b>Equality and Diversity Lead</b>.</p>				
<p><b>Action Planning:</b></p>				
<p>How could you minimise or remove any negative impact identified even if this is of low significance?</p>				
<p>Leads will work to reduce any reported of detrimental impact experienced</p>				
<p>How will any impact or planned actions be monitored and reviewed?</p>				
<p>Feedback from reports of concern, Regular audits and policy updates and communications to ICT managers through meeting and committees</p>				
<p>How will you promote equal opportunity and advance equality by sharing good practice to have a positive impact other people as a result of their personal protected characteristic.</p>				
<p>The Policy will be promoted in ways accessible to all staff</p>				
<p>Please save and keep one copy and then send a copy with a copy of the policy to the Senior Equality and Diversity Lead at <a href="mailto:bsmhft.edi.queries@nhs.net">bsmhft.edi.queries@nhs.net</a>. The results will then be published on the Trust's website. Please ensure that any resulting actions are incorporated into Divisional or Service planning and monitored on a regular basis</p>				

## **Appendix 2 – Efficient Use of Mobile Devices**

On allocating each mobile device detailed information is collated in reference to the elements, which make up the mobile telephone, such as serial numbers and security data. In the event of a mobile telephone being lost or stolen, the service to this mobile phone is ceased and the associated equipment “black listed” and rendered unusable. For this reason, under no circumstances should any components of the mobile telephone be changed from one handset to another. If difficulties are being experienced with the equipment, it should be returned to the ICT Dept. where the issue can be resolved quickly.

If you have the voicemail facility enabled on your mobile phone, you should keep your outgoing message regularly updated and inform callers of your current status, in meetings, on leave or unable to access your messages for extended periods.

When staff leaves a department or the nominated user of a mobile telephone changes, the ICT Department must be notified by the Budget holder or their nominated officer. This is done by completing the change of mobile details form found on the Trust Intranet. The Mobile Telephone Database will be updated to reflect the changes and the Finance Department informed to accommodate any budgetary implications.

## Appendix 3 – Driving and the Use of Mobile Phones

See below Information from gov.uk website:

### Using a phone, sat nav or another device when driving

It is illegal to hold and use a phone, sat nav, tablet, or any device that can send or receive data, while driving or riding a motorcycle.

This means you must not use a device in your hand for any reason, whether online or offline. For example, you must not text, make calls, take photos or videos, or browse the web.

The law still applies to you if you are:

- Stopped at traffic lights
- Queuing in traffic
- Supervising a learner driver
- Driving a car that turns off the engine when you stop moving
- Holding and using a device that's offline or in flight mode.

### Exceptions

You can use a device held in your hand if:

- You need to call 999 or 112 in an emergency and it's unsafe or impractical to stop
- You're **safely parked**
- You're making a contactless payment in a vehicle that is not moving, for example at a drive-through restaurant
- You're using the device to park your vehicle remotely.

### Using devices hands-free

You can use devices with hands-free access, as long as you do not hold them at any time during usage. Hands-free access means using, for example:

- A Bluetooth headset
- Voice command
- A dashboard holder or mat
- A windscreen mount
- A built-in sat nav.

The device must not block your view of the road and traffic ahead.

### Staying in full control of your vehicle

You must **stay in full control of your vehicle** at all times. The **police can stop you** if they think you're not in control because you're distracted and you can be prosecuted.

### Penalties

You can get 6 penalty points and a £200 fine if you hold and use a phone, sat nav, tablet, or any device that can send and receive data while driving or riding a motorcycle.

You'll also lose your licence if you **passed your driving test in the last 2 years**.

You can get 3 penalty points if you do not have a full view of the road and traffic ahead or proper control of the vehicle.



You can also be taken to court where you can:

- Be **banned from driving or riding**
- Get a maximum fine of £1,000 (£2,500 if you're driving a lorry or bus)

Birmingham and Solihull Mental Health NHS Foundation Trust staff must not make or receive a call on a mobile phone or communication device (whether hands held or hands free) as the driver of a vehicle unless it is parked in a safe place and the engine switched off or you need to call 999 or 112 in an emergency and it's unsafe or impractical to stop.

No line manager shall require an employee to make or receive a call on a mobile phone or communication device whilst driving.

Mobile phones must be switched off before driving commences.

### **Driving for work; Mobile Phones (summarised from RoSPA Driving for Work)**

A substantial body of research shows that using a hand-held or hands-free mobile phone while driving is a significant distraction, and substantially increases the risk of the driver crashing. Drivers who use a mobile phone, whether hand-held or hands-free:

- Are much less aware of what's happening on the road around them
- Fail to see road signs.
- Fail to maintain proper lane position and steady speed.
- Are more likely to 'tailgate' the vehicle in front.
- React more slowly, take longer to brake and longer to stop.
- Are more likely to enter unsafe gaps in traffic and.
- Feel more stressed and frustrated.

They are also four times more likely to crash, injuring or killing themselves and other people.

Using a hands-free phone while driving does not significantly reduce the risks, this is because the problems are caused mainly by the mental distraction and divided attention of taking part in a phone conversation at the same time as driving.

The Department for Transport recommends the following guidelines for the safe use of mobile phones in cars:

**Keep your mobile phone switched off when you're driving** – you can use voicemail, a message service or call diversion to pick up your messages at the end of your journey.

**If you need to use your mobile phone, stop in a safe place** – don't stop on the hard shoulder of a motorway unless it's an emergency.

**Avoid using a hands-free device** – these can be just as distracting as handheld phones.

The Highway Code rule 149 and 150 Mobile phones and in-vehicle technology states:

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You **MUST** exercise proper control of your vehicle at all times. You **MUST NOT** use a hand-held mobile phone, or similar device, capable of interactive communication (such as a tablet) for any purpose when driving or when supervising a learner driver. This ban covers all use of a hand-held interactive communication device and it applies even when the interactive communication

capability is turned off or unavailable. You **MUST NOT** pick up the phone or similar device while driving to dial a number and then put it in the cradle for the duration of the conversation. You **MUST NOT** pick up and use your hand-held phone or similar device while stationary in traffic.

There is an exception to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop. There is also an exception if you are using a hand-held mobile phone or similar device to make a contactless payment at a contactless payment terminal. Your vehicle **MUST** be stationary, and the goods or services **MUST** be received at the same time as, or after, the contactless payment.

Never use a hand-held microphone when driving. Using hands-free equipment is also likely to distract your attention from the road. It is far safer not to use any telephone or similar device while you are driving or riding - find a safe place to stop first or use the voicemail facility and listen to messages later.

You may park your vehicle using a handheld remote control app or device. The app or device **MUST** be legal, and you should not put other people in danger when you use it.

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There is a danger of driver distraction being caused by in-vehicle systems such as satellite navigation systems, congestion warning systems, PCs, multi-media, etc. You **MUST** exercise proper control of your vehicle at all times. Do not rely on driver assistance systems such as cruise control or lane departure warnings. They are available to assist but you should not reduce your concentration levels. Do not be distracted by maps or screen-based information (such as navigation or vehicle management systems) while driving or riding. If necessary find a safe place to stop.

As the driver, you are still responsible for the vehicle if you use a driver assistance system (like motorway assist). This is also the case if you use a hand-held remote control parking app or device. You **MUST** have full control over these systems at all times.

## Appendix 4 – Mobile Device Request Form

The current form is available on the ICT Self-Service portal , see link:

[ICT Support \(sharepoint.com\)](#)

## **Appendix 5 – Personal Calls**

To pay for personal calls please e-mail ICT at [requestforchange@bsmhft.nhs.uk](mailto:requestforchange@bsmhft.nhs.uk)

Please provide.

Your name

Mobile phone number

Period billing report is required for.

Personal numbers called.

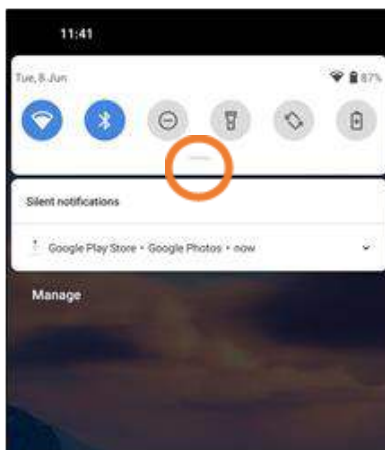
Upon receipt of report please pay outstanding amount at one of the Trusts General offices using the cost code provided

## Appendix 6 – Change of default mobile password on a Trust smartphone

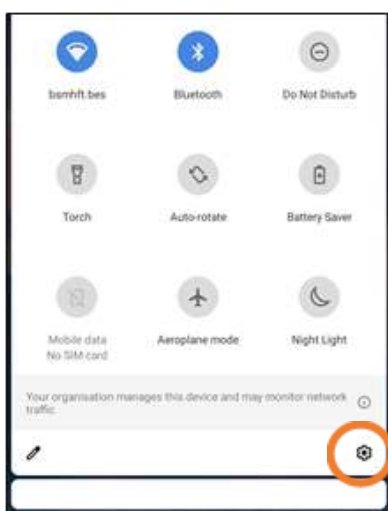
### Change Nokia Password



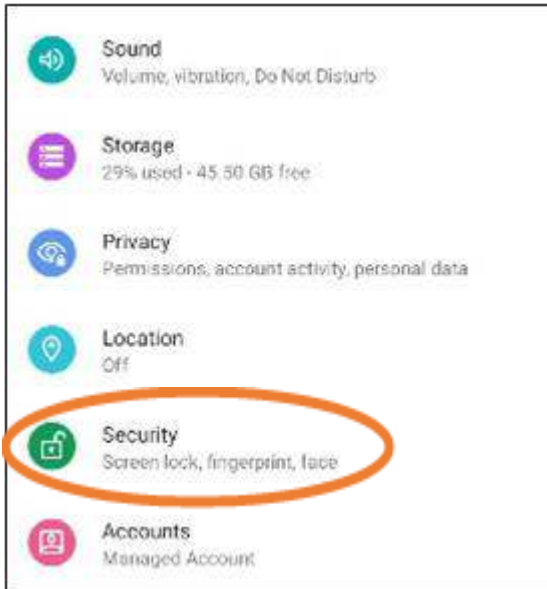
1: From the home screen, swipe down from the top of the screen to show the notification bar.



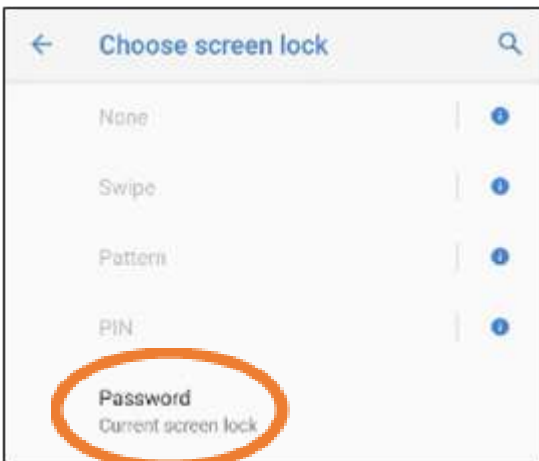
2: Then swipe down from the center of the notification bar to expand the menu.



3: Select the **settings** icon in the bottom right of the expanded menu to enter the phone settings menu.



4: Scroll through the settings menu and locate the 'Security' option.

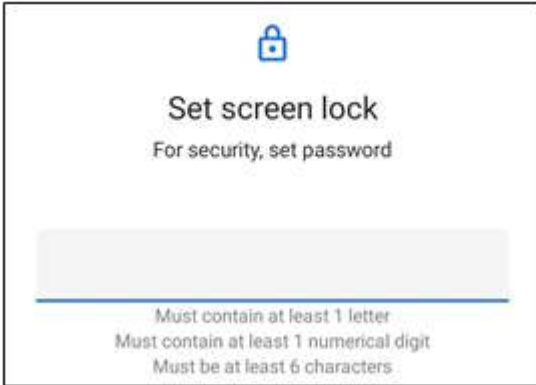
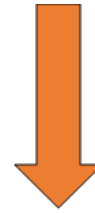


5. Then select the 'Password' option.

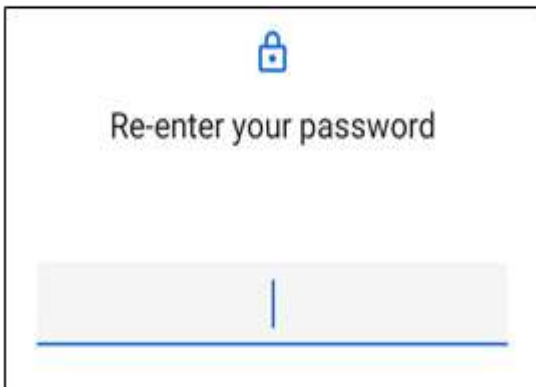


6. Locate the 'Device Security' section and select 'Screen Lock'

7: On the next screen enter the password that you are **currently using** to unlock the device.



8. Enter a new password for the device. You will use this password to unlock the device.



9. Finally re-enter the password you entered at step 7 to confirm the password change.

## **Appendix 7- Returning ICT Equipment.**

Where a nominated mobile telephone user ceases to be an employee of BSMHFT, they automatically fail to qualify as the user of a Trust mobile telephone. The mobile telephone and associated equipment must be retrieved by the budget holder or nominated officer.

Prior to the departure of the staff member, and if the device is no longer required, it must be returned to the ICT Department. If the mobile phone is to be issued to a different member of staff, it may be retained by the budget holder in a safe place for up to **30 days**, if not reallocated within this period the device should be returned to ICT. Details of the new user must then be forwarded to the ICT Department.