



## Review Sheet




Last  
Reviewed  
19 Dec 2024



Last  
Amended  
19 Dec 2024



This policy will be reviewed as needs require or at the following interval:  
Annual

Business Impact:	 <p>Minimal action required. Circulate information amongst relevant parties.</p>
Reason for this Review:	Scheduled review
Changes Made:	Yes
Summary:	This Mobile Phone and Portable Device Use Policy and Procedure provides guidance and support on the mobile phones and other portable devices and the requirements in place. It has been reviewed with no significant changes. Underpinning knowledge and further reading reference links have also been checked and updated.
Relevant Legislation:	<ul style="list-style-type: none"> <li>• The Care Act 2014</li> <li>• Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015</li> <li>• Health and Safety at Work etc. Act 1974</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• Data Protection Act 2018</li> <li>• UK GDPR</li> <li>• Corporate Manslaughter and Corporate Homicide Act 2007</li> </ul>
Underpinning Knowledge:	<ul style="list-style-type: none"> <li>• Author: ICO, (2024), UK GDPR guidance and resources [Online] Available from: <a href="https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/">https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/</a> [Accessed: 19/12/2024]</li> <li>• Author: GOV.UK, (2024), Using a phone, sat nav or other device when driving [Online] Available from: <a href="https://www.gov.uk/using-mobile-phones-when-driving-the-law">https://www.gov.uk/using-mobile-phones-when-driving-the-law</a> [Accessed: 19/12/2024]</li> </ul>
Suggested Action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



## 1. Purpose

**1.1** To detail the effective and safe use and management of mobile phones and portable devices supplied by AJ AND FRIENDS C.I.C. to staff for business use.

**1.2** To detail the effective and safe use and management of a staff member's personal mobile phones and portable devices where a business device is not issued.

**1.3** The term portable device for the purpose of this policy covers items such as:

- Laptops
- Tablets
- Smart watches
- Photo and video cameras
- Sat nav
- Sim cards
- USB devices
- Smart phones
- Power banks

As well as any other device that may be defined as a portable electronic device.

**1.4** To comply with legislation, regulation and best practice standards.

### 1.5

#### Key Question

#### Quality Statements

CARING	QSC2: Treating people as individuals
EFFECTIVE	QSE3: How staff, teams & services work together
SAFE	QSS3: Safeguarding
WELL-LED	QSW5: Governance, management and sustainability

### 1.6 Relevant Legislation

- The Care Act 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Data Protection Act 2018
- UK GDPR
- Corporate Manslaughter and Corporate Homicide Act 2007



## 2. Scope

**AJ AND FRIENDS C.I.C.**

AJ and Friends 6 Carlton Lane Centenary Building Hoylake Wirral Merseyside CH47 3DB

**2.1 Roles Affected:**

- All Staff

**2.2 People Affected:**

- V.I.Ps

**2.3 Stakeholders Affected:**

- Family
- Commissioners

**3. Objectives**

**3.1** The risk of accidental, unauthorised or inappropriate use of AJ AND FRIENDS C.I.C. mobile phones and portable devices is eliminated or reduced and there is full compliance with legislation with regard to the security and safety of the mobile phone and portable device.

**3.2** Staff have a working knowledge of their responsibilities in relation to the use of business or personal mobiles and portable devices for work related activity.

**4. Policy**

**4.1** AJ AND FRIENDS C.I.C. believes that effective communication systems are vital for a successful service. Mobile phones and some portable devices support robust communication channels.

**4.2** Business mobile phones and any allocated portable devices will be supplied to staff for use where identified for a specific job/work role at the discretion of AJ AND FRIENDS C.I.C..

Staff will be issued with a full copy of this policy and the Mobile Phones and Portable Devices Issue Agreement within the 'Forms' section of the policy. This must be signed before the equipment is handed over and only after checking that the current "Authority to Make Deductions from Wages" form has been correctly signed and returned to the office.

**4.3** Any equipment supplied will only be used for the purpose for which it is intended, which is to:

- Provide the necessary tools for the user and job role to be able to operate and function remotely
- Improve communications between staff at AJ AND FRIENDS C.I.C. outside of working hours, such as when on call
- Provide access to staff when away from AJ AND FRIENDS C.I.C. such as activity or pre-assessment visits

**4.4** Mobile phones supplied to staff by AJ AND FRIENDS C.I.C. must be carried by that person and switched on whilst they are on duty or on call. It is the responsibility of the staff member to ensure regular checks and maintenance of the devices are carried out to ensure they remain functional, secure and that the phone battery is charged sufficiently at all times.

**AJ AND FRIENDS C.I.C.**

AJ and Friends 6 Carlton Lane Centenary Building Hoylake Wirral Merseyside CH47 3DB

**4.5** Any equipment supplied by AJ AND FRIENDS C.I.C. remains the property of AJ AND FRIENDS C.I.C. and will only be used in accordance with this policy and procedure.

**4.6** Failure to adhere to any part of this policy and procedure, either by omission or commission, is a disciplinary offence and may lead to dismissal.

**4.7** All mobile phones/portable devices (Business or Personal) used as a work tool:

- Will be set with a secure password
- Will be updated regularly with the latest security patches and software updates
- Will only be used when driving if it is legal to do so. Bluetooth, hands free and the use of other technology that supports the safe use of mobile phones when driving must be used at all times
- Must be used safely and in line with the requirements of this policy
- Camera and voice recording facilities will only be used when consent is given
- AJ AND FRIENDS C.I.C. will ensure that consent and relevant security and data protection regulations and legislation are followed
- AJ AND FRIENDS C.I.C. will carry out confidentiality and data protection monitoring/spot checks as part of its data protection policies and procedures

**4.8** Where business mobile phones and portable devices are not issued by AJ AND FRIENDS C.I.C., staff may be required to use a personal device in relation to their work.

Any personal mobile phones and portable devices must be used safely and in line with the requirements of AJ AND FRIENDS C.I.C. detailed in this policy.



## 5. Procedure

### 5.1 Mobile Phone Conduct

Staff will ensure that, when using a mobile phone for any work purposes, conversations are kept confidential. If discussing V.I.P matters, the conversation must be made out of the hearing range of anyone not authorised to have the information.

Staff must not communicate over the phone in a manner which is not professional, or which is in any way harassing, intimidating or discriminatory towards others.

**5.2** The business mobile phone is strictly for business use only. Personal text messages and phone calls are not permitted, unless in exceptional circumstances and this must be discussed with Beverley Williams.

**5.3** On leaving employment, the staff member will, at the end of their last shift, return the business mobile phone and any supplied accessories to Beverley Williams. The staff member's P45 will not be issued until all equipment is returned.

**5.4** Staff must check the signal reception on the phone and familiarise themselves with signal black spots. Staff will follow lone working procedures.

The safekeeping of the business mobile phone is the responsibility of the staff member to which it was issued. The business mobile phone must not be given to anyone else unless in exceptional circumstances.

### 5.5 Text Messages

Staff may use speech calls or text messages from the business mobile phone. Data protection regulations and communication etiquette apply to the use of text messages.

**AJ AND FRIENDS C.I.C.**

AJ and Friends 6 Carlton Lane Centenary Building Hoylake Wirral Merseyside CH47 3DB

**5.6 Use of the Internet / Browsing the Internet**

- Where facilities allow, staff may make limited use of the Internet browsing capabilities of the business mobile phone strictly for the purposes of managing the business of AJ AND FRIENDS C.I.C. or sourcing information for the V.I.P. Staff are informed that the contract limits for Internet access are low, and that breaches of the limits may render the staff member liable to the full recovery of the costs of breaching the limit
- Where possible, Wi-Fi facilities will be accessed rather than the mobile network data. However, staff will not utilise the V.I.P's Wi-Fi
- Staff must refer to the Computer, Email and Internet Usage Policy and Procedure for further details

**5.7 Use of Public Wi-Fi**

Use of Public wi-fi should be regarded as a last alternative. There are two basic kinds of public Wi-Fi networks - secured and unsecured.

An unsecured network can be connected to within range and without any type of security feature like a password or login. Conversely, a secured network requires a user to agree to legal terms, register an account, or type in a password before connecting to the network. It may also require a fee or store purchase to gain access to the password or network.

Regardless of the connection type, **you should always use public Wi-Fi with caution.**

- **Do connect** to secured public networks whenever possible. In the event that you're unable to connect to a secured network, using an unsecured network would be permissible if the connection requires some sort of login or registration
- **Don't** access personal bank accounts or sensitive personal data on unsecured public networks. Even secured networks can be risky. Use your best judgment if you must access these accounts on public Wi-Fi
- **Don't** leave your laptop, tablet, or smartphone unattended in a public place. Even if you're working on a secure Wi-Fi network, that won't stop someone from taking your property or sneaking a peek at your device
- **Don't** shop online when using public Wi-Fi. Sure, shopping does not seem like it involves sensitive data, but making purchases online requires personal information that could include bank account and retailer login credentials. Shopping is not something you want to do on an unsecured Wi-Fi network
- **Do** turn off automatic connectivity. Most smartphones, laptops, and tablets have automatic connectivity settings, which allow you to seamlessly connect from one hotspot to the next. This is a convenient feature, but it can also connect your devices to networks you ordinarily would not use. Keep these settings turned off, especially when you're travelling to unfamiliar places
- **Do** monitor your Bluetooth connectivity. Bluetooth in the home is an amazing feature on many smart devices. However, leaving Bluetooth on while in public places can pose a huge risk to your cybersecurity. Bluetooth connectivity allows various devices to communicate with each other, and a hacker can look for open Bluetooth signals to gain access to your devices. Keep this function on your phone and other devices locked down when you leave your home, office, or similar secured area
- **Do** think about using a virtual private network (VPN) solution to ensure your privacy and anonymity are protected when you use public Wi-Fi. VPN services, like the new Norton Secure VPN, can encrypt all the data that you send and receive while using a public Wi-Fi hotspot, securing your information from other users of the same connection



**AJ AND FRIENDS C.I.C.**

AJ and Friends 6 Carlton Lane Centenary Building Hoylake Wirral Merseyside CH47 3DB

## 5.8 Use of Application Facilities

Any work related App must not be downloaded onto a business or personal mobile phone or portable device without the prior agreement that it is to be used for a work-related activity. The only exception to this is the QCS Mobile App for policies and procedures which will be readily available for staff to access.

## 5.9 Loss and/or Damage

In the event of loss or damage to any supplied business equipment which is thought to have been avoidable, the staff member may be liable for the cost of replacement or repair.

### In the Event of Loss

Any equipment / device that is used as a work tool in any capacity that is lost or stolen must be reported as soon as loss is discovered to Beverley Williams. This may require reporting under Data Breach regulations.

## 5.10 Personal Mobile Phone

Where staff are not issued with a business mobile phone and the use of a personal mobile phone is required for the role as outlined previously above, staff must adhere to the mobile phone conduct requirements within this policy as if they were using a business mobile phone.

All personal texts, calls and messages are not permitted during work hours unless in exceptional circumstances.

Staff will be required to download the QCS Management System App and have access to V.I.P information on their device. All information belonging to V.I.Ps must be kept confidential and in line with data protection requirements. Staff are liable for the loss or damage of their own personal mobile phone.

## 5.11 Use of Personal Portable Devices

Where staff at AJ AND FRIENDS C.I.C. have been approved to bring their own devices to work, for example to support meetings via video, mobile messaging and home working, where there is no practical alternative, reasonable steps must be taken to ensure that using their own device is safe. Staff must not use their own device unless first approved to do so by AJ AND FRIENDS C.I.C..

Staff at AJ AND FRIENDS C.I.C. must ensure that they set a strong password, use secure channels to communicate, e.g. tools/apps that use encryption, and ensure the device does not store personal/confidential V.I.P information, unless absolutely necessary, and that the appropriate security is in place.

Information must be safely transferred to the appropriate care record as soon as practical and the original deleted. In all video meetings UK GDPR / Data Protection Act laws and principles must be followed. Where work emails are linked to personal devices these must be managed in line with UK GDPR / Data Protection requirements and information must not be shared inappropriately. Staff can refer to the Computer, Email and Internet Usage Policy and Procedure at AJ AND FRIENDS C.I.C. for further information.

If personal portable devices are used to take photographs, as agreed by AJ AND FRIENDS C.I.C., this must be conducted in line with the Computer, Email and Internet Usage Policy and Procedure at AJ AND FRIENDS C.I.C..

**AJ AND FRIENDS C.I.C.**

AJ and Friends 6 Carlton Lane Centenary Building Hoylake Wirral Merseyside CH47 3DB

When a personal portable device is no longer used for work purposes all AJ AND FRIENDS C.I.C. information must be removed from the device. A weekly purge is recommended as best practice of all information that is no longer used or required. AJ AND FRIENDS C.I.C. is not responsible for maintaining or replacing privately owned devices.



## 6. Definitions

### 6.1 Mobile Applications (Apps)

- A mobile app is a software application developed specifically for use on small, wireless computing devices, such as smartphones and tablets, rather than desktop or laptop computers

### 6.2 Internet Browser

- An internet browser, also known as a web browser or simply a browser, is a software program that you use to access the Internet and view web pages on your mobile phone or computer



## 7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Where internet facilities are available, they will only be used for accessing V.I.P information and the QCS Mobile App
- Staff are responsible for ensuring that the phone is accessible during the agreed working hours as well as having a contingency plan in place for an absence of signal
- Effective communication systems are vital for a successful service. Mobile phones and portable devices are an aid to accessing staff when required in a timely manner
- Any form of written communication becomes a legal document; this includes text messages and staff must remain professional at all times when using a mobile phone or portable devices for business purposes



## 8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- AJ AND FRIENDS C.I.C. supplies some of its staff with mobile phones and/or portable devices. It ensures that staff are trained to use these professionally
- You can expect a smooth-running service where staff are accessible when you need them
- You can discuss any concerns in relation to this policy with Beverley Williams



## Further Reading

### THINK - Mobile Phones:

<https://www.think.gov.uk/>

### Get Safe Online:

<https://www.getsafeonline.org/>

### Crimestoppers:

<https://crimestoppers-uk.org/keeping-safe/personal-safety/mobile-phone-safety>

### OFCOM - Using apps safely and securely:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/safety-and-security/using-apps-safely-and-securely>



## Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- AJ AND FRIENDS C.I.C. carries out confidentiality and data protection monitoring and spot checks
- The wide understanding of the policy is enabled by proactive use of the QCS App
- Risk assessments are in place, and AJ AND FRIENDS C.I.C. ensures that these are regularly checked and updated, and that staff understand their obligations under the Health and Safety at Work Act
- Staff report effective communication when accessing colleagues, either when on call or outside of the service



## Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Mobile Phone and Portable Devices Agreement	To authorise the use of a business mobile phone and/or portable devices.	QCS



## Mobile Phone and Portable Devices Agreement

Allocation of Business Equipment			
Equipment Issued:			
Asset Number:		Issued to:	
Model:		Issue date:	
Phone Number:		Return Date:	
<b>Asset Description:</b> (Colour, Make, Marks, etc.)			
<b>Return, Loss, Damage or Other liability Notes:</b>			
Declarations	Yes	No	N/A
I have read the Mobile Phone and Portable Devices Use Policy and Procedure and I understand I am accepting the phone / portable device specified on this form on the basis that I abide by the policy in full. I understand that I may be liable for costs being deducted from my wages in accordance with the terms of this policy.			
I have read the Computer, Email and Internet Usage Policy and Procedure and I understand I must abide by the policy in full.			
I also understand that this agreement does not form part of my contract of employment.			

**AJ AND FRIENDS C.I.C.**

AJ and Friends 6 Carlton Lane Centenary Building Hoylake Wirral Merseyside CH47 3DB

Use of Personal Property for Work Purposes	Yes	No	N/A
Mobile			
Computer/Laptop/Other Portable device (specify)			
Phone product approved for use as a work tool			
<b>Give details of rationale for usage and any limitations</b>			
<b>Declarations</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
I have read the Mobile Phone and Portable Device Use Policy and Procedure and I understand I must abide by the policy in full.			
I have read the Computer, Email and Internet Usage Policy and Procedure and I understand I must abide by the policy in full.			
I also understand that this agreement does not form part of my contract of employment			

**AJ AND FRIENDS C.I.C.**

AJ and Friends 6 Carlton Lane Centenary Building Hoylake Wirral Merseyside CH47 3DB

Areas of Agreement Discussed		Yes	No	N/A
Copy of Mobile Phone and Portable Device Use Policy and Procedure Given				
Copy of Computer, Email and Internet Usage Policy and Procedure Given				
Mobile Phones and Driving Discussed				
Use of Personal portable devices discussed and these are used in line with this policy as a work device / tool where appropriate				
Taking of Pictures/Video Discussed				
Making of Voice recordings discussed				
Liability & Reporting Loss or Damage				
Confidentiality/UK GDPR/Data Protection discussed incl. Breaches				
Use of Apps				
Use of Wi-Fi/Internet/Email/Social Media				
Downloading Information and Deletion of Information				
<b>Name (Print):</b>		<b>Signed:</b>		
<b>Date:</b>		<b>Countersignature: (Issuing Manager)</b>		