



Personal Mobile Devices at Work Policy

Adult Social Care, Care & Support Service

Directorate:	Social Care, Health, and Housing (SCHH)		
Division & Service:	Adult Social Care – Care and Support		
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1. Introduction

- 1.1. The Council recognise that mobile devices have become an essential part of day to day life. In addition to making and receiving phone calls, they can be used to send and receive text messages, instant messages, emails, compose documents, search the internet, and take photographs and video.
- 1.2. Increased use of mobile devices has also introduced further risks. In the context of adult social care and the safeguarding of people who use our services, this means:
 - they can potentially be used to take and share images of people,
 - they can be a distraction from work - staff spending time on their phones or on social media rather than supporting people,
 - they can be disruptive in terms of productivity and concentration levels for staff
 - they can be a security vulnerability, e.g. viruses
 - they can be dangerous from a health and safety point of view
 - breaching confidentiality and data protection law under the Data Protection Act 2018 and General Data Protection Regulation 2016
- 1.3. There is a distinction between phones which the Council might provide for work purposes and the use of personal devices during working hours (which might or might not be used additionally for work purposes).
- 1.4. This policy document informs staff of their expected behaviour regarding the use and management of personal mobile devices whilst at work, and to ensure all Care and Support staff operate in line with the service values and within the law.
- 1.5. The principles of this policy will apply to all Care and Support service staff. In addition, there is further guidance for Linsell House and Reablement Service staff due to the nature of the service that they provide – [see appendices](#).
- 1.6. Failure to follow this policy may lead to formal action being taken in the form of disciplinary measures.

2. Definitions

- 2.1. For the purposes of this document, mobile devices include:
 - Mobile/Smart phone
 - Smart Watch
 - iPads/Tablets

3. Legislation and Regulatory Framework

- 3.1. The Council recognises its duty to ensure the safety of its staff and the people using its services and its responsibilities and to comply with the applicable health and safety laws. This includes ensuring the safety of staff when working off-site and when working alone.

A 'work' mobile phone is provided to staff members working in the community and specific roles in residential settings for use during working hours.

Relevant Legislation:

- Data Protection Act
- GDPR Regulations 2018
[Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/the-general-data-protection-regulation-gdpr)
- Health and Safety at Work Act 1974
- Road Traffic Act 1991

4. Roles and Responsibilities

Line Manager Responsibilities:

- 4.1. Ensuring staff have access to and understand the content of the Adult Social Care Mobile Device Policy.
- 4.2. Ensuring staff have access to and understand the content of any service specific mobile device guidelines.
- 4.3. Undertaking random checks/observations of staff whilst they are undertaking their duties to ensure that support staff are people focused.
- 4.4. Ensure that all staff follow the [Information Security](#) & [IT Acceptable Use](#) policies which can be accessed on the intranet.

Staff Responsibilities:

- 4.5. Ensuring the implementation of the Adult Social Care Mobile Device Policy and relevant service guidelines
- 4.6. Reporting any misuse of personal mobile device to the relevant line manager
- 4.7. Personal mobile phones/devices should under no circumstances be used for clinical purposes
- 4.8. Under no circumstances should personal mobile devices be used whilst staff are working with people using services
- 4.9. Follow the Information Security & IT Acceptable Use policies which can be accessed on the intranet Staff are responsible for the safety of their own personal devices

5. Principles of the Policy

Work Phones/Devices

- 5.1. The Council will provide mobile phones where appropriate to enable care staff to carry out their work effectively and efficiently.
- 5.2. When issued with a phone or device for work purposes, the staff member must ensure they read and follow the Central Bedfordshire Council [Information Security Policy](#) and [IT Acceptable Use policy which can be accessed on the intranet.](#)

- 5.3. Council issued phones can be used for work-related activity including care task recording, making work calls, for searching for work-related information on the internet, and for sending work-related texts or emails, etc. personal use is permitted in agreement with your Line Manager.
- 5.4. Mobile devices should not be used in any manner which would cause harassment or distress to any member of public or person using services.
- 5.5. When accessing the community there are work mobile phones that are available to use. All phones should have the senior staff members numbers stored that can be used to contact a member of the management team if required. It is the responsibility of the person to ensure that they have senior staff members numbers stored in the device

Personal/Electronic Devices

- 5.6. Whilst at work, staff should refrain from using their personal mobile phones/device
- 5.7. No personal mobile devices are to be carried by care staff during working hours unless agreed with senior managers – see [Service Specific Guidance](#).
- 5.8. Smart watches must not be used to take calls or receive messages while at work, these can be worn during working hours, but notifications must be turned off.
- 5.9. Personal devices should be locked away in lockers or bags as per the arrangement within the service area. Mobile devices MUST be kept secured and not left in hand reach of people.
- 5.10. Personal devices can be checked during break times and must be returned to lockers/storage after.
- 5.11. The Council understand that there may be times when contact needs to be made, on these occasions the main office number can be provided. In the event you are expecting a call for a medical appointment, you must make a manager aware of this.
- 5.12. Personal devices are not to be used to take photographs or videos of people using services.
- 5.13. There may be instances where a member of staff has the Council's authenticator application on their personal mobile phones in agreement with their manager and IT Security. On these occasions the mobile devices can be used to access Central Bedfordshire systems during working times but should be locked away outside of this and not be used for any other activity as set out in this document.
- 5.14. These principles always apply when at work, including in the community.

Personal Devices whilst driving

- 5.15. As a vehicle owner/user, you are required to fully comply with the government's Highway Code, Road Safety and Vehicle rules.
- 5.16. The use of a handheld mobile phone, or other hand-held device whilst driving is an offence (This includes periods when stopped at traffic lights, queuing in traffic and supervising a learner driver), which can result in points on your driving license and a fine incurred. This includes periods when the vehicle is stationary with the engine on.

- 5.17. Use of a suitable hands-free device is acceptable in law but not recommended. A driver may still risk prosecution for failing to have proper control of a vehicle if they use such a device when driving. Please refer to the [Highway Code rule 149 and 150](#)
- 5.18. Central Bedfordshire Council Employee [Conditions of Service](#) state:
- “It is the Council’s policy that you must not use either a handheld mobile phone or a hands-free unit when driving. This policy applies to you whether you drive Central Bedfordshire Council vehicles or use your own private vehicle for work purposes”
- 5.19. For this reason, staff should not use a mobile telephone (hand-held or hands-free) while driving any vehicle that is under their control during working time. It is recommended that all telephones be switched off or set to silent with voicemail active while driving to allow messages to be left if necessary.

6. Equality and Diversity

- 6.1. All SCHH policies are accompanied by an Equality Impact Assessment (EIA) (where applicable) and an implementation plan that sets out monitoring and reporting arrangements available in relation to this policy.
- 6.2. The Council will be proactive about putting in place arrangements to ensure that they do not unfairly discriminate against individuals on the grounds of their protected characteristics. Equality should be integral to the way in which any support is prioritised and delivered.

7. Related Policies

- 7.1. Relevant policies which are all accessible on the intranet:

- [IT Acceptable Use Policy](#)
- [Information Security Policy](#)
- [Data Protection Policy](#)
- [Lone Working Policy](#)
- [Driving for Work Policy](#)
- Code of Conduct - ASC

8. Evaluation and Review

- 8.1. This document will be reviewed in line with the relating policy document(s) or after 2 years.

9. Appendices

- 9.1. Service Specific Guidance where applicable:

- [Linsell House June 2022](#)
- [Reablement/UHFRS Service June 2022](#)