

Your Ref:
Our Ref: AB/
Please ask for: Alison Bluff
Direct Line: 01246 242528
Date: 17th January 2013

Dear Sir or Madam

You are hereby summoned to attend a reconvened meeting of the Union/Employee Consultation Committee of Bolsover District Council to be held in **the Council Chamber, Sherwood Lodge, Bolsover**, on Wednesday 30th January 2013 at 1100 hours.

For the convenience of both sides rooms are available for a pre-meeting prior to the Union/Employee Consultation Committee.

Council Side - Council Chamber @ 1000 hours
Unions - Committee Room 1 @1000 hours

Register of Members' Interest - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 2.

Yours faithfully



W. Lumley BSc, FCCA,
Chief Executive Officer

To: Chairman & Members of the Union Employee Consultation Committee

ACCESS FOR ALL

If you need help understanding this document or require a larger print or translation, please contact us on the following telephone number:-

 **01246 242505** **Democratic Services**
Minicom: 01246 242450 **Fax: 01246 242423**

RECONVENED UNION / EMPLOYEE CONSULTATION COMMITTEE

AGENDA

Wednesday 30th January 2013 at 1100 hours in

the Council Chamber, Sherwood Lodge, Bolsover

Item No.		Page No.(s)
PART 1 – OPEN ITEMS		
1.	To receive apologies for absence, if any.	
2.	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4 (b) of the Local Government Act 1972.	
3.	Members should declare the existence and nature of any personal or prejudicial interest in respect of:- a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and, if appropriate, withdraw from the meeting at the relevant time.	
4.	To approve the Minutes of a meeting held on 7 th June, 2012.	3 to 10
5.	Sickness Absence/Occupational Health Statistics July to September 2012.	11 to 14
6.	Mobile Phone Policy.	15 to 30
PART 2 – EXEMPT ITEMS <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a</i>		
<u>Exempt Paragraph 4</u>		
7.	Grievance – Matter of Principle.	31 to 34

UNION / EMPLOYEE CONSULTATION COMMITTEE

Minutes of a meeting of the Union/Employee Consultation Committee of the Bolsover District Council held in the Council Chamber, Sherwood Lodge, Bolsover, on Thursday 7th June, 2012 at 1100 hours.

PRESENT:-

Council Representatives:-

Councillors R.J. Bowler, K. Bowman, Mrs. P.M. Bowmer, J.A. Clifton, H.J. Gilmour, D. McGregor, A.M. Syrett, A.F. Tomlinson, E. Watts and G.O. Webster.

Unison Representatives:-

R. Farnsworth, R. Frisby, C. Hirst, A. Lowery and J. Woods.

Unite Representatives:-

T. Walker.

Officers:-

W. Lumley (Chief Executive Officer), S.E.A. Sternberg (Solicitor to the Council), H. Mitchell (Senior Human Resources Officer) and A. Bluff (Democratic Services Officer).

68. APOLOGIES

Apologies for absence were received from Councillors B.R. Murray-Carr and K. Reid and A. Grundy (Assistant Director of Human Resources and Payroll), Union Representatives I. Barber and S. Sambrook.

69. ELECTION OF CHAIR (MEMBER'S SIDE)

Moved by Councillor K. Bowman, seconded by Councillor A. F. Tomlinson
RESOLVED that Councillor E. Watts be elected Chair of Union/Employee Consultation Committee for the ensuing year.

Councillor E. Watts in the Chair

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70. APPOINTMENT OF VICE CHAIR (UNION SIDE)

Moved by R. Farnsworth, seconded by C. Hirst

RESOLVED that A. Lowery be appointed Vice Chair of Union/Employee Consultation Committee for the ensuing year.

71. URGENT ITEMS

There were no urgent items of business to consider.

72. DECLARATIONS OF INTEREST

There were no declarations of interest made.

73. TERMS OF REFERENCE

A Unison representative referred to points 3 and 4 under 'Consultation' in the Terms of Reference and requested that the ACAS definition of consultation be used instead. The ACAS definition describes that where there are issues and problems that require resolving, they are resolved jointly and resources are pooled to reach a solution. The Unison representative added that it was a more embracing definition of the word consultation.

In the absence of a copy of the ACAS definition of Consultation being circulated at the meeting, Members agreed that it be accepted, subject to their consideration outside of the meeting, and that it be submitted to the next meeting of UECC if there were any issues.

Moved by Councillor D. McGregor, seconded by Councillor A. F. Tomlinson

RESOLVED that points 3 and 4 under 'Consultation' be replaced with the ACAS definition of Consultation, subject to Members consideration outside of the meeting, and that it be submitted to the next meeting of UECC if there were any issues.

The Unison representative further stated that at paragraph 5, under 'Membership', it should be clarified that the chairmanship of the committee is rotated annually between the Employees side and Union side.

Moved by Councillor D. McGregor, seconded by Councillor A. F. Tomlinson

RESOLVED that at paragraph 5 under 'Membership', include the words "the chairmanship is rotated annually between the Employees side and the Union side".

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The Unison representative raised a query regarding the composition of membership of the Committee and that it had been previously suggested that both sides reduce their number of members.

A discussion took place.

The Solicitor to the Council advised the meeting that changing the membership of the Committee now would require referral back to Council with the proportionality of political seats looked at first.

A further discussion took place.

Members decided that membership of the Committee remains as agreed at Annual Council in May but a discussion takes place at a future date in the year to further consider reducing the membership.

Moved by Councillor D. McGregor, seconded by A. Lowery

RESOLVED that the membership of the Committee remains as agreed at Annual Council in May but a discussion takes place at a future date in the year to further consider reducing the membership.

(Head of Democratic Services (Annual Council))

74. MINUTES – 7TH MARCH 2012

Minute Number 956 – Union web page on the Council's Intranet

A Unison representative raised concern that it had been agreed at a previous meeting that the Unions would have their own intranet page on the Council's website but still no progress had been made on this issue. The Solicitor to the Council confirmed that she would arrange to see Unison to progress this.

Minute Number 958 – Minutes 8th February 2012 – Equalities Monitoring Report

The Chief Executive Officer referred to the end of paragraph one under minute 958 and stated that it was untrue that language had been used at his staff briefings to infer that the item on the budget savings proposals had been passed at Council on 15th February 2012 because the Unions had not attended the special meeting on 8th February.

Minute Number 964

Councillor Syrett queried if the Union had now provided feedback to the Employers side on the suggestion that the Equalities Monitoring report be presented annually at future meetings. The Unison representative replied that they had not provided feedback as they had not yet had the opportunity to speak to the new Assistant Director of Human Resources.

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Moved by Councillor D. McGregor, seconded by C. Hirst

RESOLVED that subject to the Chief Executive Officer's comments being noted, the minutes of a meeting held on 7th March 2012 be approved.

75. EQUALITIES MONITORING JANUARY 2012 TO MARCH 2012

The Senior Human Resources Officer presented a report in respect of Equalities Monitoring data for the period 1st January 2012 to 31st March 2012 on the Council's performance on equality issues in relation to its employment practices.

Apprentices:

Thirteen Apprenticeship vacancies were advertised in the period with 90 applications being received. 90 candidates were shortlisted and there were 30 successful candidates. On six occasions there was more than one successful candidate per vacancy. However, in comparison for the same period last year, there were no Apprenticeship vacancies advertised.

Permanent Employees:

Fourteen vacancies were advertised in the period (two of which were unfilled). 125 applications were received and 54 candidates shortlisted. There were 14 successful candidates. On three occasions there was more than one successful candidate per vacancy.

In comparison, for the same period last year, there were nine vacancies advertised, one unfilled, 178 applications received, 33 candidates shortlisted and 12 successful candidates. On one occasion there was more than one successful candidate per vacancy.

Training/Development:

253 places had been 'taken up' with regard to off the job training.

Discipline:

There were no disciplinary actions during the period.

Grievances (including Harassment/Bullying)

There were 9 grievances lodged during this period (one group of 7 employees).

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Labour Turnover:

There had been 48 leavers during the period, which included 9 Apprentices who had successfully completed the Apprenticeship Framework; and 28 employees transferred under TUPE to NEDDC.

Voluntary Leavers:

There had been 11 voluntary leavers during the period.

Dismissals:

There were no dismissals during the period.

Redundancies:

There were two redundancies during the period.

Ill Health Retirements:

There were no ill health retirements during the period.

Moved by Councillor E. Watts, seconded by C. Hirst

RESOLVED that the Equalities Monitoring Report for the period 1st January 2012 to 31st March 2012 be received.

76. SICKNESS ABSENCE/OCCUPATIONAL HEALTH STATISTICS 2011/12

The Senior Human Resources Officer presented an annual report in respect of Sickness Absence/Occupational Health Statistics for 2011/12.

The sickness absence target for 2011/12 was eight days with an out turn of 7.83 days compared to 7.97 days in 2010/11. A break down of the figures for 2011/12 by department and by long term/short term sickness absence was included in the report for Members information.

For Members information, the top three causes of sickness absence for 2010/11 and 2011/12 was included in the report along with a break down of the reasons for all long term sickness absence.

It was noted that ten routine health surveillance clinics had been held during the 2011/12 financial year and a break down of dates was included in the report.

Moved by Councillor E. Watts, seconded by C. Hirst

RESOLVED that the sickness absence/occupational health statistics report for the period 2011/12 be received.

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77. THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Moved by Councillor E. Watts, seconded by Councillor A. F. Tomlinson

RESOLVED that under Section 100(A) (4) of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items of business on the grounds that they may involve the likely disclosure of exempt information as defined in the stated Paragraph of Part 1 of Schedule 12A of the Act and it is not in the public interest for that to be revealed.

78. EXIT INFORMATION 1ST APRIL 2011 TO 31ST MARCH 2012

The Senior Human Resources Officer presented a report in respect of Exit Information regarding permanent employees leaving the Authority for the period 1st April 2011 to 31st March 2012, with comparisons for the period 1st April 2010 to 31st March 2011.

There were 13 leavers in the period 2010/11 and 18 leavers in the period 2011/12. A break down by department was provided for both these periods for Members information.

In 2010/11, two leavers returned their Exit Questionnaires and in 2011/12, seven leavers returned their Exit Questionnaires. A break down of the reasons provided by employees for leaving the Authority was also included in the report.

A Unison representative queried the number of leavers for Community and Street Services provided in the report which he believed was incorrect. The Senior Human Resources Officer replied that she would check the figure and contact the Unison representative directly.

Moved by C. Hirst, seconded by Councillor E. Watts

RESOLVED that the report be received.

79. DRAFT SOCIAL MEDIA POLICY EXEMPT PARAGRAPH 4

The Senior Human Resources Officer presented a report in respect of the draft Social Media Policy.

A Unison representative stated that the Unions welcomed and supported the policy as sensible guidance for employees. However, one concern had been raised with regard to the training being delivered on the general IT policy, which includes social media network, where the trainer was advising people not to put their employer down. The Unions would hope that the vast majority of employees would present a positive representation of the Council; most staff are proud to work for the Council and should be free to put who employs them as part of their profile. It does not affect

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the policy but the Unions would like to clarify with the trainer that they would rather it be a positive comment than a negative one.

A Unison representative stated that although she supported the policy she could not recall being consulted on it. The Chair replied that this would be noted.

Councillor Bowman queried if the reference to photos/video clips in the policy included photographs taken of Sherwood Lodge that appear in the local press which had been taken on the premises without apparent permission.

The Chief Executive Officer replied that this was a social media policy and a newspaper was not part of the social media scope.

A short discussion took place.

Moved by Councillor E. Watts, seconded by C. Hirst

RECOMMENDED that subject to the above feedback from the Unions, the draft Social Media Policy be referred to Council for approval.

(Assistant Director of Human Resources and Payroll/Head of Democratic Services)

80. **DRAFT RECRUITMENT AND SELECTION POLICY EXEMPT PARAGRAPH 4**

The Senior Human Resources Officer presented a report in respect of the draft Recruitment and Selection Policy. The policy was new and had been produced as a result of a recommendation from Internal Audit.

The Senior Human Resources Officer advised the meeting that where the report referred to "*the policy introduces one new aspect on page 51 (bottom bullet point)*", this should state "*...bottom bullet point of part 4 of page 46*" in the agenda. Further, the policy referred to Directors and Heads of Service and this would be changed to Directors, Assistant Joint Directors and Heads of Service.

A Unison representative stated that the Unison fully welcomed and supported the principle in the policy that suitable posts on Grades 1 and 2 are advertised as 'Apprenticeship First' posts but would like clarity on how the process will work. Who would be involved in the process in what determines what is a suitable grade 1 and 2 post and where and how are those decisions going to be made. The Union requests that a clear process is set out on how that decision is reached. The Senior Human Resources Officer replied that she would raise this with the Joint Assistant Director of Human Resources.

The Unison representative further stated that Unison requested that parts 1 to 4 is the Recruitment and Selection Policy and part 5 onwards is removed and that this is the procedure to implement the policy.

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Moved by Councillor E. Watts, seconded by C. Hirst

RESOLVED that (1) parts 1 to 4 is the Recruitment and Selection Policy,

(2) part 5 onwards be removed from the policy and becomes the procedure to implement the policy.

RECOMMENDED that subject to the above amendments, the draft Recruitment and Selection Policy be referred to Council for approval.

(Assistant Director of Human Resources and Payroll/Head of Democratic Services)

The meeting concluded at 1140 hours.

Committee:	Union Employee Consultation Committee	Agenda Item No.:	5
Date:	6 th December 2012	Category	
Subject:	Sickness Absence/Occupational Health Statistics July to September 2012	Status	Open
Report by:	Assistant Director – Human Resources		
Other Officers involved:	Human Resources Officer Senior Human Resources Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor. E. Watts, Leader of the Council		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation by providing monitoring information which can be used to shape future policy decisions

TARGETS

The subject matter of this report does not contribute to any specific targets in the Corporate Plan.

VALUE FOR MONEY

As this report relates to retrospective monitoring data value for money criteria is not applicable

THE REPORT

1. Sickness Absence/Occupational Health Referral Statistics July to September 2012 and 2011.

- 1.1 The sickness absence outturn for the second quarter of 2012 (July to September) is shown below, with comparisons for the same period during 2011:

July to September 2011	July to September 2012
2.39 days	2.51 days

The target for July to September 2012 was 2 days per FTE. A breakdown of these figures by department, and by long term/short term sickness absence, is attached at page * for information.

Whilst the number of days lost overall for the 2nd quarter of 2012 compared to the 2nd quarter of 2011 is the same, the increase in FTE days is largely due to a decrease in the average number of FTE employees during the period. Long term sickness has reduced by 42 days and short term sickness has reduced by 58 days.

The following sections have shown increases in long term sickness absence:-

- Revenues
- Leisure
- Street Services
- Housing (Repairs and Management)

The following sections have shown increases in short term sickness absence:-

- Revenues
- Housing (Repairs and Management)

Please see below in 1.2 the reasons for continuing absence in these areas. A breakdown of the total sickness figures into long term/short term sickness absence is shown below for information:-

	Long Term	Short Term
July to September 2011	1.52 days per FTE	0.86 days per FTE
July to September 2012	1.65 days per FTE	0.86 days per FTE

1.2 The outcome of occupational health referrals for the 2nd quarter of 2012, with comparisons for 2011 are shown below:

	July to September 2011	July to September 2012
Rehabilitated	7	11
Continuing	2	7
Ill Health Retirement	-	1
TOTAL	9	19

1.3 A breakdown of the reasons for all long term sickness absence is as follows:

Reasons for Long Term Sickness Absence July to September 2012		
Reason for Absence	No. of Employees Citing this Reason July to September 2011	No. of Employees Citing this Reason July to September 2012
Muscular Skeletal	6	6
Genito/Gynaechological	2	1
Stomach/Digestion	1	2
Heart/BP/Circulation	-	2
Neurological	-	2
Other	-	1
Back/Neck	-	2
Stress/Depression	-	3
TOTAL	9	19

1.4 The following routine health surveillance clinics have been held during July to September 2012:

- 8th August 2012
- 27th September 2012

and covered topics such as Hand Arm Vibration, audiometry and blood tests and Hepatitis B immunisation to 'at risk' groups in the current Hepatitis B programme.

There has been 1 employee undergoing counselling during this period.

ISSUES FOR CONSIDERATION

The report is for monitoring purposes only and there are no specific issues for consideration.

IMPLICATIONS

Financial : None

Legal : None

Human Resources : Compliance with employment legislation relating to managing sickness absence.

RECOMMENDATION

That the report be received.

ATTACHMENT: **Y (1)**

FILE REFERENCE: **N/A**

SOURCE DOCUMENT: **N/A**

BVPI12 - JULY TO SEPTEMBER 2012 LONG TERM/SHORT TERM SPLIT

DEPARTMENT	FTE	DAYS LOST	FTE DAYS	LONG TERM ABSENCE NO OF DAYS	SHORT TERM ABSENCE NO OF DAYS	LT ABSENCE PER FTE	ST ABSENCE PER FTE
CHIEF EXECS DIRECTORATE							
CHIEF EXECUTIVES AND PARTNERSHIP	6.50	2.5	0.385	0	2.5	0.000	0.385
STRATEGY/PERFORMANCE	10.60	4.5	0.425	0	4.5	0.000	0.425
HUMAN RESOURCES AND PAYROLL	10.00	6	0.600	0	6	0.000	0.600
APPRENTICES	39.50	61.5	1.557	29	32.5	0.734	0.823
DEMOCRATIC	10.10	8	0.792	0	8	0.000	0.792
LEGAL AND LAND CHARGES	8.69	18	2.071	0	18	0.000	2.071
RESOURCES DIRECTORATE							
FINANCE	9.52	1	0.105	0	1	0.000	0.105
PROCUREMENT	2.81	0	0.000	0	0	0.000	0.000
CUSTOMER SERVICE	24.14	84.5	3.500	61	23.5	2.527	0.973
REVENUES	38.17	56.5	1.480	15	41.5	0.393	1.087
HEALTH AND WELL BEING							
LEISURE	43.51	67	1.540	61	6	1.402	0.138
NEIGHBOURHOODS							
COMMUNITY SAFETY	11.00	0	0.000	0	0	0.000	0.000
STREET SERVICES	85.23	467	5.479	337	130	3.954	1.525
HOUSING (REPAIRS AND MANAGEMENT)	113.91	336.5	2.954	226	110.5	1.984	0.970
DEVELOPMENT							
PLANNING/HOUSING STRATEGY	18.10	19	1.050	18	1	0.994	0.055
REGENERATION	26.76	21	0.785	11	10	0.411	0.374
GRAND TOTAL	458.54	1153.00	2.51	758	395.00	1.653	0.861
Street Services include Depot Resources, Street Scene and Waste Services							
Housing includes Repairs and Maintenance and Supporting People Service							
Legal includes Land Charges							
Planning includes Housing Strategy							
Directors included as 50% in Leisure, Finance, Development Admin, CEPT, Street Services							
Assistant Directors included as 50% in Customer Service, Strategy/Performance, HR and Payroll, Legal, Finance, Leisure, Planning, Regeneration							

Committee:	Union Employee Consultation Committee	Agenda Item No.:	6
Date:	30 th January 2013 (6 th December, 2012)	Status	Open
Subject:	Mobile Phone Policy		
Report by:	ICT Manager		
Other Officers Involved	Assistant Director Strategy and Performance Technology Officer, Joint ICT Service		
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor D. McGregor, Portfolio Holder for Corporate Efficiencies.		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation by ensuring policies are fit for purpose.

TARGETS

No direct connection to specific targets but may contribute indirectly to all service plans and targets

VALUE FOR MONEY

Ensure appropriate equipment is deployed to staff to facilitate the efficient undertaking of their duties

THE REPORT

The current Mobile Phone policy is no longer fit for purpose due to changes in the technologies deployed and deployment of mobile working solutions. The revised policy addresses these issues and provides further guidance and clarity on best practice usage.

ISSUES/OPTIONS FOR CONSIDERATION

The adoption of the revised policy.

IMPLICATIONS

Financial: There are no financial implications arising directly from this report, however, the additional clarification on acceptable use should minimise additional usage charges

Legal: There are no legal issues arising directly from this report.

Human Resources: The new policy will provide additional clarity on what is acceptable use by employees of the Council's mobile phones.

RECOMMENDATION

That the revised Mobile Phone Policy be adopted within the Council

ATTACHMENTS: **Yes**
FILE REFERENCE: **None**
SOURCE DOCUMENT: ***MobilePolicy2012 (attached)***

BOLSOVER DISTRICT COUNCIL

Mobile Phones Policy

January 2012



This Policy addresses the following Corporate Aims:



The District of Bolsover Equalities Statement

The District of Bolsover is committed to equalities as an employer and in all the services provided to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminate all forms of discrimination in compliance with the Equality Strategy.

The Council also has due regard to eliminate racial discrimination and to proactively promote equality of opportunity and good relations between persons of different racial groups when performing its functions.

This document is available in large print and other formats from any of the Council Offices or by contacting the Chief Executives Directorate on 01246 242323. Please bear in mind we will need a few days to arrange this facility.

If you need help to read this document please do not hesitate to contact us.

Our Equality and Diversity Officer can be contacted via [Email](#) or by telephoning 01246 242407.

Minicom: 01246 242450

Fax: 01246 242423

CONTROL SHEET

Details of Document	Comments / Confirmation
Title	Mobile Phones Policy
Document type – i.e. draft or final version	Draft Version 0.8
Location of Policy	Intranet
Author of Policy	Craig Prothero – Technology Officer
Member route for Approval & Cabinet Member concerned	
Reviewed by Director of Strategy	
Date Risk Assessment completed	
Date Equality Impact Assessment approved	
Partnership Involvement (if applicable)	N/A
Policy Approved by	Council
Date Approved	
Policy Review Date	January 2014
Date forwarded to CSPD (to include on Intranet and Internet if applicable to the public)	

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Introduction

The use of mobile equipment has become an increasing part of many employees and Members jobs. The use of Mobile Phones Policy has been produced to provide guidance for the safe use of equipment, to provide regulation for the financial costs of devices and to ensure that employees and members are aware of their responsibilities when using the equipment.

This policy has been updated as Smartphone technology becomes more popular for users to do mobile working, and to take into account various smartphone Operating Systems.

2 Scope of the Policy

This Policy applies to all employees and elected members of the Council who use mobile telecommunication equipment. This covers mobile phones, handheld “personal digital assistants” (PDA’s) smartphones, and any similar devices. For the purpose of this policy, these will hereto be referred to as “mobiles”.

3 Principles of the Policy

The principles of this policy contribute directly to the following Corporate Aims:

Corporate Plan

Social Inclusion – promoting fairness, equality and lifelong learning

Strategic Organisational Development – continually improving our organisation

People Strategy

“To develop a flexible and high performing workforce by creating a culture which inspires, empowers and supports all the Council’s employees.”

4 Policy Statement

Misuse of mobile phones may be treated as a disciplinary offence.

4.1 Equipment Request

The Authority will provide mobile telephones for business use. Written requests should be made by the respective Assistant Director/Head of Service to the IT Strategy Group (via the CEO's Secretary) making a business case.

A business case is required for the ordering of any phones.

The Assistant Director/Head of Service or nominee will be required to attend the IT Strategy Group to answer any questions and justify the business case. The "type" of Mobile device ordered will depend on the anticipated usage and based on the following guidelines:

- If the phone is to be used "sparingly" e.g. for 10 minutes or less outgoing calls per month, then a Pay As You Go phone will be issued.
- If anticipated usage is more than this, a Contract phone will be issued.
- If 'Mobile Working' is required, a smartphone will be issued.
- Anticipated usage information should be provided to the IT Strategy Group.

Normally, the phones will be connected to a tariff that is 3 years long, £3 per month and includes Orange Care. If a smartphone has been identified for the user, a data package called "Orange World 500" will be added for an additional £4.25 per month. Staff using phones for the "Mobile Working Project" (for example Responsive Repairs", will also have the Bolsover MVPN added so that the phones are able to communicate with servers needed for repairs.¹

All mobile equipment must be purchased through ICT and will be ordered in line with the current Mobile contract. ICT will take account of the recommendations of the Health and Safety Officer, with regard to purchasing mobile devices with reasonable modifications for less abled users, such as large keys etc.

All mobiles will be connected to the Orange network unless a specific case is identified where the mobile needs to be connect to Vodafone.

4.2 Responsibility for Equipment

Each mobile phone will have a named custodian (usually a single user, but in the case of team phones one person should be nominated as the custodian) who will be accountable for the physical asset (but not the calls made on the phone). Their name will be entered on the database of mobile users maintained jointly by ICT and Finance.

It is the users responsibility for the backing up of any contacts on the phone incase the phone is lost, stolen or damaged. In the case of a smartphone, it is advisable for the

¹ Prices correct at time of writing

user to have all the contacts as “Outlook Contacts” so they can be easily synchronised to a replacement phone if this happens.

The Assistant Director/Head of Service will be responsible for the safekeeping of the telephone should the individual user return this for any reason. Examples of this could be the user going on long-term sickness, maternity leave or if the user leaves the Authority. The name of the person responsible must be notified to ICT.

Assistant Directors/Heads of Service have overall responsibility for ensuring the safe custody and appropriate usage, of mobile phones in their Department, in accordance with this policy. Similarly, they should periodically review usage to determine whether the mobile is on the correct tariff i.e. Contract or PAYG.

Any change of circumstances should be reported immediately to the ICT Service Desk by e-Mail e.g. a change in role, which may mean that a mobile is no longer required.

Loss or theft of a mobile phone must be reported to the ICT Service Desk immediately to allow the barring of the number and the cessation of service.

Mobiles should not be left in vehicles when unattended.

Mobiles can be recalled at any time by ICT for audit purposes and if a mobile is requested it needs to be returned to ICT within 5 working days.

4.2.1 Orange Care

All of the contract phones purchased via Orange are subject to Orange Care. This means that the phone is covered in the event of it being lost, stolen or accidentally damaged. Orange do reserve the right to not swap an accidentally damaged phone if it has been previously replaced due to accidental damage.

For Orange Care to be valid, the following rules need to be strictly adhered to:

- Under NO circumstances should users swap SIM cards in phones. Orange Care works by linking the SIM card number to the phone IMEI number, and if this is different to the Orange database, Orange Care is no longer valid and any damaged to be repaired will be at a cost to the council.
- Any damage or lost phones needs to be reported to IT as soon as possible, and within 24 hours
- If the phone is lost or stolen, contact ICT immediately so a bar can be placed on the number to prevent malicious calls
- A phone can only be replaced under Orange Care when stolen with a valid Crime Incident Number
- All details of any damage or how the phone was lost need to be reported
 - What time it occurred
 - Where it occurred
 - How it occurred

4.3 Use of Equipment

4.3.1 Calls

To minimise cost the use of any mobile phone should be kept to the minimum and landlines used where possible.

With the standard Orange contract that is used, calls to other work Orange mobiles are inclusive. It is therefore advised that the work mobile is used when calling another work mobile instead of a landline. In other instances, to minimise call costs, landlines should be used where possible. See appendix 7.1 Best Call Practises on page 29 for a breakdown of best call practises.

4.3.2 Text and Picture Messages

In particular, use of SMS and MMS (picture messages) should be kept to a minimum as unlike domestic tariffs, there is no 'inclusive' text messages, **so all messages are chargeable.**

Therefore, text messages should **ONLY** be sent when the ability to call someone isn't an option.

Under NO circumstances should joke or 'chain' messages be forwarded from the phone. This will constitute a breach of the policy as is the equivalent to sending out spam messages via email.

4.3.3 Personal Use

Personal use of all telephones (mobiles and landlines) is restricted. Council owned equipment is provided for employees for business purposes to enable them to carry out their day-to-day duties. Telephones are not provided for social use. However, it is recognised, that on occasions it is necessary for employees to make emergency/short personal calls during normal office hours. These calls must be confined, wherever possible, to non working time, i.e. break times/out of office hours.

4.3.4 Smartphones and 'Apps'

Under no circumstances may 'Apps' be downloaded onto the phone. These can pose serious security risks to Authority data and any users found to have downloaded any apps will be treated as a disciplinary offence.

Employees and elected members who use PDA's and mobile phones for the purpose of sending e-mails and browsing the internet will be governed by the same standards as the Corporate IT Security Policy and Internet and Email policies, copies of which can be found at:

http://intranet/intranet/images/pdfs/Policies/it_security_policy_2009.pdf

And

http://intranet/intranet/images/pdfs/Policies/email_internet_use_policy_2009.pdf

4.3.5 Camera Phones

Use of mobile devices with camera and video capabilities should be limited to business purposes only.

4.3.6 Web Browsing

Web browsing from a mobile phone is prohibited.

4.3.7 Wireless and Bluetooth (and any other wireless technology)

Smartphones, or any mobile with any 'wireless' capability should not be connected to any unsecured WIFI networks. The phone may only be connected to wireless networks approved by ICT.

The phone may only transfer information via Bluetooth to other devices approved by ICT.

Any wireless options should be disabled when not in use. Having wireless controls, such as WIFI and Bluetooth, active all the time not only poses a security risk but also has a major impact on battery life.

4.3.8 Premium and Foreign Numbers

Calls to premium and foreign numbers are prohibited unless expressly agreed by the users Line Manager/Head of Service/Assistant Director by way of email to the ICT Service Desk.

4.3.9 Use of Mobiles Abroad

The use of mobiles abroad needs to be expressly agreed by the users Line Manager/Head of Service/Assistant Director by way of email to the ICT Service Desk.

Unlike calls in the UK, all calls are chargeable when 'roaming' abroad, including Voice Mail whilst abroad. Outgoing calls are charged at a higher rate, and the user is also charged for *receiving* calls abroad.

Smartphones can be used abroad but it is **strongly** recommended that the 'data' is turned off. The cost of data abroad can be extremely expensive.

4.3.10 Phone Code

All users with a smartphone that is configured to get business emails requires the use of a phone PIN code. This is configured when the phone is initially set up and requires the user to enter a code to use the phone after it has been locked. This is to protect the phone from unauthorized access to business emails.

If the user inputs the code incorrectly 5 times, the phone is wiped back to factory settings and will need returning to ICT to be reconfigured. All contacts saved to the phone, messages, photos saved onto the phone etc are deleted and they are unable to be recovered. It is the users responsibility to remember the code and it shouldn't be disclosed with anyone.

4.3.11 SIM PIN

Some phones in the Authority have a PIN set up on the SIM card (this is different to the phone PIN above). If this code is entered incorrectly 3 times, the SIM locks and the phone asks for a 'PUK' code. This is supplied by Orange so the user will need to contact ICT as soon as possible so the SIM can be unlocked. Do not attempt to guess the PUK code as if this is entered incorrectly too many times, the SIM is permanently barred and a new one will be required at a cost to the Authority.

4.3.12 Orange and T-Mobile (Everything Everywhere)

Orange and T-Mobile have teamed up to create Everything Everywhere. Users may see on the mobile that either Orange or T-Mobile is displayed. This is normal and no extra charges are incurred for this.

4.4 Financial Responsibility

The business costs of mobile phone provision and use will be met from Department Budgets.

Following receipt of the itemised bill from Finance for Contract mobiles, all personal calls and SMS must be annotated by the user to indicate which items were private. Itemised bills must then be passed to the user's authorising signatory for checking and authorisation. These should be returned to Financial Services within the timescale specified on the Mobile Phone Declaration Form.

4.5 Safe Use of Equipment

The use of hand-held or hands-free mobile phones whilst driving at work is strictly prohibited.

The following guidelines should be used:

- Use voicemail or “call divert” to collect messages. Turn the phone off or over to silent mode so that incoming messages do not distract you.
- Find a safe place to park in order to make a call or check for messages.
- In an emergency on a motorway it is best to use the roadside emergency telephone if possible rather than your mobile because the emergency services will then know your exact location.

5 Responsibility for Implementing the Policy

As the department who allocates the equipment, ICT should refer all new Mobile Device users to the policy. The ongoing responsibility for upholding and monitoring this is with the respective Departmental Managers.

The responsibilities and key actions of Departmental/Line Managers are:

- To confirm that the employee has read the policy and has agreed to the contents therein
- To monitor quarterly expenditure and challenge inconsistencies through the invoices provided by the Finance department
- To take responsibility for equipment when the employee leaves service and inform the ICT Service Desk so that details can be changed with the mobile Network provider
- To periodically review usage of the equipment to ensure that the Authority is receiving value for money.
- Ensure that employees who may have difficulty with understanding a written policy or do not have English as their first language, receive this information in a different format suitable for their needs.

6 Glossary of Terms

TERM	DESCRIPTION
App	An application that is downloaded from a market place on the phone – almost equivalent to software on a PC. May include applications or games.
Bluetooth	A wireless technology used to transfer information from one device to another
Data	A contract add on which allows users to retrieve emails on the mobile phone
Market Place	An application built into the phone which allows the download of apps to the phone
MMS	Multimedia Messaging Service. A form of messaging to send pictures and other multimedia to other phones.
Mobile Equipment	Mobile phones, PDAs, Smartphones and any other equipment that allows electronic communication of data and voice
MVPN	A link between Orange's network and the Bolsover network to allow the use of mobile working for responsive repairs.
PAYG	Pay as you go phone (<i>aka</i> pay as you talk)
PDA	Personal digital assistant, an electronic device which can include some of the functionality of a computer, a mobile phone and a camera
PUK	Personal Unlocking Key. This locks the SIM card if the SIM pin is entered incorrectly 3 times.
Roaming	Term used when a mobile is connected to a different network other than its home network. Commonly happens whilst aboard.
<i>RoSPA</i>	Royal society for the prevention of accidents
SIM	Subscriber identity module – a chip in the phone that stores the phone number
Smartphone	A mobile with advanced capabilities that allow the user to receive work emails. The use of a smartphone requires a data package.
SMS	Short message service - a form of text messaging on mobile phones
Wireless / WIFI	A wireless technology which allows the mobile device to connect to an internet connection

7 Appendix

7.1 Best Call Practises



