

GWENT POLICE

GWENT POLICE ALLOCATION AND USE OF LANDLINES AND MOBILE PHONES POLICY AND PROCEDURE



1.0 Introduction

This policy applies to all Gwent Police personnel. It also applies to employees who have the use of mobile phones/Blackberries belonging to Gwent Police whilst working from home or travelling on business.

1. Aims of Policy

1.1 To make provision to allow Gwent Police Personnel to use telephones during the course of their working time.

1.2 To ensure that where such use takes place, that all police personnel read and comply with this policy at all times.

1.3 To take action where misconduct occurs in relation to this policy.

PRINTED VERSIONS SHOULD NOT BE RELIED UPON. THE MOST UP TO DATE VERSION CAN BE FOUND ON THE INTRANET POLICIES SITE.

2. Allocation and use of landline / mobile phones

- 2.1 Mobile telephones, Blackberries and landlines are provided at the discretion of Gwent Police on the basis of organisational and operational need. Mobile devices must be returned to the ICT Department before any member of police personnel leaves the organisation.
- 2.2 Gwent Police telephones may be used for private calls. All personal calls made via a mobile telephone/Blackberry or landline will be at your expense.
- 2.3 The allocation and use of all Gwent Police mobile phones will be subject to continuous review and periodic monitoring by the ICT Department.
- 2.4 Police personnel issued with equipment purchased by Gwent Police for use in the course of their work must ensure the security of the equipment (and any allied equipment) at all times. Any loss or damage must be reported to the line manager as soon as possible.
- 2.5 **Business calls from landlines to mobile phones should be kept to a minimum as calls to mobile phones cost more than four times as much as calls to a land line.**
- 2.6 It is your responsibility to ensure that the 'least cost' contact option is utilised at all times. Landline telephones should always be used ahead of mobiles where such devices are available.

3. Private use of Gwent Police landlines and mobile phones

- 3.1 Gwent Police provides its personnel with access to the telephone for work-related purposes. However, because it is accepted that employees may sometimes need to attend to personal matters during working hours, limited personal use is permitted, provided that this does not interfere with the work, and/or take up an unreasonable amount of time.
- 3.2 It is important to note that police personnel may not at any time use Gwent Police telephones to:
 - Carry out freelance work, or work for another employer;
 - Buy or sell goods, other than when authorised to do so in the course of their role;
 - Gamble;

- Communicate information that is confidential to Gwent Police outside of the organisation, unless authorised to do so in the course of their role;
- Chat for lengthy periods of time to friends or relatives;
- Make overseas telephone calls; and
- Waste working time using the telephone for purposes not associated with their job or Gwent Police business.

3.3 Police personnel should also ensure that they do not use their phones whilst driving and should note the following:-

- It is illegal to use a hand-held mobile phone whilst you are driving, stopped at traffic lights, in a traffic jam or in any other hold up. Hand-held phones may only be carried in the vehicle providing they are switched off and not checked during these periods.
- The only occasion under which a hand-held phone can be used whilst driving is to make a 999 emergency call, but only if it is not safe or practical to stop to make a call.
- Calls may be made and messages retrieved when the vehicle is safely and securely parked.
- Hands-free sets for mobile phones are legal to use. However, we expect all drivers to exercise their judgment in deciding when it is safe to make or receive phone calls. Drivers must retain full control of their vehicles at all times.
- Calls made to and from a hands-free mobile phone should be kept as short as possible.
- Any breach(es) of the above policy will be treated as a serious breach of force policy and may be treated as a disciplinary matter.

4. Payment for personal calls made via Landlines (With effect from 18th February 2011)
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- 4.1 If landlines are used for personal calls it is the users' responsibility to ensure that these calls are paid for. The personal payment subscription scheme allows the user to make simple, easy payments for personal usage direct from their salary each month
- 4.2 Your monthly subscription rate should reflect your level of personal usage. The following rates are available: £0, £1, £2.50, £5, £10, £15, £20, £25 and £30 **per month**. If you feel your usage runs over the £30 then special arrangements can be made by contacting payroll directly.
- 4.3 To assist you in identifying the appropriate subscription package, the call rates are as follows:

Day time landline calls – 4 pence per minute

Evening calls (after 6pm) – 1.5 pence per minute

Calls to mobiles – 12 pence per minute (may vary with different providers)

These rates are subject to annual review.

What you need to do to create your Subscription?

- 4.4 You will be required to complete the form shown on **PAGE 7** and either e-mail it to payroll@gwent.pnn.police.uk or send a hard copy to the following address:-

Exchequer Services Section (Payroll)
Finance Department
Police Headquarters
Croesyceiliog
Cwmbran
Torfaen
NP44 2XJ

- 4.5 This document will give the payroll section your permission to take the amount you choose directly from your salary each month and will be retained on your payroll file.
- 4.6 You will then receive confirmation by email/letter of the amount that will be taken out of your **next** salary payment.
- 4.7 There is no procedure in place for refunds, but if you feel your usage does not reflect your amount chosen then this can be amended by re-submitting the information required under paragraph 4.4.
- 4.8 If at any stage you no longer wish to make a personal payment then again resubmit the information requested in paragraph 4.4 but indicate that the monthly deduction is to be £0.
- 4.9 In circumstances where staff are on long term sick or maternity leave, on the basis that calls are still made using a works phone it is reasonable to assume that payments will still continue.
If the phones are no longer used then contact needs to be made with the Payroll section as section 4 sets out.

<p>5. Payment for personal calls made via Mobiles and Blackberries (With effect from 18th February 2011)</p>
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- 5.1 Any police personnel that wish to make private calls from their Force mobile/Blackberry must either make a monthly subscription payment as detailed in paragraphs 4.2 and 4.4 above **or** be registered for 'Orange

– Personal Line'. Personal Line is a facility that allows the use of two separate lines on your Force mobile/Blackberry.

5.2 Line 1 will be for your Gwent Police business. Line 2, i.e. your 'Personal Line' will be for your private calls. **These two lines will have distinct phone numbers.**

5.3 Any calls made on Line 2 will be appear on a separate bill that will be sent to a billing address of your choice. Gwent Police will not pay for these bills.

5.4 Full details of the 'Personal Line' scheme are detailed in the following links.

http://business.orange.co.uk/documents/ice/business/personal_line_user_guide.pdf

http://business.orange.co.uk/documents/ice/business/orange_personal_line_service_terms_and_conditions.pdf

5.5 **Call rates will be as follows**

To Orange Network	6p / minute
To other UK Mobiles	18p / minute
To Landlines	6p / minute
Texting	10p / message
Data Download	£3 / MB

These rates are subject to review by the provider (Orange). Please see terms and conditions of use in paragraph 5.4.

6. Compliance with this Policy (With effect from 18th February 2011)

6.1 Audit checks of the usage of the telephone system will be periodically conducted jointly by the Finance and ICT Departments to ensure that police personnel are compliant with this policy.

6.2 Non compliance will be considered a disciplinary offence.

7.0 The Legal Basis

7.1 This policy is required by the organisation to ensure an efficient and effective police service in accordance with section 6, Police Act 1996.

8.0 Human Rights Certificate of Compliance

- 8.1 The policy has been checked for compliance with the Human Rights Act; with particular reference to the legal basis of its precepts: the legitimacy of its aims; the justification and proportionality of the actions intended by it; that it is the least intrusive and damaging option necessary to achieve the aims; and that it defines the need to document the relevant decision making process's and outcomes of actions.

9.0 Compliance with The Welsh Language Scheme

- 9.1 This policy should aims to comply with the organisations Welsh language Scheme in terms of dealing with the Welsh speaking public, impact upon the public image of the organisation and the implementation of the language scheme.

10.0 Risk Assessment and health and safety Considerations

The Gwent Police Service Dynamic Assessment should be applied as necessary. A training package in the use of risk assessment will be provided to all police personnel if requested or required.

11.0 Identification Section

Policy Title: Allocation and Use of Telephone Devices

Reference: 125/2 issue 1

ACPO LEAD: Director of Finance

Service Area Owner: Head of Finance

Department Responsible: Finance

Links to other Policies/Procedure: Health and Safety, Information Security, Data Protection

Policy Implementation Date: 18th February 2011

Policy Review Date: 31st March 2012



Landline and Mobile Telephone Subscription Form

Please complete the details below and e-mail to Payroll@gwent.pnn.police.uk or send this form to the Exchequer Services Section (Payroll), Finance Department, Police Headquarters, Croesyceiliog, Cwmbran, Torfaen, NP44 2XJ.

Landlines

Please deduct the following amount from my monthly salary in order to cover the cost of my use of the Force's landline telephones.

Circle as required

£0 £1.00 £2.50 £5 £10 £15 £20 £30

Mobile Phones/Blackberries

Tick as appropriate

I can confirm that I have entered into a 'Personal Line' agreement with Orange and that I have arranged DIRECTLY with Orange to receive a separate bill for my private calls made on the Force mobile/Blackberry allocated to me.

Please deduct the amount **CIRCLED** below
£0 £1.00 £2.50 £5 £10 £15 £20 £30

I do not use my mobile phone/Blackberry for private use.

Declaration

As stated in the Force Allocation and Use of Telephones Policy, I consent that any personal telephone calls that I make are to be reimbursed to Gwent Police Authority by the above means.

Name	
Payroll Number (six figure number)	
Landline Number	
Mobile Number	
Signature (only need if not e-mailing this form to Payroll)	
Date	