

Wiltshire Council Human Resources

Use of Wiltshire Council mobile phones and Smartphones

This policy can be made available in other languages and formats such as large print and audio on [request](#).

What is it?

Wiltshire Council issues mobile phones and Smartphones to employees who are required to make and/or receive work related calls when away from the office as part of their role.

This policy outlines the appropriate use of these devices in relation to their use for personal calls.

Who does it apply to?

This policy applies to all Wiltshire Council employees who have been issued with a mobile phone or Smartphone.

Are there any exemptions?

This policy does not apply to Members as they receive a technology allowance to cover these devices.

What are the main points?

1. The council issues employees with mobile phones or Smartphones for the purpose of making and receiving work related calls.
2. You may only use council issued mobile phones or Smartphones to make or receive personal calls in exceptional circumstances related to your work.
3. Exceptional circumstances may include::
 - where, due to work commitments, you are running late and need to re-arrange personal commitments (e.g. childcare or other caring responsibilities).

- Where you are lone working and need to let someone who is expecting you know you will be late or where you are.
- 4. In these exceptional circumstances you would not be expected to obtain your manager's permission prior to making a call. However you should keep a record of any personal calls made.
- 5. Any other personal calls must be made from a privately owned mobile phone or public telephone.
- 6. There is no facility to make non-emergency calls from your council mobile phone and pay for them at a later date.
- 7. The council has access to records of all calls made from council issued mobile and Smartphones and may make random checks to ensure that users are complying with this policy.
- 8. Any employees found to be making personal calls from a council mobile phone or Smartphone may be subject to the council's disciplinary procedure.

Roles and responsibilities

Employee responsibilities

- 9. To use your council provided mobile phone or Smartphone for work related calls only, except for in those exceptional circumstances outlined above.
- 10. To account for, if required, any calls made on your council provided mobile phone or Smartphone.

Line manager responsibilities

- 11. To ensure that any team members who have a council provided mobile phone or Smartphone are aware of this policy.
- 12. To investigate if it comes to your attention that an employee is making personal calls on their council provided mobile phone or Smartphone

Information Security responsibilities

- 13. To monitor the use of council provided mobile phones and Smartphones, carry out checks as required and highlight any potential inappropriate use.

Frequently asked questions

14. Does this mean that I need to carry two mobile phones, one for work and also a personal one?

Yes, if you want to make personal calls you will need to use a privately owned mobile phone.

15. Can I just use my privately owned mobile phone for work calls?

Where the council has issued you with a work mobile phone or Smartphone it is likely to be inappropriate to use your own mobile phone to make work related calls.

Some reasons for this include:

- A requirement to give out your contact number to service users or external organisations
- No ability to turn your phone off when not in work
- No ability to block personal calls during work time
- No access by Wiltshire Council to call logs

Employees who do not have work mobile phones and need to make occasional work related calls may use their own mobile phone and re-claim the cost of these calls using the [general expense claim form](#), highlighting these calls on your bill.

You should discuss with your manager the most appropriate method for making work related calls. If it is agreed that you will use your own mobile phone you should contact the ICT service desk to arrange return of your council device.

16. If my childcare provider has let me down can I use my work mobile phone to make alternative arrangements?

No, if the arrangements have not been affected by your requirement to work. This is therefore a personal matter unrelated to your work and you should use your privately owned mobile phone to make alternative arrangements.

17. Can I receive personal calls on my council provided mobile phone or Smartphone – e.g. give that number to my partner/children?

Generally personal calls should be received on your privately owned mobile phone and you should not give out your work number to friends

etc.. However brief, occasional personal calls are permitted if there is no other way to contact you.

18. Do I still need to log in each quarter to check my bill?

No, because no personal calls are allowed there is no longer any requirement for employee's to check the mobile phone or Smartphone bills.

19. Does this policy also apply to other council telephones (desk phones, phones installed for home workers etc.)

As outlined in the [code of conduct](#) you may only use other council telephones to make or receive private calls in exceptional circumstances, and with the permission of your manager.

Advice and guidance

If you require help in accessing or understanding this policy you should contact your line manager or trade union representative if you are a member.

If, due to the nature of your query, it is not appropriate to contact your line manager you should contact your head of service who will nominate an appropriate manager or colleague to help you.

See [guidance for managers – giving advice on policies](#).

Further information

There are a number of related policies and procedures that you should be aware of including:

- Code of Conduct
- Behaviours Framework

For further information please speak to your supervisor, manager, service director or contact your [HR advisor](#).

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