



<u>Policy Title</u>	Mobile Telephony & Voicemail
<u>CCMT Sponsor</u>	ACC Operational Support
<u>Department/Area</u>	Control Rooms & Enquiries Department
<u>Section/Sector</u>	

1.0 Rationale

- 1.1 CR&ED is the operational owner of the policies relating to mobile telephony. This document replaces any previous policy documents in respect of mobile telephony but it may be supplemented by subsequent policy documents.

2.0 Intention

- 2.1 The intention of this Mobile Telephony Policy is to outline staff responsibilities with regards to the use of mobile telephones, in compliance with statutory duties incumbent upon Thames Valley Police. Unless specifically noted, any reference to staff within this document applies equally to both police and police support staff.

3.0 General Principles

3.1 Background

The wide scale issue of mobile telephones to all appropriate staff of the Thames Valley Police who meet the criteria laid out in Para. D4 is designed to provide two major benefits.

- ⇒ The facility to allow officer reported crime and similar processes.
- ⇒ Staff enabled to access voice mail and conduct telephone enquiries without frequent return visits to police stations.

Whilst it will improve operational flexibility it is not aimed at providing an alternative to existing or future radio systems.

The purpose of mobile telephony is to improve accessibility

of staff to the public, not as a primary channel of internal communication.

By their very nature, telephonic conversations tend to be substantially more protracted than those normally carried out over radio systems. As such, conduct which is permissible on a radio is inherently less safe when using a telephone. This policy recognises this fact.

- 3.2 Force (TVP) issued mobile phones are an operational appointment and will be carried at all times whilst on duty.
- 3.3 TVP phones will only be used with issued SIM Cards.
- 3.4 TVP SIM cards will not be fitted to privately sourced phones.
- 3.5 TVP phone line is not to be used for private use. Staff must activate line 2 for personal use or use a private mobile phone.
- 3.6 All staff will use 7799 to make all internal calls.
- 3.7 The following numbers will be held in all TVP mobile phones:

Name	Function	Number
IRB	Intelligence Research Bureau	7799 7006442
ORC	Officer Reported Crime	7799 7301166
Voicemail		7799 771

- 3.8 The mobile phone, phone number and SIM card remain the property of Thames Valley Police but responsibility for its use and security is the user's. All defects or loss must be reported to ICT help desk within 24 hours. (7799 7006700)
- 3.9 Staff must be able to justify their use of the force mobile phone and this will be policed and subject to regular scrutiny.
- 3.10 All staff must activate their call answering service (voicemail) on the force telephone system.
- 3.11 Telephones equipped with camera/video facilities should not be used in an operational context for evidence gathering.

4.0 Challenges & Representations

OCU Commander
 Control Room and Enquiries Department
 Thames Valley Police Headquarters
 Kidlington
 Oxon OX5 2NX

5.0 Guidance, Procedures & Tactics

Note that 'Use' includes making a call, receiving a call, receiving a text message, writing a text message, sending a text message or any other function which requires operation of the controls of the mobile phone.

- 5.1** Mobile phones will be issued by Radiocom Support Centre on request, subject to need and approval in doubtful cases by CR&ED Operations. Applications for upgrades or specialist phones must be supported by a Budget Code and Business Manager's approval
- 5.2** Staff will not use Force-issued mobile telephones where it is possible to use the Force telephone network.
- 5.3** Staff making calls from Force-issued mobile phones into the Force network will dial the number direct by prefixing the full extension with "7799".
- 5.4** All users of Force mobile phones will ensure that the following three numbers are at all times retained in the Directory:

Name	Function	Number
IRB	Intelligence Research Bureau	77997006442
ORC	Officer Reported Crime	77997301166
Voicemail		7799771

- 5.5** For security and resilience, all work-related telephone numbers stored within the telephone must be retained only on the SIM card. In the event that the amount of data exceeds the capacity of the SIM card, the user may apply to Radiocom Support Centre for a replacement SIM with expanded memory. This application must be supported by a Budget Code and Business Manager's approval.
- 5.6** If issued with a mobile phone, users will ensure that it is carried or is immediately available to them whilst on duty.
- 5.7** Staff with Force-issued mobile phones are strongly encouraged to have both lines activated (ie a Police line, "Line 1", and a personal line, "Line 2"). Staff choosing not to activate the personal line will have to make alternative arrangements in respect of personal use, for example by additionally carrying their own mobile phone. Under no circumstances will the Police line be used for personal calls or data.
- 5.8** The line allocated for personal use will not be used for work purposes. The cost of any such calls or data will not be reimbursed.

- 5.9** SIM cards from Force-issued mobile phones will not be used in other mobile phones. If the functionality of standard Force-issued mobile phones is inadequate to meet the user's requirements then the user will apply for an alternative model, supported by a Budget Code and Business Manager's approval.
- 5.10** Only Force-supplied SIM cards will be used in Force-issued mobile phones.
- 5.11** Staff will not switch SIM cards between Force supplied handsets.
- 5.12** All activity on the Force line on all mobile phones, including but not restricted to, call costs and numbers dialled, will be liable to be monitored in order to ensure compliance with this and other Policies.
- 5.13** All call and other activity data is liable to be passed to investigatory authorities, including but not limited to Professional Standards.
- 5.14** With the exception of brief text messages of operational use, the Force line will not be used to send or receive data of any description, including but not limited to multimedia, video, music (including ringtones), etc.
- 5.15** Police officers should not disclose the mobile telephone number for line one to the public as a matter of routine. However staff do have the discretion to give out the number for community/partnership working etc.
- 5.16** Mobile telephones will not be diverted to another telephone number, other than voicemail, as a matter of routine. When entering a known reception black spot, the mobile telephone may be diverted to a landline at the given location.
- 5.17** No member of staff whilst the driver of a moving vehicle on duty, is to use any mobile phone regardless of the fact that hands-free equipment may be fitted to the vehicle or that the member of staff has any other means of hands-free use, except when the hands-free kit has been supplied through Thames Valley Police. (See paragraph 2.19 below.)
- 5.18** Airwave Sepura handsets must not be used by drivers in telephony mode whilst the vehicle is in motion. In radio mode, however, they do not meet the definition of telephones and as such can be used whilst driving. Use of Cleartone vehicle radio sets as a mobile telephone by the driver whilst the vehicle is in motion is specifically prohibited. The Airwave User Guide and

related Manuals should be referred to regarding the use of mobile terminal functions.

- 5.19** It is recognised that it may be necessary for hands free mobile telephone equipment or similar devices (eg Bluetooth) to be fitted/provided. Force-issued mobile phones may be used only in Force provided hands free kits. Installation of hands free kits will be arranged by Radiocom Support Centre when requested in writing, with a Budget Code, supported by the Business Manager, subject to authorisation by OCU or BCU Superintendent or equivalent Police staff rank.
- 5.20** Staff using mobile phones equipped with Bluetooth must exercise due caution, given that the information stored in the telephone is vulnerable to unauthorised access by any person with the appropriate equipment and knowledge. When the Bluetooth function is not in use, it should be turned off to provide maximum security for all information held.
- 5.21** It must be understood that under no circumstances should any telephone conversation be considered as 'secure'.
- 5.22** Where telephones are equipped with camera/video facilities, these will not be used in an operational context or for evidence gathering, subject to any subsequent review of policy.
- 5.23** Staff will promptly pay private telephone bills tendered by Orange (or other service provider), subject to negotiation in relation to the account's accuracy. Failure to do so may lead to staff disciplinary action.
- 5.24** The mobile telephone is the responsibility of the user. Where and how it is stored and charged when not in use is at the discretion of the user. It remains the member of staff's responsibility that the telephone must be charged and ready for use for all tours of duty. The Force mobile phone will be carried by staff at all times when on duty.
- 5.25** When a mobile phone is damaged or develops a fault which renders it inoperable, the user will report the circumstances to the ICT Service Desk without delay, and in any case within 24 hours. The necessary replacement processes will then be activated and the user will comply with instructions to organise replacement.
- 5.26** The same process applies when a Force-issued mobile telephone or SIM card is lost or stolen, with the additional requirement that the loss or theft be recorded in accordance with the relevant Policies. The user will inform his/her supervisor without delay.

- 5.27** Users of mobile phones will comply with the requirements of other organisations regarding the use of mobile telephones; for example, in respect of medical facilities and petrol stations. Mobile phones are not “intrinsically safe” around areas that are in close proximity to flammable atmospheres such as gas leaks, petrol spillages, chemical plants etc.
- 5.28** Employees who have a cardiac pacemaker medically implanted electronic equipment or any other medical condition which may be affected by their use of a mobile phone, must seek the advice of the Occupational Health Dept.
- 5.29** Phones with Line 1 only will be restricted to UK voice calls only; ie no international roaming and no data, all non-voice functionality having been disabled at the network. Users with Line 2 activated will be provided with unrestricted phones with the proviso that all international calls and non-voice functions will be billed to Line 2 and so to the user.
- 5.30** At a date following publication of this Policy, all relevant functionality (as described in paragraph 5.29) will be removed from all "Line 1 only" mobile phones.
- 5.31** When a user no longer requires a Force mobile telephone – for example, upon retirement – it will be returned to the Radiocom Support Centre. Returned mobile phones will not be retained by BCUs or OCUs.
- 5.32** Telephone numbers and handsets will not be released to users on leaving TVP.

6.0 Communication

6.1 Links to Police National Legal Database Other

This policy will be published on the Policy Management Unit intranet site.

This policy is linked with the Lawful Business Practice (Interception of Communications) Regulations Policy.

6.2 Communications Strategy

6.3 A summary of policy will be issued with all new phones.

6.4 The distribution of the Mobile Telephony Policy is to reach all staff in possession of Force issued mobile telephones using appropriate methodology.

- 6.5** An All Users' e-mail, authorised by Corporate Information, will notify staff of an addition to Online View, the Force intranet. A link, set up from the intranet home page will direct users to the Policies and Procedures section of the intranet, where the Mobile Telephony Policy will be posted, superseding all previously posted versions.
- 6.6** Should technology allow for a unique notification to be delivered to all existing Force issued mobile telephone users, using SMS functionality, this will be used to notify users of the Mobile Telephony Policy and will provide direction for more details.
- 6.7** All staff should be aware of this policy. In particular, all staff who use mobile phones in connection with their work. All Area Commanders/Heads of Department, staff who have Line Manager Responsibilities, Health and Safety responsibilities, Personnel Managers and Training staff.

7.0 Compliance and Certification

7.1 Human Rights Certification

(i) Legal Basis

- Data Protection Act 1998
- Freedom of Information Act 2000
- Health & Safety at Work etc. Act 1974
- Human Rights Act 1998
- Management of Health & Safety at Work Regulations 1999
- Race Relations Act 1976
- Race Relations (Amendment) Act 2000
- Road Traffic Act

(ii) Human Rights Articles Engaged

This policy has been drafted in accordance with the Human Rights Act 1998. It is acknowledged that this policy has the potential to engage the following articles of the Act. This policy will be applied with reference to the key principles of the Convention, namely justification, proportionality and least intrusion.

Article 8 - Right to Respect for Private and Family Life

(iii) Prohibition of Discrimination

It is important that all staff who require a mobile telephone for operational or organisational need receive them. Issue of ancillary equipment should be consistent to avoid discrimination against individuals or groups.

7.2 Diversity Impact Assessment

The DIA is presently being carried out by the policy author.

7.3 Diversity (Human Resources)

In the application of this policy, the Force will not discriminate against any persons regardless of their gender, sexual orientation, race or ethnic origin, religion, age or disability.

7.4 Data Protection

Personal Data processed in connection with this policy will be managed in accordance with the provisions of the Data Protection Act 1998

7.5 Freedom of Information Act

This policy with **the exception of exempt annex A** can be made publicly available and will be published on the Freedom of information Internet site.

7.6 Protective Markings

This policy has been assessed for its correct level of protective marking and is **NOT PROTECTIVELY MARKED**.

7.7 Health & Safety at Work

7.7.1 Thames Valley Police employees will comply with the requirements of other organisations regarding the use of mobile telephones i.e.: compliance with airlines, medical facilities and petrol station requirements to switch off mobile phones.

7.7.2 Mobile phones are not intrinsically safe around areas that are in close proximity to flammable atmospheres such as gas leaks, petrol spillages, chemical plants etc.

7.7.3 Employees who have a cardiac pacemaker medically implanted electronic equipment or any other medical condition which may be affected by their use of a mobile phone, must seek the advice of the Occupational Health Dept.

7.7.4 Should employees bring a personal mobile phone to work for any reason, then it must comply with the same European and International standards as those units provided by Thames Valley Police and be operated under the constraints of this Force policy.

7.7.8 All staff issued with Mobile Telephones by TVP, have a legal duty to comply with this policy. Statutory duties are as provided by The Health and Safety at Work Act 1974 and The Management of Health and Safety at Work regulations 1999.

8.0 Monitoring and Review

8.1 Links to PPAF/Priorities/Performance Indicators

8.2 Review Process

A full review will be carried out by the policy author annually and will examine:

- Changes in legislation
- Court rulings – Domestic, European and Human Rights
- Examples of good practice from other Forces or other organisations
- Changes in Home Office Circulars
- Developments with ACPO Policy Unit
- Representations made by individuals and relevant organisations
- Relevant Race Equality data