

Trowbridge Town Council

Working with the Community

Mobile Phone Policy

1. Purpose and Context

Trowbridge Town Council encourages efficiency in the allocation and use of their mobile telephones and other communication devices. Whilst they are recognised as being convenient, they are generally more expensive to use than landline (desktop) telephones. In order to contain mobile telephone costs, telephone calls should be made to and from landline telephones as a first choice, rather than via mobiles. Technology has been installed at our main locations to significantly reduce the cost of mobile telephone calls in an effort to manage the significant increase in demand seen for this technology.

2. Usage - Whilst Driving

The use of hand-held mobile telephones whilst driving is illegal.

In short our policy for employees is very clear – Never use a handheld mobile phone when driving.

Instead employees must pull over and park both safely and legally before attempting to make or accept a call or await completion of their journey. In very exceptional circumstances where an employee feels it necessary to receive or make phone calls whilst driving, then they must seek approval through their line manager for the employee to purchase the appropriate hands free equipment. This should only be used when the employee judges it safe to do so. If in any doubt, the employee should pull over and park safely and legally before using the mobile. If an employee decides they have to use a mobile phone whilst driving, they must use a hands free solution and;

- Keep calls as short as possible
- Avoid complex or emotionally sensitive calls
- Never hold the phone or send or read a text or picture message

3. Policy and Principles

3.1 Allocation

The allocation of mobile telephones requires careful consideration by a manager.

3.2 Usage – General

Mobile telephones are provided by the Council for the purpose of making and receiving work related calls. Staff should not use these to make personal calls other than in exceptional circumstances.

for example:

- where due to work commitments you are running late and need to re-arrange personal commitments.
- Where you are lone working and need to let someone who is expecting you know you will be late or where you are.

Any other personal calls must be made from a privately owned mobile phone or public telephone.

The Council has access to records of all calls made from a council issued mobile and may make random checks to ensure that users are complying with this policy.

3.3 Managers are responsible for the following:

- Determining who within their team has demonstrated a need for a mobile telephone.
- Ensuring that the employee with the mobile telephone is aware of this policy and is complying with it.
- In the event of long term absence from work, managers are required to consider the continued need for the employee to retain the mobile phone and if appropriate ask for the return of the phone until the employee returns to work.
- Ensuring any employee that leaves Trowbridge Town Council returns their mobile telephone, SIM cards and any accessories as well as ensuring any outstanding personal usage bills are paid.

3.4 The individual user is responsible for the following:

- Reading and abiding by the Mobile Telephone Policy.
- Failure to adhere to the policy may render the employee liable to disciplinary action
- Ensuring the safekeeping, care and custody of the mobile telephone assigned to them.
- Reporting faulty, damaged or lost/stolen mobile telephones to their line manager.
- Returning the mobile telephone, SIM card and any accessories to your line manager upon conclusion of employment at the organisation.

Lance Allan – Town Clerk & Proper Officer

Signed

Dated

*Approved at the meeting of the Annual Council meeting on 18th May 2021.
Date of next review: May 2025 unless legislation or the size and nature of the Council changes.*

TROWBRIDGE TOWN COUNCIL
Working with the Community

MOBILE PHONE POLICY

ACCEPTANCE SLIP

I have received, read and understood the Council’s Mobile Phone Policy

Signed

Name

Job Title

Date

Completed form should be returned to Juliet Weimar, Head of Resources