Helping Hands
Caring since 1989

Bring Your Own Device
TechTeam
HHH-POL-050
Version: 02
Issue Date: 13.08.24
Review Date: 13.08.27

Title of Document	Bring Your Own Device (BYOD)
Name of Department	TechTeam

What type of document is this?	Policy		
Which Helping Hands POL/SOP/W.I does this document relate to?	NA	Reference number of POL/SOP/W.I	NA

Which Operational Priority/Priorities does this document link to?	Maximising Efficiency & Cost Management	Superior Client Care	Internal & External Communications	Information Management & Technology

Custodian of document	IT Director	Committee/Group responsible for this document	Policy Committee
Approval date and committee chairperson signature	13.08.24	When is its next scheduled review?	13.08.27

Who does it apply to?	All staff working with Clients: • Managers and branch staff • Carers				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	NA	Does it apply to third party contractors? NA

| Purpose of the Policy | This policy sets out the expectations that Helping Hands Homecare has of colleagues engaged in the care of our Customers. It focuses on the use of personal devices when utilising the Electronic Call Monitoring (ECM) system and clarifies roles and responsibilities throughout the organisation. Whilst this falls within the TechTeam aspect of our business, it is underpinned by our corporate mission:

'To provide quality support and care to enable people to remain in their own homes and pursue their chosen lifestyle, regardless of age, disability and geographical area.'

Helping Hands Homecare is a people business, colleagues are encouraged to be mindful that, in using the technology involved in ECM, our purpose is to deliver the benefits of the system into the very highest quality service to our valued Customers.

This policy is to be used in conjunction with the Electronic Call Monitoring Policy. In the event of conflicting procedures, this Bring Your Own Device (BYOD) policy supersedes the Electronic Call Monitoring Policy. |
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Summary of Key Bring Your Own Device (BYOD) Policy Requirements

Bring Your Own Device and Electronic Call Monitoring Objectives

- Improve user experience by allowing usage of preferred devices

- Improve utilisation of business applications, through systems

- Proactively communicate with Carers and Customers

- Improve the quality of service

Electric Call Monitoring (ECM) is used by Helping Hands Homecare to enable effective planning, monitoring and compliance of care services provided to customers. The data is used to ensure care services are delivered during scheduled times and for the correct durations. Where appropriate, it is also used as a performance management tool.

Access Care Planning and SOTI are applications that use GPS to track the location of employees as they conduct their duties. This validates the data held, allows consideration for appropriate travel times and contributes to the safety and wellbeing of lone workers.

BYOD refers to the practice of allowing employees to bring their own mobile devices to work for use with company systems, software, networks, or information.

Electronic Call Monitoring allows Helping Hands Homecare to track our remote workers, ensuring that they are safe and well. It's also a vital tool to safeguard Customers ensuring they receive their planned care at the time requested. Access Care Planning is the Helping Hands Homecare preferred ECM application.

All relevant Helping Hands policies still apply to carers using BYOD. Carers should note, in particular, the Information Security related policies. Several of these are directly relevant to staff adopting BYOD.

ROLES AND RESPONSIBILITIES

Role	Responsibility
TechTeam	Provides Service Desk support to assist Branch manager and staff with queries and device issues
Branch Manager	Responsible for enforcement of this policy. To ensure that all branch staff and active carers are compliant with the requirements and acceptable use guidelines
Carers	Responsible for adherence to this policy with respect to the requirements and acceptable use guidelines

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1. **Branch Manager Key Requirements**

1.1 The Registered Branch Manager will ensure:

1.2 All Branch Staff and Carers are made aware of the BYOD policy

1.3 That the BYOD policy is adhered to;

1.4 All active Carers sign the BYOD policy acknowledgement form before licencing Access Care Planning on to a personal device;

1.5 All leavers are suspended within the Access Care Planning portal, within 48 hours of completion of their last visit.

1.6 Monthly compliance reports are prepared to determine carers renumeration for personal device usage. The expenses spreadsheet should then be submitted to the payroll department as per the company expenses policy.

1.7 In the event of:

1.7.1 Leavers: A Carer leaves the branch, this must be reported to the Service Desk within 48 hours of completion of their last visit in order for their licences can be revoked.

1.7.2 Device is reported lost or stolen: the Branch Team must report this is to the Service Desk Team immediately, so that the device can be disabled and licence can be revoked.

1.7.3 Long term absence: e.g. maternity leave or long-term sickness, the Branch Team must report this is to the Service Desk Team immediately, so that the device can be disabled and license can be revoked.

1.7.4 Registered Team requires support: regarding device processes or issues, please contact the Service Desk Team.

1.7.5 Existing or New Carers device is incompatible or becomes incompatible: then the Registered Branch Manager must contact the Service Desk to request the employee is allocated a business device.

2. **Carers**

2.1 **Carers who make use of BYOD must read and acknowledge understanding of the contents of this policy.**

2.2 The following table summarises the requirements and acceptable use guidelines that each Carer undertakes when using a BYOD which must be adhered to.

Step	Detail

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1	Sign the BYOD form	See ECM/BYOD Acknowledgement Form – to be signed by each Carer
2	Basic BYOD Security features	• Familiarise themselves with their device and its security features so that they can ensure the safety of sensitive information • Invoke the relevant security features and utilise Password Protection • Passwords should be of suitable length and complexity • Maintain the device themselves ensuring it is regularly upgraded • Ensure that the device is not used for any purpose that would be at odds with the IT Security Policy
3	Take responsible steps to:	• Prevent theft and loss of data • Keep information confidential where appropriate • Maintain the integrity of data and information • Take responsibility for any software they download onto their device
4	Theft of device	• Report a lost or stolen phone immediately to the Service Desk so that access to work applications e.g. Access Care Planning can be revoked and device can be disabled.
5	GPS Tracking	• ECM systems, with the exception of CM2000 record locations using a mobile devices GPS functionality. GPS must be switched on during working hours. ECM systems will continue to track GPS locations whilst active. • Carers must close the application outside of working hours to prevent the collection of unnecessary data. Helping Hands Homecare accepts no liability for data collected outside of working hours.
6	Device is "charged"	• Ensure that their device is always charged to a sufficient capacity to carry out their duties
7	Sufficient Data Allowance	• Ensure that they have sufficient data to allow the device to send and receive communications

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8	Respond to Business Communications	• The Access Care Planning application will update the Carer with Visit information and requirements in "real time" • Carers must answer or return all business communication as soon as is reasonably practicable
9	Device fault or breakage	• Carers must report this fault to their Branch immediately • In the event that a personal device cannot be fixed and/or replaced within 48 hours, a business device will be allocated to them

3. Remuneration

3.1 In order to receive a payment toward the cost of maintaining a Carer's BYOD mobile phone the Carer must actively use their mobile device in line with this Policy.

3.2 The level of the payment made by Helping Hands to the carer will be dependent on the Carer's compliance level during that given month.

3.3 A compliant visit is where an employee has used the appropriate ECM system and method to log in and out of each customer visit.

3.4 Carer remuneration is as follows:

Compliance Level	BYOD Payment
Below 85%	Zero
85% to 94%	£3 per month
95% and above	£5.50 per month

4. Helpdesk Support

4.1 In the event that the Registered Branch Manager or Branch Staff have queries please contact the Service Desk in the first instance

4.2 Please note that the Service Desk Team will:

4.2.1 **Device is reported lost or stolen** – contact the Service Desk who will revoke the Access Care Planning licence within the portal within 2 working hours.

4.2.2 **Inactive Devices** - Remove all devices that have not been active within the SOTI portal within the last 30 days, on a monthly basis.

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4.2.3 **Employee's device is incompatible** the Service Desk must refer to the Electronic Call Monitoring ("ECM") policy, new starter process.

TRAINING

Is training required?	Yes
Details of training	Guidance and training will be provided at the time of induction and through direct line manager

COMPLIANCE

How is compliance with the POL going to be monitored	The appropriate ECM/BYOD systems and processes will be monitored by Branch and Area managers as follows: • Compliance with ECM/BYOD Policy and procedure • Compliance reports • Local or regional integrated audit processes

EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	No	
• disability?	No	
• gender reassignment?	No	
• pregnancy and maternity (which includes breastfeeding)?	No	
• race (including nationality, ethnic or national origins or colour)?	No	
• marriage or civil partnership?	No	
• religion or belief?	No	
• sex?	No	
• sexual orientation?	No	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	NA	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	NA	
• What alternatives are there to achieving the document's aim without the impact?	NA	
• Can the impact be reduced by taking different action?	NA	
• Is there an impact on staff, client or someone else's privacy?	NA	*If yes, privacy impact assessment required*

What was the previous version number of this document?	Version 01

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Changes since previous version	At point of last review, updates to language and terminology such as names.
	
	• TechTeam added in place of Application Support
	• Service Desk added in place of Helpdesk
	• Access Care Planning added in place of Celltrak
	
	Amendments the following points:
	  • 1.7.2 report this is to the Service Desk Team immediately, so that the device can be disabled
	  • 1.7.3 report this is to the Service Desk Team immediately, so that the device can be disabled
	  • 1.7.4 and 1.7.5 appsupport@ email address removed and added "report to Service Desk"
	  • In table - 4. appsupport@ replaced with Service Desk plus "and device can be disabled." Added
	  • In table - 7. Celltrak removed
	  • 3. Added Remuneration in place of Renumeration
	  • 4.1 appsupport@ replaced with Service Desk
	  • 4.2 Service Desk in place of Helpdesk
	  • 4.2.1 Celltrak replaced with Access Care Planning / added contact the Service Desk
	  • 4.2.2 Celltrak replaced with SOTI
	  • 4.2.3 Service Desk in place of Helpdesk

Author of the document	Head of Business Applications
Who was involved in developing/reviewing /amending the POL?	Head of Business Applications Compliance Administrator – GDPR Head of IT Service Delivery
How confidential is this document?	Restricted	Can be shared freely within Helping Hands but NOT outside

References	https://ico.org.uk/media/for-organisations/documents/1563/ico_bring_your_own_device_byod_guidance.pdf
Associated Documents	Electronic Call Monitoring Carer Acknowledgement Form HHH-SOP-001 - Information Governance SOP HHH-POL-051 - Electronic Call Monitoring Policy HHH-POL-007 - Privacy Information Policy HHH-W.I-046 - Confidentiality HHH-POL-040 - Lone Worker Policy