

# Telecommunications Policy

Amendments			
Date	Page	Comments	Approved by
October 2014	ALL	No change	TEC

**Compiled by:** Darren Baber, Telecommunications and  
Technical Service Manager

**Ratified By:** (Chairman's Action) Trust Executive Committee

**Date:** October 2014

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**Target Audience:** All Staff

**Contact Name for Comments:** Darren Baber, Telecommunications and  
Technical Services Manager

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## **1.0 Introduction and Purpose**

- 1.1.1** The following Telecommunication Policy has been created to ensure the Trust is able to deploy Telecommunication Services throughout the Trust in a controlled and agreed manner that has been endorsed by the Trust Board.
- 1.2.1** It will cover areas such as responsibilities for overall strategy and direction of the Trust Telecommunications Services, management and staff responsibilities and methods of, financial control to include procurement of services and equipment and means of monitoring usage.
- 1.3.1** The policy is also designed with the intent to provide guidance and help to all Trust Staff, Third Parties and Visitors alike in connection with the Telecommunication Services.
- 1.4.1** The objective is for all Trust Staff and suppliers to the Trust to be able to identify the person(s) responsible for day-to-day management of telecommunications as well as corporate responsibility.
- 1.5.1** The purpose of this policy is to ensure that there is a consistent approach in the provision and use of telecommunication devices and that internal controls are in place and adhered to in respect of the ordering, issue, use and recovery of costs associated with these devices.
- 1.6.1** The policy sets out the criteria that must be satisfied before staff will be issued with mobile telecommunication devices, details the procedures that must be followed to obtain these devices, and lists the responsibilities of users and managers.

## **2.0 Responsibilities**

### **2.1.1 Head of Estates and Facilities Infrastructure**

Responsibility for overall strategy and direction of the Trust Telecommunications will rest with the Head of Estates and Infrastructure in conjunction with the Telecommunication and Technical Service Manager (*T&TS Manager*)

### **2.1.2 The Telecommunications and Technical Services Manager**

The T&TS Manager has overall responsibility for the operation of the Trusts telecommunication services. They shall work in conjunction with the Health Informatics Department to address the convergence of voice and data technologies and ensure that equipment is deployed in such a way not to compromise either network and in line with agreed Trust policies and infrastructure development

- 2.1.3** The T&TS Manager shall have complete and overall responsibility for the telephone resource in accordance with the Trust Telecommunications Strategy including drawing up, maintaining and reviewing this policy.

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#### 2.1.4 Heads of Departments / Line Managers

Managers have a specific responsibility to support the T&TS Manager to ensure the following:

- All levels of management under their responsibility and such staff are fully aware of and ensure full compliance of the Telephone Policy and Operating documents / procedures.
- That -financial appraisals and evaluations are undertaken and applied to all areas of telephony expenditure under their control.
- To provide or ensure staff provide up to date contact details for the purpose of generating the Trust Telephone Directories
- Monitor telephone usage reports and investigate any inappropriate or fraudulent usage, taking appropriate actions where necessary to deter such usage.
- Ensure staff that make or receive private personal telephone calls do so as outlined in line Telecommunications Policy.
- To liaison and assist the T&TS Manager from time to time with ad hock changes, auditing and reviews of telecommunication devices, services, and levels of access rights to such

#### 2.1.5 Trust Staff

It is the responsibility of all staff to be aware of and ensure their own compliance with policies and procedures in relation to the use of Telecommunications services and equipment.

#### 2.1.6 Procurement Department.

The procurement department have a responsibility to refer suppliers and Trust staff to that of the Telecommunications Department for the sale or purchase of telephony goods and services.

#### 2.2.0 Reviews

2.2.1 Managers will ensure continuous reviews of continuing need and line facilities for every telephone extension, and other telecommunication services within their area of responsibility. Assistance where appropriate will be provided by the T&TS Department. Details of facilities or services no longer required are to be reported to the T&TC Manager.

2.2.2 The T&TS Manager will ensure that this policy is reviewed at intervals of no longer than every 3 years. However where required, amendments to the policy may be conducted before the anniversary date.

#### 2.3.0 Abuse and Fraudulent use of Telecoms Facilities

2.3.1 Managers have an on-going responsibility for monitoring their staff's usage of the telephones They should be vigilant of excessive time spent by staff on telephone

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calls and should remind staff of good business practice concerning telephone usage.

**2.3.2** It is the responsibility of all Trust staff to report to either the T&TS Manager or their direct line management structure if they suspect abuse of the Telecommunication Services.

**2.3.3** The T&TS Department, along with senior management levels will fully investigate any allegation of fraudulent activities and address this in line with the standard investigatory and employment policies

The T&TS department will ensure that measures are in place to monitor and detect fraudulent or excessive use of the telephone systems. It will also ensure robust processes; practices are in place and that regular reviews are undertaken to reduce the potential risk of fraudulent activity.

### **3.0 Personal Calls**

**3.1.1** Staff are not permitted to make free personal telephone calls, except in the following circumstances, unplanned changes to working times or emergency calls, both which must have Line Manager approval.

**3.1.2** The Trust where possible will provide a scheme(s) which permit staff to make personal telephone / SMS calls. Such schemes will have a charging mechanism that will enable the Trust to recuperate from the employee the costs of providing the scheme, a small income, and will be limited to staff employed on a permanent basis by the Trust. Such schemes will be publicised and will require an application and approval process. All levels of managers have a responsibility to ensure that all staff are aware of the Trust policy on Personal Telephone Calls, the scheme's available for making such calls, to encourage staff to be included in such schemes.

**3.1.3** Staff wishing to make or receive Personal calls should do so in their own time to ensure no loss of productivity or impacting on the Trust ability to provide a service.

**3.1.4** Trust Staff who have Telephone services paid for by the Trust, but installed within their personal residences will only use such services for Trust related business and not that of personal use.

### **4.0 Directories/ Publications**

**4.1.1** The Trust will maintain an electronic based Internal Telephone Directory of all Trust telecommunication devices and their users, along with other Trust business related telephone numbers. Edited versions of the Telephone Directory will be available to all staff and the general public

The Trust will also make available to the general public key telephone contact numbers and associated information via agreed and appropriate media's be that in house or third party applications / services. Such information should be approved at

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Director Level and that of the Communications department

- 4.1.2 All written correspondence to the general public should clearly display a telephone contact number, with minimum requirement being that of the trusts main Switchboard
- 4.1.3 Any entry in the Internal Telephone Directory that is of a confidential or should be restricted access must be identified in writing by the employee or that of the Line Manager, and is the responsibility of the Telecommunications Department to ensure the appropriate restrictions are applied.
- 4.1.4 To maintain the quality of information held within the directory systems, the Trust will ensure audits and reviews are undertaken at agreed and set frequencies and that appropriate methods are in place to enable all levels of staff to notify or update amendments to contact details. The responsibility for providing such data will ultimately be the individual or that of the level one manager and their management team

## 5.0 **Mobile Phone & Radio Communication Usage**

- 5.1.1 The Trust will maintain and regularly review at set intervals or as and when additional guidance becomes available, an operational document for the use of mobile phones and two-way radio equipment. This operational document will include clear and robust processes and controls to staff and general public as to where such devices can be used within the Trust and in what context.

It will include permitted and prohibited areas of use to recognise and address the potential associated risks of interference with medical devices along with other patient related items and safeguards to include, vulnerable children / adults and patient confidentiality, privacy and dignity, and where such use of a device is deemed a nuisance. It must also reflect the need not to unreasonably restrict patients from the use of mobile phones and the aids / services you gain from such technologies. Equally any restrictions should also not unduly impact on staff's use of such devices for the purpose of trust business.

All staff issued with mobile or two way radios must be issued and sign a declaration of use confirming that have read and understand the above operational document along with any other additional controls and measures that all staff should be aware of.

- 5.1.2 The use of Trust or personal mobile devices for creating photographs or electronic images involving patients, staff or that of confidential patient data is not permitted. Refer to the Trusts Patient Photographing policy
- 5.1.3 It is an offence Under the Road Traffic Act and Road Vehicles Regulations to use a hand held mobile telephone in particular situations whilst in control of a motor vehicle. The Trust does not endorse or require staff to use a hand held mobile phones whilst driving a motor vehicle, although it would expect staff to respond to

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trust related business calls when it is safe to do so. Failure to comply with any such act or regulation will be the responsibility of the driver of the vehicle.

- 5.1.4 Where a patient, a member of the public, visitor or a member of staff bring a privately owned mobile device onto the trust site they do so at their own risk. The Trust will not be held responsible for any device that is lost, stolen, or damaged.

## 6.0 **Common Management of All Communication Devices and Services**

- 6.1.1 The Trust will have in place a documented and procedural practice for issuing telecommunication devices, levels of functionality, access and controls to key services. This will include an application / request process with devices and services being issued either on a set criteria basis or where an operational need can be clearly demonstrated. All applications will require an authorisation process to include one or all of the following, management, budget holder and T&TS Manager sign off. A refusal or alternative method to issuing a particular device or service can be made by the T&TS Manager, which can be appealed against to the Head of Estates and Infrastructure.

- 6.1.2 Post holders will not be issued with several different types of communication devices or services where a single device or service will provide adequate communication to the level deemed necessary. Communication device or services will be issued to the post and not the individual. The device or service will remain with the post until either the post becomes redundant, or changes within the service deem it is no longer required or able to be supported.

- 6.1.3 The loss or theft of a communication device should be reported to the Telecommunication Department **immediately** so that it can take appropriate steps to limit any risk to the Trust.

- 6.1.4 The T&TS department will have in place a method of regularly auditing and reviewing the need for a communication device or service, and where it can be demonstrated that such devices or services which neither fit the initial criteria for issue or which have little to no activity / use, its service will or may be withdrawn by the T&TS Manager

A process must be in place to ensure that staff and managers are aware of their responsibilities when portable communication devices are issued or access to telecommunication services are given. This will be by means of either a declaration of use, guidance notes, operating procedures and or other Trust related policies.

- 6.1.5 The T&TS department will not support the use of any privately owned device and hence it will not take any responsibility for the failure of such devices or incidents that may occur where this practice is agreed locally.

- 6.1.6 It will be the post holder's responsibility to make short term alternative arrangement should the communication device issued be unavailable for any reason.

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## 7.0 Third Party Organisations

- 7.1.1 Third party organisations that occupy Trusts property and require telecommunication services will be required to lease / rent such services directly from the Trust as part of an annual SLA. The third party organisation will only be permitted to install its own telephony services where the Trust is unable to accommodate the requirements.
- 7.1.2 SLA will have a charging mechanism that covers all associated cost that the Trust incurs in deploying and delivering the solution / service along with that of a small income. It is the Telecommunication Managers and the Divisional Accountants responsibility to ensure that such charges are correctly invoiced and reclaimed.
- 7.1.3 Third Parties wishing to install services unable to be supplied by the Trusts must do so under their own Company Title, with all charges being paid for by the said company.

## 8.0 Purchasing

- 8.1.1 The purchase/leasing/ replacing or upgrading or ordering of **ANY** Telecommunication Equipment, Hardware & Software, cabling, Leased lines or Service provisions, must be authorised by the Telecommunications Manager before being allowed to proceed to order or a request made to the Supplies Procurement Department

The T&TS department will have in place a process for end users to request new / replacement or upgrading of equipment or services. This will include the T&TS department assessing the overall suitability of a request, request to ensure it is fit for purpose, the correct solution, is cost effective, and future proof and in line with the trusts development programs.

- 8.1.3 The organisation and management of the installation of Data Cabling, whilst carried out by the Telecoms Department, must still be authorised by the Health Informatics Department as per current Health Informatics policies before ordering and installation can be carried out.
- 8.1.5 The supplier, service provider, consultancy, equipment manufacture will be that determined by the Telecommunications Manager and where appropriate in line with current NHS Framework Agreements. This is so to ensure, standardisation is achieved, Trust Policies and Financial standing orders and procurement processes are followed and are adhered to, equipment is system compatible, and to reduce the cost of ownership where possible.
- 8.1.9 Telecoms suppliers should be informed there is one authorising purchase point for the Trust that being the Telecommunications Department. This will assist in retaining control of the product mix and type in line with the strategic plan.

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## **9.0 Projects or Capital Schemes**

- 9.1.1** Any Capital or project schemes involving Telecommunication, IT cabling, or Switchboard Services should include the Telecommunications Manager or a member of the Telecommunications Department as part of the Project Team from the outset.
- 9.1.2** Any Capital or project schemes involving Telecommunication or IT Cabling, where either the existing current infrastructure capacity has been reach, or where the scheme is of a significant size, **will** be wired in a Structured Wired format, and dual outlets with all associate costs being met within the scheme.

## **10.0 Telephone Services in Residential Building**

- 10.1.1** All leased or owned to Third Party Organisations. Whilst the Trust does have agreements in place to allow the provision of Telephony Services within Residential Buildings leased or owned to Third Party Organisations there is no obligation on the Trust to do so. Funding for telephones in these areas will be via Departmental Budgets or the resident, and will only be implemented after gaining authorisation from the third party.
- 10.1.2** The Trust is under no-obligation to provide external dialling or DDI services to any extension that resides in a residential building, and will be permitted to reduce or remove this service as it sees fit.
- 10.1.3** Telephony Services in On Call Rooms within residential blocks will be provided to facilitate On Call Services. Funding for services above that already in existence will need to be identified as funding for such new works is not available via the Telecommunication Budget.

## **11.0 Payphone and Patient Entertainment Systems**

- 11.1.1** Patient multimedia bedside entertainment facilities are to be provided by a licensed company within the NHS Estates Patient Power project.
- 11.1.2** Payphone services will be provided in financially viable areas within the Trust under a Managed contract. Services will also be provided in a non-viable financial area, however this will be at the cost of Departmental Budgets or where agreement with the Telecommunication Manager has been sort.
- 11.1.3** It is the responsibility of the Telecommunication Manager to award and monitor the Managed Payphone Service.
- 11.1.4** Where common infrastructure is used, the Telecoms and IT Managers will be responsible for ensuring that the integrity of Trust infrastructure and systems is not compromised along with the service provision.

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## **12.0 Health & Safety at Work**

**12.1.1** That all installations that are required to be conducted are done so in accordance with the Estates Guidelines & policies for Third Party Contractors, i.e. Use of Approved Contractors Lists, provision of Method statements, Schedule of Works, Health & Safety assessments, evidence of employee competencies, authorised and record of presents on site etc.

**12.1.2** All Telecommunication Staff or contractors working on behalf of the Telecommunications Department should report to a Senior Member of staff within the working area, before proceeding with any work. The Senior Member of staff should highlight any areas of potential risk and any restricted areas

**12.1.3** All staff should adhere to the Trusts Health & Safety and Fire Policies

## **13.0 Emergency Systems and Calls**

**13.1.1** The Trust will ensure that Ofcom regulations are met in respect of access to the emergency services. All extensions will be able to dial the emergency services such as 999, 112, and 101. It will also ensure that access to Trust related emergency services are also available such as 2222.

## **14.0 Maintenance**

**14.1.1** The Trust shall have in place and maintain a full comprehensive maintenance and business continuity plan for all key and essential telephony equipment and services. Such plans must provide essential levels of cover and support in line with the Trusts business needs and hours of operation with clear. Such plans must include appropriate maintenance contracts and agreements, preventive maintenance programs, recording and monitoring procedures and processes, as deemed necessary by the Telecommunications Manager

**14.1.2** The T&TS Department must have in place a single point of contact for end users to report and Telecommunications faults and or help enquiries. Such service must include both an in hours and out of hours services. All requests / enquiries must be able to be recorded, tracked, monitored, and reported upon. There should be a set process and priority criteria in place so end users are clear of the response or notice required for such requests / enquiries. Response and overall performance should be regularly reviewed against that of set targets.

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### **15.1.2 Security and Protection of Systems and Data**

- 15.1.1** The T&TS Department will ensure that appropriate and agreed methods are in place to control all levels of access to telecommunication systems and applications. This should include user accounts, access codes, and varying levels of permission rights. Such controls will be determined by the Telecommunications Manager or and in accordance with that laid down in the Trust Health Informatics Security Policy.
- 15.1.2** Access to the PABX communication equipment, its main interfaces and other network components (including Main distribution frame, wiring distribution points and patch cabinets) shall be restricted to the Telecommunications Department or other authorised personnel as instructed at the time by the T&TC Department.
- 15.1.3** Where Telecommunications services are connected to the IT network or where remote access is required this must be undertaken in partnership with that of the Health Informatics Department to ensure that connectivity is in line with Health Informatics polices and meets all network security requirements
- 15.1.4** The protection of facsimile transmissions will be achieved through the use of a 'Safe Haven' and by following the Health Informatics fax policy and Caldicott Guidelines.
- 15.1.5** Those Telecommunication systems with remote access must be configured to minimise the potential for fraudulent use such as Dial-through fraud or an intended act of sabotage,
- 15.1.6** The T&TS department will have in place a method of reviewing telecommunication usage and access to systems in order to monitor and identify potential fraudulent usage or unauthorised access to systems.
- 15.1.7** The use and access to any information held on individual telephone calls, such as telephone call logging data, voice recordings or personal call usage must be restricted to a limited number of key personnel who have a bona fide need, and must be handled in accordance the Trusts Information Governance Policy. Any data associated with Personal Calls or that of a private and confidential nature should be handled under the rules of the Regulation of Investigatory Power act 2000 and in line with Trust Information policies. The Trusts FSI's require the Trust to retain all bills, invoices raised, and deductions for a period of (5) years so that they are available for inspection by Auditors and for tax purposes. Inevitably these may contain details of personal calls which may be reported on for other purposes.

### **16.0 Recording and Monitoring of Telephone Calls**

- 16.1.1** The Trust must have a Call Logger fitted to the telephone system or subscribe to a managed call logging service to enable both the financial aspect and the activity of telephone calls within the trust to be reported on as well as to

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support the detection of fraudulent and investigatory purposes

**16.1.2** Indiscriminate recording or monitoring of the content of telephone calls may not be undertaken. Where voice recording or monitoring of calls is undertaken, both parties will be informed by means of publicity, verbal or audible warnings. Authorisation for such recording or monitoring must be obtained from the Associate Director of Facilities and Estates.

**16.1.3** Voice recording will only be undertaken in those situations where it is necessary to archive the content of the call in order to provide a record for any subsequent investigation, analysis of an incident, training purposes. Typical situations where voice recording will take place are Ambulance Control Rooms, Telephone Triage and Health Advice Lines, call centres

## **17.0 Reimbursement**

**17.1.1** Staff are now not eligible for reimbursement of non-Trust telephone services paid for directly by the member of staff due to the introduction of new Agenda for Change terms and conditions which restrict this payment. Executive Directors are the only level of management who will be able to review the eligibility and to whom such a payment could be made, and the methods of funding.

## **18.0 Rotas and Switchboard**

**18.1.1** Switchboard is required to hold and contact key Trust personnel who provide on call services for the Trust. Departments providing such On Call services are required to provide to the Switchboard Supervisor details of personnel, contact numbers, times of cover and any other associated procedures. Such details must be provided at least one week prior to the start of the on call period of any cover being provided, with emergency ad hock changes being provided prior to the start of that associated shift. Any associated incidences that occur due the failure to provide such details will lay with the department not that of Switchboard.

**18.1.2** Where Switchboard conduct operations for other departments and services it is the responsibility of that department or service to provide clear written procedures that switchboard are required to be followed. Any associated incidences that occur due the failure to provide such details will lay with the department not that of Switchboard.

## **19.0 New services and Developments**

**19.1.1** There is a requirement for the T&TS Department to regularly undertake reviews of new and emerging technologies and to assess how such new advances can benefit the Trusts day to day business. Where these services are that of a convergence voice and data solution, then such services should be reviewed in partnership with that of the Health Informatics Team. This should include replacement equipment

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and services to establish if the solution can be delivered or deployed in a more cost effective manner or with improved features and functionality.

## **20.0 Call Handling**

**20.1.1** Departments will have in place and follow a Single Operating Procedure (SOP) for call handling to ensure improved call handling, the use of trust based telephony systems and answering of telephone calls.

## **21.0 Monitoring**

**21.1.1** The effectiveness of this policy will be monitored by the T&TS Manager by reviewing relevant data on usage and effectiveness of services. Where there is evidence of noncompliance managers will be expected to take appropriate action.

## **22.0 Equality Impact Assessment**

**22.1.1** The Trust has a statutory duty to carry out an Equality Impact Assessment and a copy is attached to this policy

## **23.0 Implementation and Dissemination**

**23.1.1** This policy and associated procedures will be available to all staff via the intranet. Managers are responsible for ensuring that staff are aware of this policy and are kept informed of any changes or additions.

## **24.0 Archiving Arrangements**

**24.1.1** Responsibility for archiving Trust-wide policies rests with Quality Department where all paper copies will be stored, and electronic folders have been set up to hold master copies.

### **See also:**

E-mail policy  
Information governance policy  
Information security policy  
Internet usage and security policy  
Remote access policy

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**Equality Impact Assessment Summary – Telecommunications Policy**

<p><b>Background</b></p> <ul style="list-style-type: none"> <li>• Description of the aims of the policy</li> <li>• Context in which the policy operates</li> <li>• Who was involved in the Equality Impact Assessment</li> </ul>
<p>The policy has been produced to ensure that Staff understand their own and management responsibilities in connection with the deployment, procurement, maintenance and monitoring of Telecommunications services.</p>
<p><b>Methodology</b></p> <ul style="list-style-type: none"> <li>• A brief account of how the likely effects of the policy was assessed (to include race and ethnic origin, disability, gender, culture, religion or belief, sexual orientation, age)</li> <li>• The data sources and any other information used</li> <li>• The consultation that was carried out (who, why and how?)</li> </ul>
<p>The policy is based on management and staff responsibilities and is not likely to have any Equality or Diversity implications.</p>
<p><b>Key Findings</b></p> <ul style="list-style-type: none"> <li>• Describe the results of the assessment</li> <li>• Identify if there is adverse or a potentially adverse impacts for any equalities groups</li> </ul>
<p>The policy is based on providing guidance to employees about processes and responsibilities and there are no potential impacts for any equality groups.</p>
<p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>• Provide a summary of the overall conclusions</li> </ul>
<p>The policy provides fair, consistent guidance on using Telecommunication services</p>
<p><b>Recommendations</b></p>

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<ul style="list-style-type: none"> <li>• State recommended changes to the proposed policy as a result of the impact assessment</li> <li>• Where it has not been possible to amend the policy, provide the detail of any actions that have been identified</li> <li>• Describe the plans for reviewing the assessment</li> </ul>
No changes recommended.

### Guidance on Equalities Groups

<p><b>Race and Ethnic origin</b> (includes gypsies and travellers) (consider communication, access to information on services and employment, and ease of access to services and employment)</p>	<p><b>Religion or belief</b> (include dress, individual care needs, family relationships, dietary requirements and spiritual needs for consideration)</p>
<p><b>Disability</b> (consider communication issues, access to employment and services, whether individual care needs are being met and whether the policy promotes the involvement of disabled people)</p>	<p><b>Sexual orientation including lesbian, gay and bisexual people</b> (consider whether the policy/service promotes a culture of openness and takes account of individual needs)</p>
<p><b>Gender</b> (consider care needs and employment issues, identify and remove or justify terms which are gender specific)</p>	<p><b>Age</b> (consider any barriers to accessing services or employment, identify and remove or justify terms which could be ageist, for example, using titles of senior or junior)</p>
<p><b>Culture</b> (consider dietary requirements, family relationships and individual care needs)</p>	<p><b>Social class</b> (consider ability to access services and information, for example, is information provided in plain English?)</p>

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