

Intranet policy



Please complete the table below:	
<i>To be added by corporate team once policy approved and before placing on website</i>	
Policy ref no:	29
Responsible Executive Director:	Deborah El-Sayed, Director of Transformation
Author and Job Title:	Sarah Key, Digital Communications Manager
Date Approved:	January 2019
Approved by:	Sarah Truelove, Deputy Chief Executive and Chief Finance Officer
Date of next review:	February 2020

	Yes/No/NA	Supporting information
Has an Equality Impact Assessment Screening been completed?	Yes	See Appendix.
Has the review taken account of latest Guidance/Legislation?	Yes	
Has legal advice been sought?	No	
Has HR been consulted?	No	
Have training issues been addressed?	Yes	No training issues are identified in connection with the implementation of this policy.
Are there other HR related issues that need to be considered?	No	
Has the policy been reviewed by SPF?	Yes	
Are there financial issues and have they been addressed?	No	
What engagement has there been with patients/members of the public in preparing this policy?	n/a	Internal only
Are there linked policies and procedures?	No	
Has the lead Executive Director approved the policy?	Yes	
Which Committees have assured the policy?		SPF
Has an implementation plan been provided?	Yes	
How will the policy be shared with: <ul style="list-style-type: none"> Staff? Patients? Public? 		This policy is intended for staff use only. It will be publicised through internal communications and published on our external website.

Will an audit trail demonstrating receipt of policy by staff be required; how will this be done?	No.	
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Intranet Policy

1. Introduction

This policy regulates the use of “The Hub” Intranet system for NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG). It seeks to give direction to CCG staff in the use of the internal website and help them to understand the ways they can use The Hub to achieve business goals.

2. Purpose and scope

The purpose of this policy is to provide guidelines for staff on using the Bristol, North Somerset and South Gloucestershire CCG intranet ('The Hub').

This policy applies to all staff employed by BNSSG CCG or who are associated with, or represent the CCG; including individuals employed by organisations working on behalf of the CCG, Governing Body members, those on temporary or honorary contracts, on secondments, bank staff, students and independent contractors.

This document is not an internal communications strategy, or guidance on how to use individual features of the intranet.

All Staff employed by BNSSG CCG will have access to The Hub from CCG computers on an N3 connection. Remote access to The Hub is available only through Aventail remote access.

In addition to staff, key partners, such as Clinical Leads, Board Members, and members of the Commissioning Support Unit (CSU), such as Human Resources (HR) leads and others who are embedded within the organisation, will also be given access to The Hub on an individual basis.

Any other requests for access will require approval from a relevant Head of Department, Director or Executive Director.

The CCG will use The Hub to provide internal news and information for staff.

The Hub will be managed by the communications team. CCG staff, following agreement from their line managers and the communications team, may be given access and training to edit and add content to relevant areas of The Hub.

Content will include (but is not limited to):

- News updates
- Press coverage relevant to the CCG
- Staff directory
- Links to relevant information produced and published elsewhere (work of other NHS organisations, patient organisations, researchers, news organisations and others)
- A calendar of internal events such as governing body meetings, staff meetings and other relevant dates
- Links to staff policies and HR resources
- Suggestions box

- Links to corporate CCG information
- Social and fundraising/charity events and forum.

3. Duties and responsibilities

This policy should be read in conjunction with the Information Governance policy, which is available on the CCG website.

Principles for use

The following guidance give some principles and best practice which should be abided by at all times:

- Before any information is published on the Hub, check with any staff members who are named or photographed and explain how the information will be used.
- Know and follow the standards and conduct that are expected of all CCG staff. The same principles and guidelines that apply to staff activities in general also apply to Hub activities.
- Employees are personally responsible for the content they publish on the Hub. Staff should be mindful that anything they publish on the Hub will be visible to all other employees.
- Respect copyright, fair use, data protection, defamation, libel and financial disclosure laws.
- Do not provide confidential or other proprietary information on the Hub.
- Do not cite or reference partners or suppliers.
- Do not publish any patient information, in accordance with Data Protection Legislation and the Health and Social Care Act 2012.
- Respect others who may read what you've published. Do not use personal insults, obscenities, or engage in any conduct that would not be acceptable in the workplace.
- Show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory, such as politics and religion.
- Don't use the Hub in any way to attack or abuse colleagues. The same principles and guidelines of the CCG's Bullying and Harassment policy also apply to online activities. This policy is available on the CCG website.
- Staff who have concerns about their position on any of the issues covered by this policy should contact the communications team on 0117 900 2549 or email bnssg.communications@nhs.net.

Profile information

All staff should ensure that their profile information is up to date, with the most relevant telephone number and correct email address. Staff should also upload a profile image, which is displayed on the People Directory. When choosing an image to upload, please ensure the following:



- Head and shoulders photograph of you (not a symbol, animal, or meme)
- That you are facing the camera
- Against a plain background
- Square, ideally 200 x 200 pixels
- In .jpeg or .png format.

Using forums

While using the forum function, all staff should abide by the following rules.

- Content posted should be professional and appropriate for work.
- Content posted should be relevant to the work of the CCG and helpful for the office environment.
- Conduct yourself in a way that is respectful of others that use the forum.
- Make your content easy to read. Don't use excessive CAPITALS, emoticons, acronyms, abbreviations or slang. Any content that is posted multiple times will be removed.
- Ensure that content posted is in the most appropriate area/category of the forum.
- Use a meaningful and informative subject line for your thread.
- Keep forum messages short and concise.
- Do not excessively "bump" a thread (post simply to get a thread to the top of the list).
- Do not insult other individuals, groups, or organisations.

The communications team reserves the right to remove any content (links, text or images) which are deemed to be inappropriate, or restrict access to forums for any staff who repeatedly post inappropriate content.

Inappropriate use of the Forums by staff may result in a formal Investigation under the BNSSG CCG Disciplinary Policy and if appropriate, formal action taken against the member of staff.

4. Training requirements

The Hub is designed to be intuitive, with minimal support required for users. Where individuals require extra support, requests should be directed to bnssg.communications@nhs.net

5. Equality Impact Assessment

All relevant persons are required to comply with this document and must demonstrate sensitivity and competence in relation to the nine protected characteristics as defined by the Equality Act 2010. The Act prohibits discrimination on the basis of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex or sexual orientation. It also means that each manager or member of staff involved in implementing the policy must have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation; advance

equality of opportunity between those who share a protected characteristic and those who do not; and foster good relations between people who share a protected characteristic and those who do not.

If you, or any other groups, believe you are disadvantaged by anything contained in this document please contact the Document Lead (author) who will then actively respond to the enquiry.

It is not considered necessary to carry out an EIA on this policy, as it does not have an impact on patients, carers or the wider community.

In addition, the Intranet system has been designed with accessibility for all staff members in mind. The system has been developed to meet Web Content Accessibility Guidelines (WCAG) with the goal of making the system accessible to people with disabilities. The site has been tested and optimised for staff members who use screen readers and with contrast in mind to ensure ease of readability for those with sight impairments.

6. Monitoring compliance and effectiveness

The communications team will be responsible for monitoring compliance with, and the effectiveness of, this policy.

Monitoring may include:

- Periodic review of information held on the Hub, including staff profile images.
- Moderation of forums and/or comments made by individuals on the Hub.
- Analysing staff use of the Hub at a general level using Google Analytics to consider data such as most popular pages, time spent on the Hub, etc.

7. Countering Fraud

Not applicable.

8. References, acknowledgements and associated documents

Bullying and Harassment Policy

Disciplinary Policy

Information Governance Policies

Records Management Policy

9. Appendices

9.1. Implementation plan

Target Group	Implementation or Training objective	Method	Lead	Target start date	Target End date	Resources Required

All Staff	Ensure that all staff are made aware of the policy and its contents.	Information about the policy and CCG process to be placed on the Hub	Comms			Comms Time
All Staff	Ensure that all staff are made aware of the policy and its contents.	Processes within policy to be communicated through internal newsletter.	Comms			Comms Time
All Staff	Ensure awareness of CCG processes and procedures	Awareness raising item at individual Directorate SMT and Directorate team meetings				
All Staff	Ensure awareness of CCG procedure	Training manuals/helpsheets to be provided to aid staff use of key features such as the forum	Comms			Comms Time

9.2. Equality Impact Assessment Screening Document

Equality Impact Assessment Screening		
Query	Response	
What is the aim of the document?	To ensure appropriate staff use of the CCG intranet.	
Who is the target audience of the document (which staff groups)?	All staff groups.	
Who is it likely to impact on and how?	Staff	The document provides a framework for fair and appropriate use of the staff intranet.
Does the document affect one group more or less favourably than another based on the 'protected characteristics' in the Equality Act 2010:	Age (younger and older people)	No
	Disability (includes physical and sensory impairments, learning disabilities, mental health)	No
	Gender (men or women)	No
	Pregnancy and maternity	No
	Race (includes ethnicity as well as gypsy travellers)	No
	Sexual Orientation (lesbian, gay and bisexual people)	No
	Transgender people	No
	Groups at risk of stigma or social exclusion (e.g. offenders, homeless people)	No
	Human Rights (particularly rights to privacy, dignity, liberty and non-degrading treatment)	No