

**Reference:** FOI.ICB-2223/204

**Subject:** Staff ID and names

*I can confirm that the ICB **does hold the information requested**; please see responses below:*

QUESTION	RESPONSE
<p>1. Please provide me with the ICB's policy/terms of employment/other for:</p> <p>a. staff displaying personal ID badges at work</p> <p>b. providing the public with individual staff personal ID/names</p> <p>c. staff exemption from providing personal ID to customers/the public</p>	<p>ICB Staff are directed in the use of their ID badges in two policies, the Health and Safety Management Policy and Security Policy. Due to the recent organisation change, please read ICB for CCG.</p> <p><a href="https://bnssg.icb.nhs.uk/library/health-and-safety-management-policy/">https://bnssg.icb.nhs.uk/library/health-and-safety-management-policy/</a></p> <p><a href="https://bnssg.icb.nhs.uk/library/security-policy/">https://bnssg.icb.nhs.uk/library/security-policy/</a></p> <p><b>Health and Safety Policy</b>            “4.6 All Staff            All CCG employees have legal duties and responsibilities for health and safety as set out in the Health and Safety at Work Act 1974 and other associated legislation.            Staff must: .....            – Remove identity badges when outside work premises and travelling in vehicles.”</p> <p><b>Security Policy</b>            “3.5. Individual members of staff are required to:</p>

3.5.5. Ensure that CCG ID is worn and visible whenever on CCG premises or on CCG business – except when doing so would place the individual at risk.

Managers at all levels have a responsibility to:

...3.7.2. Ensuring that every member of staff obtains a security ID badge and that the badge is worn and visible at all times whilst the staff member is on CCG premises or on CCG business.

#### 4.1 Staff Identification

4.1.1. Every employee, including temporary employees will be issued with an identification badge on commencement of employment with the CCG, which must be worn and made visible at all times whilst on CCG premises or on official business.

4.1.2. Each member of staff is personally responsible for their ID badge, security access fob(s), smart cards and their validity. Any radical changes in physical appearance, job title or department must result in the issue of a new ID badge triggered by the individual.

4.1.3. ID badge, security access fob(s), smart cards and any equipment including laptops must be returned to the CCG when a member of staff leaves the employment of the CCG. It is the responsibility of the line manager to recover all items

	<p>from the member of staff concerned and return items to Corporate Services.</p> <p>4.1.5. Lost or missing ID badges, security access fob(s) or smart cards should be reported immediately via the CCG incident reporting system. Should a reported lost badge be subsequently found; the original must be returned to the CCG and the incident report updated.”</p>
<p>2. Please direct me to the specific website page where ALL ICB staff names, together with their work departments, and job titles are in the public domain</p>	<p><a href="https://bnssg.icb.nhs.uk/wp-content/uploads/2023/02/ICB-Declarations-of-Interest-Register-v5-For-publishing-09.02.23.pdf">https://bnssg.icb.nhs.uk/wp-content/uploads/2023/02/ICB-Declarations-of-Interest-Register-v5-For-publishing-09.02.23.pdf</a></p> <p>The ICB is currently working with staff to develop a new organisational structure that reflects the developing role of the ICB.</p>
<p>3. Does BNSSG ICB support The Seven Principles of Public Life (also known as the Nolan Principles)? The ethics include selflessness. <a href="http://www.gov.uk">The Seven Principles of Public Life - GOV.UK (www.gov.uk)</a></p>	<p>The ICB is required under its Constitution to observe generally accepted principles of good governance. This includes the Nolan Principle of public life. (NHS BNSSG Constitution s4.1.1)</p> <p>Board members, employees, committee and sub committee members of the ICB are required at all times to comply with the Constitution and should follow the Seven Principles of Public Life (the Nolan Principles) (NHS BNSSG Constitution s6.4.1.b).</p> <p><a href="https://bnssg.icb.nhs.uk/about-us/governance/governance-handbook/">https://bnssg.icb.nhs.uk/about-us/governance/governance-handbook/</a></p>

<p>The above issues have arisen because on occasions staff within both the Freedom of Information Team and the Customer Service Team have refused to provide me with their personal identification when asked to identify ['Freedom of Information Team' is not a person's name]</p> <p>This should be offered automatically to customers. Since the NHS/ICB supports 'customer centred focused/care', it is reasonable to expect a staff member of a public body to provide the above [just as staff ask the customer's name], whether it be over the phone, by email, or visits to the office, as applicable.</p>	<p>The names of the staff working in the Freedom of Information (FOI) team have been provided as part of FOI.ICB-2223/153 and members of the team have responded to your emails with their names on several occasions. The Customer Services team have also responded to your emails with their names.</p> <p>FOI.ICB-2223/153 also explains why the FOI Team does not use names in the email signature.</p> <p>The FOI Team provides statutory services to members of the public by responding to information requests in a professional and timely manner. The FOI Team works together to provide a consistent service and using a generic signature provides resilience for the service when individuals are not working. The FOI Team does not provide a Patient Advice and Liaison Service and very rarely works with members of the public on a personal level.</p>
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<p>Just how would a patient with dementia, for example, be able to work out one staff member from another in making a complicated query, if they all use 'FOI Team'?</p>	<p>The FOI Team and Customer Services team have and will put in place reasonable adjustments for members of the public as appropriate.</p>
<p>Refusing ID undermines trust. There is no excuse for a staff member not providing personal ID of some sort. Failing to provide this means there is greater likelihood of an 'anonymous' customer service fails - and less likelihood failures will be reported, when all is offered is, 'FOI Team' or 'CS Team'.</p> <p>NHS staff should be accountable to the customer, not taking up privileges that are not given to the customer, who himself obligated to provide personal ID. If GP's and Nurses adopt this posture then how is that/the NHS promoting patient centred care?</p> <p>Such 'safe space' privileges for staff [I assume managers and executives can ID the clerical staff, and in the event of an emergency, no ID badges/names refused?] is a double standard and not in line with traditional public service.</p>	<p>Members of our teams have the option whether to disclose their personal information to members of the public and will do so where appropriate. Staff members would not be expected to disclose personal information such as their names if disclosure of the information would cause distress.</p> <p>There have been occasions where members of staff have requested not to share their names with members of the public who have sent aggressive emails with directed abuse. These communications have caused considerable distress and therefore the ICB would support these staff members to protect themselves from further harm.</p>

***The information provided in this response is accurate as of 8 March 2023 and has been approved for release by Rob Hayday, Associate Director of Corporate Services for NHS Bristol, North Somerset and South Gloucestershire ICB.***