



Identification Badge Policy

This procedural document supersedes: CORP/HSFS 24 v.2 – Identification Badge Policy



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Author/Reviewer: (this version)	Sarah Roe – Facilities Manager
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Target audience:	All Staff, Trust-wide

Amendment Form

Please record brief details of the changes made alongside the next version number. If the procedural document has been reviewed **without change**, this information will still need to be recorded although the version number will remain the same.

Version	Date Issued	Brief Summary of Changes	Author
Version 3	January 2024	<ul style="list-style-type: none"> • Amended to the revised version of the APD template. • Amended to reflect change of reviewer. • Updated online general office function. • Updated ID badge request form. • Addition of pronoun option on the ID Badge Request form. 	Sarah Roe
Version 2	29 Nov 2018	<ul style="list-style-type: none"> • Oracle ordering system included for name badges. • Telephone numbers updated 	David Mace
Version 1	3 Dec 2014	<ul style="list-style-type: none"> • This is a new procedural document, please read in full. • This procedural document supersedes any previous documents relating to ID badges. 	Melanie Fox

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1 INTRODUCTION

The purpose of an identification badge (ID badge) is to ensure that all employees of Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust (the Trust) when on duty are easily identifiable as a member of staff either to other members of staff, patients, and visitors.

From the patient's perspective, a need to be aware of whom they are being assisted by or spoken to is a fundamental part of good customer service. The presence of an ID badge promotes an organisation of openness and builds confidence in the services we deliver and the care we provide. The ID badge should not detract staff from communicating positive greetings or introductions to our patients or visitors.

All employees including those working on behalf of the Trust must be in possession of a standard, corporate ID badge. For clarification, there are two types of ID badge available a 'name badge' and a 'photograph ID badge.'

A name badge displays the member of staff's full name and job title alongside a DBTH logo; name badges are ordered direct from the Procurement Department at Doncaster Royal Infirmary (DRI).

A photograph ID badge displays the member of staff's full name, their job title and includes an up-to-date photograph of the staff member, alongside a DBTH NHS logo. Photograph ID badges are also a technological means of gaining access to secure wards and departments that have had security restrictions placed on entrances and exits. Only a pre-programmed photograph ID badge allows access into restricted areas. Each entry and exit by the person named on the photograph ID badge is logged on computer systems throughout the Trust in a number of areas namely General Offices, Security, Estates, and IT thus increasing the internal security function of the hospitals wards and departments in line with the Trust Security and Electronic Door Access Control and System policies. Departments with landlord rights alongside General Office will be – Pharmacy, IT, Accident and Emergency Department and Anaesthetics (Theatres).

In some patient environments, or for health and safety reasons, the photograph ID badge is hard to read and cumbersome, if this applies a name badge is sufficient for daily use.

2 PURPOSE

The purpose of the ID Badge policy is to promote safety and security of patients, staff and those who work for and on behalf of the Trust and the property across all areas of the Trust.

This policy applies to all employees working for or on behalf of the Trust, including Service Level Agreement employees, agency and contractor workers, volunteer, or temporary staff, irrespective of their age, nationality, ethnicity, gender, race, religion, or status.

3 DUTIES AND RESPONSIBILITIES

It is the responsibility of the Trust to ensure that all employees are aware of this policy, and it is the responsibility of all staff and managers to familiarise themselves with the procedures in obtaining an ID badge as soon as possible once employment commences.

3.1 Responsibilities of the Line Manager

It is the responsibility of the line manager in line with the Trusts Local induction policy to ensure that each member of staff within their remit is in possession of an ID badge and that all staff always wear or carry an ID badge whilst on duty in keeping with this policy.

Where there is a significant security threat to staff as part of their duties and they do not wish for their full name to be displayed. A copy of the risk assessment should accompany the ID badge request form to advise General Office staff of the authorisation.

It is the responsibility of ward and department managers to authorise access for staff into restricted areas and should comply with the prerequisites of the Electronic Door Access Control & System Policy.

3.2 Responsibility of the Employee

It is the responsibility of each member of staff to ensure that an ID badge is always worn and visible whilst on duty unless this is not possible for safety/clinical reasons. This adjustment should be agreed and recorded by a manager.

Photograph ID badges must not be left unattended; they must always be kept upon the person ([see section 4.5](#)). Photograph ID Badges or name badges must not be lent to any other person.

Stolen or lost photograph ID badges must be reported to your line manager and documented as soon as possible via the Trusts Datix web risk management recording website available at <http://dbhdatixweb/datix/live/index.php>.

4 PROCEDURE

Name badges that display the staff member's full name and job title only are requested from the Procurement Department at DRI. A requisition must be completed on the Oracle portal by the line manager.

DBTH Photograph ID Badges are produced at DRI, BDGH or MMH. A completed application forms, a passport style photograph and an approved form of identification should be submitted to their local General Office.

New starters should complete a photograph ID Badge Application as part of their local induction.

4.1 Photograph ID Badge Request

Individual applicants should complete a Photograph ID Badge Request form obtained from either: -

- [Appendix 1](#) – print and complete.
- Hard copy available from General Office at DRI, BDGH or MMH.
- On The Hive >> [ID Badge Request Form](#) – complete electronically and print.

The completed photograph ID badge request form should be submitted to their local General Office with the supporting documentation, using the following methods: -

Method	Supporting Information Required
Email to dbth.general.office@nhs.net	<ul style="list-style-type: none"> • A passport style digital image. • Digitally scanned copy of an approved form of identification document (see below)
Using postal system	<ul style="list-style-type: none"> • A passport style photograph • A photocopy of approved form of identification document (see below)
In person	<ul style="list-style-type: none"> • A passport style photograph (or previously emailed digital image) • A photocopy of approved form of identification document (see below)
The completed application form MUST be countersigned by a line manager	

The approved forms of identification that need to be seen by General Office are listed below (only one item is required):

- Passport
- Driving License
- Existing ESR Smartcard
- Registration Authority Smartcard
- Recent wage slip and Bank card (both are required).

The request for a photograph ID badge will normally be processed and ready for collection from the General Office within one week.

The completed ID badges should be collected by the applicant from the appropriate General Office. Collection instructions will be provided to the applicant by General Office via email once the ID Badge is ready for collection.

Further information relating to the ID badge application process can be found here - [Online General Office](#).

4.2 Transfers/Name or Job Title Changes

If an employee transfers posts within the Trust, the line manager from the leaving department should repossess all ID badges that belong to the department on the last working day before he/ she leaves as per Trust policy.

Name badges can be destroyed immediately by the line manager.

The line manager must inform the respective sites General Offices on when a photograph ID badge has been repossessed so that changes can be documented, and the badge access security system accurately updated.

The new manager responsible for the person's new post must contact General Office to confirm a new photograph ID badge is required stating the changes i.e., old job title/ new job title.

If the staff member has already had a photograph taken in a previous request for a photograph ID badge with no significant changes to appearance, the new name or new job title is all that is required so that details can be amended, and a new photograph ID badge produced using an existing photograph.

4.3 Changes of Appearance

Any member of staff who has significantly changed their appearance must ensure their photograph ID badge is updated.

4.4 Leavers

As part of the Trust recruitment and leavers process, the manager should acknowledge the employee's intention to terminate their employment and that ID badge(s) should be handed back to their line manager on their last day of employment as per Trust process.

The line manager can destroy the name badge with immediate effect, or if it is a photograph ID badge where secure access has been granted, they must inform the respective sites General Office/ Service centre (BDGH only) where access will be removed, and the line manager can destroy the photograph ID badge. This also applies for where ID badges have been requested for new members of staff that have not started employment.

If a member of staff leaves without surrendering his or her ID badge or photograph ID badge, the manager must make every effort to retrieve the ID badge from the ex-employee.

Where this is not possible, the general office should be advised by the line manager with immediate effect so that security access can be removed from the ID Badge. Failure to return the photograph ID badge must also be documented as soon as possible via the Trusts Datix web risk management recording website available at <http://dbhdaticweb/datic/live/index.php>.

4.5 Trust Photograph ID Badge Security

In some patient environments, or for health and safety reasons, the photograph ID badge is hard to read and cumbersome, if this applies a name badge is sufficient for daily use; this means that a member of staff that works on a ward or in a safety environment may hold more than one type of ID badge.

Staff **must** ensure that current photo ID badges are available for presentation whenever requested, to optimise patient and staff security (this includes agency/locum and volunteers).

Also, to ensure security, every member of staff should be prepared to challenge individuals without an ID badge where it is safe to do so or inform security of any concerns.

Staff must ensure that they are aware of the security protocols in place within their department or building. It is the line manager's responsibility to ensure staff are advised of protocols in places as part of their induction into the team.

4.6 Storage of Photograph ID Badge Details

A record of photographs and details produced on a photograph ID Badge will be kept electronically on the photograph ID Badge system held within the General Offices. The photographic image will only be used for the creation of your personal ID card. It will not be used for any other purpose.

4.7 Communication

In conjunction with the Communications team, this policy and procedure will be promoted and effectively available to all DBTH employees and stakeholders.

The objective is that the public and all employees should be fully aware that all Trust employees must display, or carry on their person, a standard corporate photograph ID or name badge. Access to patients and to Trust premises should be denied to anyone professing to be a Trust employee if they do not have a photograph ID badge.

Photograph ID Badges can be applied for during office opening hours of each site. Contact the required sites General Office for specific times: -

DRI extension 644180

BDGH extension 572753

MMH extension 649001

Or dbth.general.office@nhs.net.

5 TRAINING/SUPPORT

To ensure compliance of this policy all staff will be made aware of its presence during formal or informal induction.

The policy is available on the Trusts intranet, public folders or via the People & Organisational Development Department.

Staff within the General Offices will have clear written procedures in the facilitation of the photograph ID badge process and will fully engage with all members of staff offering guidance and support in line with the policy as and when necessary.

6 MONITORING COMPLIANCE WITH THE PROCEDURAL DOCUMENT

What is being Monitored	Who will carry out the Monitoring	How often	How Reviewed/ Where reported to
Changes in procedures	Security Manager	Every 2 years	Review policy document
Lost/ Stolen badges	Security Manager	Every 6 months	Statistical analysis from Datix reported to the Trust H&S Committee

7 DEFINITIONS

ID Badge	Identification badge
Photograph ID badge	Photograph identification badge
Name badge	ID badge (without photograph)
DBTH	Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust (The Trust)
SLA	Service Level Agreement
ESR	Electronic Staff Record (card)
DRI	Doncaster Royal Infirmary
BDGH	Bassetlaw Hospital
MMH	Montagu Hospital

8 EQUALITY IMPACT ASSESSMENT

The Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are disadvantaged over others. Our objectives and responsibilities relating to equality and diversity are outlined within our equality schemes. When considering the needs and assessing the impact of a procedural document any discriminatory factors must be identified.

An Equality Impact Assessment (EIA) has been conducted on this procedural document in line with the principles of the Equality Analysis Policy (CORP/EMP 27) and the Fair Treatment for All Policy (CORP/EMP 4).

The purpose of the EIA is to minimise and if possible remove any disproportionate impact on employees on the grounds of race, sex, disability, age, sexual orientation or religious belief. No detriment was identified. ([See Appendix 2](#))

9 ASSOCIATED TRUST PROCEDURAL DOCUMENTS

- CORP/ HSFS 22 - Electronic Door Access Control & System Policy
- CORP/HSFS 15 - Security Policy – incorporating Bomb Threat/Suspect Packages
- CORP/EMP 20 - Dress Code and Uniform Policy
- CORP/ EMP 29 - Statutory and Essential Training (SET) Policy
- CORP/ ICT 14 - Information Records Management – Code of Practice
- CORP/ ICT 10 - Confidentiality - Code of Conduct

10 DATA PROTECTION

Any personal data processing associated with this policy will be carried out under ‘Current data protection legislation’ as in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2016).

For further information on data processing carried out by the trust, please refer to our Privacy Notices and other information which you can find on the trust website:

<https://www.dbth.nhs.uk/about-us/our-publications/uk-data-protection-legislation-eu-general-data-protection-regulation-gdpr/>

APPENDIX 1 – ID CARD REQUEST FORM

For **ALL Trust Staff at ALL sites** please email this completed form to dbth.general.office@nhs.net

Along with proof of identity; either a Driving Licence, Passport, NHS Smart Card, Bank Card, or Trust Payslip.

Name of Staff Member: (As it is to appear on the card - USE BLOCK CAPITAL LETTERS)

First Name		Last Name	
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Annotate pronoun (optional) ✓	She/Her		He/Him		They/Them	
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Full Job Title to appear on the Badge: (USE BLOCK CAPITAL LETTERS)

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Fair Processing Notice

Signing this form gives your consent for the use of your photograph for a staff ID card. Your image will only be used for the creation of your personal ID card. It will then be removed from the 3rd party system and will not be used for any other purpose.

It is your responsibility to look after the card, once issued, and report any loss to the appropriate manager. You may be asked to complete an Datix incident form in the event that the card is lost.

It is a requirement of the Trust that the ID card must be worn when on duty (CORP/EMP 20 - Dress Code and Uniform Policy)

Please ✓ applicable box:

Permanent Employee		This is a new member of staff	
Bank - NHSP		To renew an existing ID Badge	
Fixed Term/ Secondment		Lost ID Badge	
Temporary (to include agency)		Staff notes on ID Badges Issued	

Date From:		Applicants Signature:	
Date To: *		Line Managers Name:	
Work Base:		Line Managers Signature:	
Department:		Date:	
ESR No:		Manager Ext. No:	
Ext. No:		* If applicable	

For General Office use only:

Photo Ref:		Date Processed:		Processed By:	
Identification Checked:		Collected by:			

Revised Apr 2023

APPENDIX 2 - EQUALITY IMPACT ASSESSMENT PART 1 INITIAL SCREENING

Service/Function/Policy/Project/ Strategy	Division	Assessor (s)	New or Existing Service or Policy?	Date of Assessment
Identification Badge Policy	Estates & Facilities	Sarah Roe	Existing Policy	Apr 2023
1) Who is responsible for this policy? Name of Division/Directorate: Estates & Facilities				
2) Describe the purpose of the service / function / policy / project/ strategy? Who is it intended to benefit? What are the intended outcomes? All Trust employees. To promote safety and security of patients, staff and those who work for and on behalf of the Trust and the property across all areas of the Trust.				
3) Are there any associated objectives? Legislation, targets national expectation, standards: N/A				
4) What factors contribute or detract from achieving intended outcomes? – Behaviour and understanding.				
5) Does the policy have an impact in terms of age, race, disability, gender, gender reassignment, sexual orientation, marriage/civil partnership, maternity/pregnancy and religion/belief? Details: [see Equality Impact Assessment Guidance] - N/A				
<ul style="list-style-type: none"> • If yes, please describe current or planned activities to address the impact [e.g., Monitoring, consultation] – N/A 				
6) Is there any scope for new measures which would promote equality? [any actions to be taken] - N/A				
7) Are any of the following groups adversely affected by the policy?				
Protected Characteristics	Affected?	Impact		
a) Age	No			
b) Disability	No			
c) Gender	No			
d) Gender Reassignment	No			
e) Marriage/Civil Partnership	No			
f) Maternity/Pregnancy	No			
g) Race	No			
h) Religion/Belief	No			
i) Sexual Orientation	No			
8) Provide the Equality Rating of the service / function /policy / project / strategy – tick (✓) outcome box				
Outcome 1 ✓	Outcome 2	Outcome 3	Outcome 4	
<i>*If you have rated the policy as having an outcome of 2, 3 or 4, it is necessary to carry out a detailed assessment and complete a Detailed Equality Analysis form – see CORP/EMP 27.</i>				
Date for next review: Apr 2023				
Checked by: Adrian Farmer – Compliance Manager- E&F				Date: Apr 2023