

Mobile phone policy

Sweet Futures Limited



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1. Introduction and aims

At Sweet Futures we recognise that mobile phones, including smart phones, are an important part of everyday life for our young people, parents and staff.

Our policy aims to:

- Promote, and set an example for, safe and responsible phone use
- Set clear guidelines for the use of mobile phones for young people, staff, parents and volunteers
- Support the company's other policies, especially those related to child protection and behaviour

This policy also aims to address some of the challenges posed by mobile phones in the workplace, such as:

- Risks to child protection
- Data protection issues
- Potential for training disruption
- Risk of theft, loss, or damage
- Appropriate use of technology in the workplace

2. Roles and responsibilities

2.1 Staff

All staff (including tutors, support staff, and supply staff) are responsible for enforcing this policy.

Volunteers, or anyone else otherwise engaged by the company, must alert a member of staff if they witness, or are aware of, a breach of this policy.

The directors are responsible for monitoring the policy every 2 years, reviewing it, and holding staff and young people accountable for its implementation.

3. Use of mobile phones by staff

3.1 Personal mobile phones

Staff (including volunteers, contractors and anyone else otherwise engaged by the company) are not permitted to make or receive personal calls, or send texts, while in the workplace.

There may be circumstances in which it's appropriate for a member of staff to have use of their phone during the working day. For instance:

- › For emergency contact by their child, or their child's school
- › In the case of acutely ill dependents or family members

3.2 Data protection

Staff must not use their personal mobile phones to process personal data, or any other confidential information.

3.3 Safeguarding

Staff must refrain from giving their personal contact details to parents/carers or young people, including connecting through social media and messaging apps.

Staff must avoid publicising their contact details on any social media platform or website, to avoid unwanted contact by parents/carers or young people.

Staff must not use their mobile phones to take photographs or recordings of young people, their work, or anything else which could identify an individual.

3.4 Using personal mobiles for work purposes

In some circumstances, it may be appropriate for staff to use personal mobile phones for work. Such circumstances may include, but aren't limited to:

- › Emergency evacuations
- › Supervising off-site visits

In these circumstances, staff will:

- › Use their mobile phones in an appropriate and professional manner, in line with our staff code of conduct
- › Not use their phones to take photographs or recordings of young people, their work, or anything else which could identify an individual

3.5 Work phones

Some members of staff are provided with a mobile phone by the company for work purposes.

Only authorised staff are permitted to use company phones, and access to the phone must not be provided to anyone without authorisation.

Staff must:

- › Only use phone functions for work purposes, including making/receiving calls, sending/receiving emails or other communications, or using the internet
- › Ensure that communication or conduct linked to the device is appropriate and professional at all times, in line with our staff code of conduct.

3.6 Sanctions

Staff that fail to adhere to this policy may face disciplinary action.

See the company's staff disciplinary policy for more information.

4. Use of mobile phones by young people

Mobile phones should be stored in a secure location whilst young people are on the premises and may be used by the individual during rest times.

Young people must not use mobile devices to take photographs of any individual that could be identified.

4.1 Sanctions

Certain types of conduct, bullying or harassment can be classified as criminal conduct. The company takes such conduct extremely seriously, and will involve the police or other agencies as appropriate.

Such conduct includes, but is not limited to:

- Sexting
- Threats of violence or assault
- Abusive calls, emails, social media posts or texts directed at someone on the basis of someone's ethnicity, religious beliefs or sexual orientation

5. Use of mobile phones by parents/carers, volunteers and visitors

Parents/carers, visitors and volunteers (including contractors) must adhere to this policy as it relates to staff if they are on the company premises during the work day.

This means:

- Not taking pictures or recordings of young people, unless it's a public event, or of their own young person
- Using any photographs or recordings for personal use only, and not posting on social media without consent
- Not using phones in training sessions, or when working with young people

Parents/carers, visitors and volunteers will be informed of the rules for mobile phone use when they sign in.

Parents/carers must use The Shop as the first point of contact if they need to get in touch with their young person during the working day. They must not try to contact their young person on his/her personal mobile during the work day.

6. Loss, theft or damage

Young people bringing phones to the workplace must ensure that phones are appropriately labelled, and are stored securely when not in use.

Young people must secure their phones as much as possible, including using passwords or pin codes to protect access to the phone's functions. Staff must also secure their personal phones, as well as any work phone provided to them. Failure by staff to do so could result in data breaches.

The company accepts no responsibility for mobile phones that are lost, damaged or stolen on our premises.