

Personal Mobile Phone Use Policy

Policy Management	
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Date of Last Review: <i>May 2026</i>	
Date of Next Review: <i>June 2027</i>	
Responsibility: <i>Manager, Bee-Able CIC</i>	Name: <i>Sharon Senior</i>
Signed:	Date:

1. Purpose

This policy explains how Bee-Able CIC manages communication between staff and service users, parents and carers when personal mobile phones are used. Because our organisation is small and does not operate a dedicated work phone system, personal mobile phones may be used for practical communication relating to support sessions.

The policy helps:

- maintain clear professional boundaries
- protect staff wellbeing
- support safe communication
- protect confidentiality and safeguarding.

2. Scope

This policy applies to:

- employees
- volunteers
- sessional staff



- parents and carers
- adults using Bee-Able CIC services where appropriate

3. Our Commitment

We aim to provide communication that is:

- ✓ Professional
- ✓ Respectful
- ✓ Safe and appropriate
- ✓ Clear and practical
- ✓ Supportive of staff wellbeing and boundaries

4. Appropriate Use of Personal Phones

Personal mobile phone communication may only be used for:

- Arranging or confirming session times
- Arrival or departure updates
- Changes to planned activities or timings
- Short practical updates related to a scheduled session

Personal phone communication should remain professional at all times.

5. Communication Boundaries

To protect both families and staff:

- Staff are not expected to respond outside normal working hours.
- Messages received outside working hours may be responded to during the next working period.



- Personal phone contact should only be used for practical matters relating to scheduled support sessions.
- Service users, parents and carers must respect reasonable communication hours and professional boundaries.
- Staff or the organisation may stop personal phone communication at any time if it becomes inappropriate, excessive, or affects staff wellbeing.

Personal phone communication must not be relied upon in emergencies unless this has been specifically agreed in advance.

6. Confidentiality and Record Keeping

For privacy and safeguarding reasons, personal phone messaging must not be used for:

- behavioural or safeguarding concerns
- complaints or formal issues
- detailed support records
- sensitive personal information
- confidential health information

If important information is shared during a phone call or message exchange, staff may record relevant details within the organisation's official records.

7. Expectations for Service Users, Parents and Carers

Service users, parents and carers are expected to:

- use staff personal phone numbers appropriately
- communicate respectfully at all times
- avoid excessive contact
- avoid contacting staff for non-session related matters



- not share staff personal phone numbers without permission
- follow the organisation's formal procedures for complaints, safeguarding concerns, or emergencies

Failure to follow these expectations may result in personal phone communication being withdrawn.

8. Staff Wellbeing and Safeguarding

Bee-Able CIC recognises the importance of maintaining healthy professional boundaries for staff and volunteers.

We will:

- support staff to maintain appropriate boundaries
- provide guidance on safe communication practices
- encourage staff to report concerns relating to communication
- review arrangements if communication becomes difficult or inappropriate

Where messaging apps such as WhatsApp are used, staff are encouraged to use privacy settings that help protect their personal information.

9. Monitoring and Review

We will review our practices regularly and this policy every year, or sooner if needed, to make sure it stays safe, appropriate and effective.