

Mobile Phone and Electronic Devices Policy

Policy Management	
Policy Created: <i>February 2026</i>	Document Location: <input checked="" type="checkbox"/> <i>Bee-Able CIC website</i> <input checked="" type="checkbox"/> <i>Hard copy in red folder on top shelf of locked cabinet in office</i> <input checked="" type="checkbox"/> <i>Electronic copy on OneDrive > Documents > Policies</i>
Date of Last Review: <i>February 2026</i>	
Date of Next Review: <i>February 2027</i>	
Responsibility: <i>Manager, Bee-Able CIC</i>	Name: <i>Sharon Senior</i>
Signed:	Date:

1. Purpose

To ensure the safe, appropriate, and professional use of mobile phones and electronic devices while working for Bee-Able CIC, protecting service users, staff, confidentiality, and health and safety.

2. Scope

This policy applies to all Bee-Able CIC staff, volunteers, and sessional workers across all services, including:

- The Bee-Hive Day Service
- Buddying and Companionship services
- Saturday Clubs, Holiday Clubs, and specialist group activities

This policy covers personal and work-issued mobile phones and any electronic device capable of communication, internet access, photography, or video recording.

3. Key Principals

- Service user safety and dignity come first.
- Confidentiality must be protected at all times.



- ✓ Mobile phone use must never distract from supervision or support.
- ✓ A common-sense, professional approach is expected from all staff.

4. Use of Mobile Phones and/or Electronic Devices During Working Hours

Mobile phones and/or electronic devices must not be used during working hours unless:

- There is a genuine emergency, or
- Permission has been given by the Manager for a specific reason.

Personal mobile phones and/or electronic devices may be used during breaks and lunch periods only, in line with this policy.

Accessing social media during working hours is not permitted. (See Social Media Policy.)

5. Service-Specific Guidance

Companionship and Buddying

- Staff must notify the Manager of arrival and departure from a service user's home or meeting point, in line with the Lone Working Policy.
- Personal phone numbers must not be shared with service users except in emergencies, and only where a signed agreement is in place.
- All routine communication must go through the office via the official email address or office telephone numbers to ensure clear records and safeguarding.

The Bee-Hive

- A landline telephone is available for all work-related communications during sessions.

Saturday Clubs, Holiday Clubs, and Specialist Groups

- Work mobile phones are provided.
- Contact numbers must be clearly displayed for parents and carers.



- The agreed communication process must be followed at all times.

6. Mobile Phones and Driving

Using a hand-held mobile phone while driving is illegal and strictly prohibited.

Bee-Able CIC operates a zero-tolerance approach to mobile phone use while driving.

Any breach will be treated as a serious health and safety matter and may result in disciplinary action.

Bee-Able CIC is not responsible for any penalties, fines, or legal consequences arising from illegal phone use while driving.

7. Photography, Video and Recording

Staff must not take photos or videos on personal mobile phones and/or electronic devices during working hours.

This applies across all services and settings.

Any authorised photography must follow Bee-Able CIC consent procedures and safeguarding policies.

8. Loss or Damage to Mobile Phones and/or Electronic Devices

Work mobile phones are insured by Bee-Able CIC.

Personal mobile phones and/or electronic devices brought into work must be stored securely.

Bee-Able CIC accepts no responsibility for loss, theft, or damage to personal devices.

Staff bring personal devices to work at their own risk.

9. Confidentiality

All staff have a duty to protect confidential information relating to Bee-Able CIC and its service users.



Mobile phone and/or electronic device use can risk accidental breaches, such as sharing images, locations, or messages.

Staff must remain mindful of confidentiality at all times, including during breaks.

10. Breaches

Any breach of this policy will be taken seriously and managed under Bee-Able CIC's disciplinary procedures.

11. Monitoring and Review

We will review our practices regularly and this policy every year, or sooner if legislation, guidance or practice changes, to make sure it stays relevant and effective.

Changes will be communicated to staff and the agreement (below) reissued for signing.