Doing our best to achieve our best

Clarendon Primary School and Nursery

Use of Work Related Mobile Phone Policy

Introduction:

This policy is designed to safeguard Clarendon Primary School and Nursery as well as staff users of mobile phones supplied by the school. It aims to ensure that these devices are used effectively for their intended purpose without infringing legal requirements or creating unnecessary business risk. This policy sets out general principles of use as well as the specific rules that need to be adhered to.

Policy aims:

This policy aims to:

- Promote the effective use of mobile phone facilities.
- Ensure that all users understand how mobile phones, supplied by Clarendon Primary School, should and should not be used.
- Protect the school and individuals from the possibility of legal action.
- Protect the schools information technology systems against damage, (from mobile phones) which have email and internet facilities.

Scope:

This policy applies to all persons granted use of mobile phones supplied by the school for the purpose of their job. This includes all eligible employees, whether located within or outside of school premises. It also includes school staff connecting to school resources using mobile phones, which have email and internet access.

General Principles of Use:

- When using a school mobile phone, staff must use it responsibly, lawfully and in accordance with the terms of this policy, and must not use it in any way that is inconsistent with carrying out their job or in a way that may conflict with the school's interest.
- Staff must not use the mobile phone to access, use or distribute any material, or to participate in any activity which is, or might reasonably be regarded as distasteful, offensive, indecent or harmful to other users.
  The following list gives some examples of the sort of material or activities that would be regarded as unacceptable:
  (**N.B** – This is not an exhaustive list.)
  - Bullying or harassment.
  - Personal insults, attacks or abuse.
  - Racist or sexist activity.
  - Chain letters or games.
  - Pornography.
- Staff must not use the mobile phone to:
  - Participate in internet chat rooms or groups etc.
  - Place orders for goods or services, (unless authorised to do so).
  - Carry out any business activity either for yourself or on behalf of someone else.
  - Upload, download or otherwise transmit commercial software or other material, in violation of its copyright.
- If you identify any abuse or misuse of the mobile phone staff must report it to their manager immediately.

Mobile Phone Security

Relevant care should be taken to ensure that mobile phones are kept securely and not left on display in cars etc.

Security lock codes should be used, where available, to prevent misuse of school mobiles. Line managers should keep a record of individuals' mobile locking codes, in case the user forgets their code. Staff members are responsible for informing managers should they need to change their locking code.

Once a mobile phone has been replaced or upgraded due to age, or where a mobile phone becomes surplus, they should be wiped of all information, labelled for recycling and disposed of safely.

Lost or Stolen Mobiles

In the event of a mobile device becoming lost or stolen, the staff member should report this immediately and directly to the service provider to limit the school's liability for calls made from the handset. In addition to reporting this to the network provider, staff should also report it immediately to their line manager.

N.B – For mobile phones that have email functionality the email password must be changed immediately and the IT provider informed of this.

Personal Use of a Work Mobile Phone

- Whilst the school may provide mobile phones to help staff carry out their job effectively, staff are also allowed personal use of the device as long as they adhere to the terms of this policy.
- Whilst occasionally composing, sending or reading SMS messages or using the mobile phone for personal voice calls is allowed, excessive use during normal working hours is not. (The general requirement is that personal use of a work mobile phone must not interfere with a member of staff doing their job or service users / other staff being able to contact them.)
- Downloads of any materials, such as applications or ring-tones, is not permitted as viruses can often be embedded in these materials, which could potentially render the mobile phone device inoperable.

Reimbursement for Personal Use

The mobile phone user must reimburse the school for any costs incurred as a result of any personal calls made, any personal SMS/MMS messages sent or any personal browsing undertaken. (This will include VAT.)

Voicemail

Users should ensure their voicemail is set-up as detailed by their line manager. Not only is this convenient, it is essential in case a call should come in whilst the mobile phone user is either busy or driving.

Use of Mobile Phones Whilst Driving

Mobile phones **must not** be used whilst driving. At these times voicemail should be relied upon to answer the call. The user can then take the message when safe and legal to do so.

The advice from the Royal Society for the Prevention of Accidents' advice can be viewed on the link below and at Driving for Work: Mobile phones.
http://www.rospa.com/rospaweb/docs/advice-services/road-safety/employers/work-mobile-phones.pdf

Provision on mobile phones:

Mobile phones are provided primarily in the following circumstances:

- The need for the employee to be contactable and to contact others.
- If the job requires out of hours contact.
- If, following a risk assessment, a risk to personal safety exists which in part may be addressed by access to a mobile phone.

In determining whether a mobile phone is required, the following factors will be considered:

- Whether the employee has other communications facilities which would suffice.
- Whether the employee could share a mobile phone with other employees.

- Whether another mechanism would satisfy the communications requirement.
- Revenue budget considerations.

Eligibility for a school mobile phone is determined as an operational matter for managers.

Preferred Supplier and Network Coverage
Procurement procedures will be followed in accordance to the schools Finance Policy.

No mobile phone can provide coverage all the times. Therefore, users should bear in mind that calls may be effected due to the following factors - location of nearest transmitter, the local environment, battery strength, type of handset, prevailing weather conditions, network capacity/concurrency, network problems and busy destination etc.

Breaches of the Policy
Employees who do not follow the terms of this policy will be liable to disciplinary action and, depending on the nature of the breach, may also be liable to legal proceedings.

Non-employee users of these facilities, who breach the policy, may have their access to them withdrawn and, depending on the nature of the breach, may be liable to legal proceedings.

Monitoring
The school continuously monitors the use of mobile phones. They do this to:
- Identify unauthorised, improper or criminal use of the facility.
- Identify breaches of this policy.
- Maintain the security and confidentiality of its information technology systems. (Where mobiles have internet/email access.)
- Help maintain the effective operation of these systems.
- Check service standards.
- Allow managers to control revenue spend.

To achieve this the school monitors:
- Call records via invoices & management reports.
- Internet downloads, data volumes, and times and dates.

Other Relevant Policies:
Particularly for mobile phones which have internet and /or email functionality, this policy should be read in conjunction with other polices. These include:
- Data Protection (including the Retention of Records)
- Mobile Phone Policy
- E-Safety Policy
- Remote Working Policy
- Alone Working and Home Visiting Policy
- Safeguarding Policy
- Staff Code of Conduct
- Staff Online Safety Agreement

N.B – This is not an exhaustive list

Policy Review:
Date reviewed: Autumn term 2024
Next review date: Autumn term 2027