

Mobile Device Management Policy



City *of* Norwich School

An Ormiston Academy – Excellence in all

Approved by:	Jo Philpott/LGB	Date: June 2026
Release Date:	June 2026	
Next review :	Policies will be reviewed in line with CNS's internal policy schedule and/or updated when new legislation comes into force	

Contents

1. Introduction and aims	2
2. Relevant guidance	2
3. Roles and responsibilities	2
4. Use of mobile phones by staff	3
5. Use of mobile phones by students	5
6. Use of mobile phones by parents/carers, volunteers and visitors	6
7. Loss, theft or damage	7
8. Monitoring and review.....	7

1. Introduction and aims

At City of Norwich School we recognise that mobile phones and similar devices, including smartphones, are an important part of everyday life for our student, parents/carers and staff, as well as the wider school community.

Our policy aims to:

- Promote safe and responsible phone use
- Set clear guidelines for the possession and use of mobile phones for student, staff, parents/carers, visitors and volunteers
- Support the school'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 school, such as:

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

Note: throughout this policy, 'mobile phones' refers to mobile phones and similar devices.

2. Relevant guidance

This policy meets the requirements of the Department for Education's non-statutory mobile phone guidance and behaviour guidance. Further guidance that should be considered alongside this policy is Keeping Children Safe in Education.

3. Roles and responsibilities

The school is responsible for monitoring the policy every 3 years, reviewing it, and holding staff and student accountable for its implementation.

3.1 Staff

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

Staff will address any questions or concerns from parents/carers quickly and clearly communicate the reasons for prohibiting the use of mobile phones.

3.2 Governors

Governors are responsible for agreeing and reviewing the policy on a regular basis and for monitoring its implementation.

3.3 Students

Students have been involved in the writing of the policy and are responsible for upholding it.

3.4 Parents

Parents are responsible for ensuring that their children follow the policy as laid out

Where students do not follow the policy, parents are expected to support action taken by the school in line with the whole school agreement

Parents/carers must use the school office as the first point of contact if they need to get in touch with their child during the school day. Parents must not try to contact their child on their personal mobile during the school day as the device will not be accessible.

4. Use of mobile phones by staff

4.1 Personal mobile phones

Staff (including volunteers, contractors and anyone else otherwise engaged by the school) are not permitted to use their personal mobile phone for personal use in front of students other than in exceptional circumstances. Use of personal mobile phones must be restricted to breaks, non-contact time, and to areas of the school where student are not present (such as the staffroom).

There may be circumstances in which it's appropriate for a member of staff to have use of their phone during contact time for personal reasons. For instance (this list is non-exhaustive):

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

The headteacher will decide on a case-by-basis whether to allow for special arrangements.

4.2 Data protection

Staff must not use their personal mobile phones to process personal data, or any other confidential school information, including entering such data into generative artificial intelligence (AI) tools such as chatbots (e.g. ChatGPT and Google Bard).

Further details regarding data protection can be found in the [Data protection policy](#)

4.3 Safeguarding

Staff must not give their personal contact details to parents/carers or student, 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 student.

Staff must not use their personal mobile phones to take photographs or recordings of student, their work, or anything else that could identify a pupil. If it's necessary to take photos or recordings as part of a lesson/school trip/activity, this must be done using school equipment.

4.4 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 are not limited to:

- Taking registers when no other device is available
- Issuing homework, rewards or sanctions using the school's MIS
- Use of multi-factor authentication
- To use as a 'hotspot' device in the event of internet failure.
- Emergency evacuations
- Supervising off-site trips although personal numbers should not be shared with students / parents
- Supervising residential visits although personal numbers should not be shared with students / parents
- 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 student, their work, or anything else that could identify a pupil
- Refrain from using their phones to contact parents/carers. If necessary, contact must be made via the school phone system. In an emergency situation, staff should ensure their number is withheld.

4.5 Work phones

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

Only authorised staff are permitted to use school 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 for school-based purposes.
- Ensure that communication or conduct linked to the device is appropriate and professional at all times, in line with our staff code of conduct
- Ensure that they follow the acceptable use policy which applies to all ICT devices

4.6 Sanctions

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

5. Use of mobile phones by students

Students should not access their mobile phones during the school day, including during lessons, in the time between lessons, at breaktimes and at lunchtimes. To ensure this is the case the school uses a phone pouch system

- All students in school in September 2026 will be provided with a lockable phone pouch with an identifying number
- On arrival at school each day, students must turn off their phones and place them into the pouch which must immediately be locked and placed into a school bag.
- Students will keep their pouches in their bags throughout the day
- Pouches may be checked during form time and at other times as required by staff – this includes student services if a child arrives during the school day. This includes for reasons of suspecting dummy phones, no phone in pouch, or further phone/device hidden by a student
- Students suspected of hiding a phone and/or not co-operating with staff instructions may be wanded as part of our search and restraint policy
- At the end of the school day, phones can be unlocked using the unlocking points situated outside the school gates
- In exceptional circumstances, if access to the phone is needed during the day, pouches can be temporarily unlocked by nominated staff.
- If a student needs to contact home in an emergency, this can be done via the House Offices or Student Services.
- If home needs to contact a student urgently, this should be done via the school's main number or directly via the House Team
- Students requiring access to their phone for medical reasons will be issued with a medical pouch by the medical team. Phone use will be monitored for only medical reasons.

5.1 Use of smartwatches and other devices by student

Smart watches are watches which can be used to call / message / access the internet independently and without the need for a phone. Smart watches should be treated in the same way as phones and must be placed in the pouches along with phones.

5.2 Arrangements for 6th form students

As a school we recognise that 6th formers are young adults and not subject to the same restrictions as main school students, however, there is a responsibility to model good practice, especially in public areas.

- 6th form students are expected to sign an acceptable use agreement for mobile devices in school.
- 6th form students are allowed to use their phones in and around the Elkins Centre. Social use of mobile phones can take place in the Elkins cafe or 6th form seating area outside Elkins.]
- 6th form students are allowed to use their phones in the study hall and study centre for study purposes only or to listen to music via headphones whilst studying. Games / social media / video apps (unless directly related to study) must not be used in the study hall or study centre.
- Mobile devices including headphones should not be visible in any locations apart from the above.
- Any breach of the above will result in the device being confiscated in line with school policy and may result in a temporary ban from the study areas.

5.3 Sanctions

Any student found in possession of a phone which is not in a pouch will be subject to the following sanctions:

- 1st offence - The phone will be confiscated and placed in the phone locker in Student Services to be collected by a parent when convenient. Negative logged on Arbor and communicated home
- 2nd offence – The device will be confiscated and placed in the phone locker to be collected by parents when convenient. Student will be required to hand phone in to Student Services at the start of each day for 1 week. Negative logged on Arbor and communicated home
- 3rd offence – The device will be confiscated and placed in the phone locker to be collected by parents. Phone ban for 4 school weeks and a formal meeting with parents, House Team and student before phone returns to school.

Forgotten, lost and damaged pouches

- Forgotten pouch – Student must hand in phone to Student Services and collect at end of day. Missing equipment negative logged on Arbor. This data will be monitored and tracked. Repeat offences will follow the policy.
- Deliberate damage to pouch – students will be asked to fund a replacement pouch and will be expected to hand their phone in until the pouch is replaced. If a replacement is not purchased within a week, then a 4 week complete phone ban will be in place.
- Lost pouch – students will be asked to fund a replacement pouch and will be expected to hand their phone in until the pouch is replaced. If a replacement is not purchased within a week, then a 4 week complete phone ban will be in place.

Defiance / refusal

Any refusal to adhere to, or any attempt to wilfully undermine the policy will result in further sanctions in line with the behaviour policy in addition to the actions named above.

5.4 – School trips

Mobile phones can be an essential part of risk assessment / safety planning for school trips and use will be decided on a trip by trip basis.

- Where phones are allowed, they must not be used to post photos of other students online
- Where phones are used for entertainment purposes (eg on long journeys) content must be appropriate
- Students must put away / switch off phones when asked to do so by trip staff

6. Use of mobile phones by parents/carers, volunteers and visitors on school site

Parents / carers, volunteers and visitors in school must follow the same procedures laid out for staff regarding the use of personal mobile phones.

This includes using their phone appropriately and not using a phone to take photographs or recordings of student, their work, or anything else that could identify a pupil

7. Loss, theft or damage

The school accepts no responsibility for mobile phones that are lost, damaged or stolen on school premises or transport, during school visits or trips, or while student are travelling to and from school.

Confiscated phones will be taken to Student Services and stored in a secure locker where students will be issued with a numbered tag relating to their phone. Phones can only be retrieved on return of the tag and confirmation of the students name.

Lost phones should be handed in to Student Services who will identify the owner from the number on the pouch. The school will then attempt to contact the owner.

8. Monitoring and review

The school is committed to ensuring that this policy has a positive impact on student' education, behaviour and welfare. When reviewing the policy, the school will take into account:

- Feedback from parents/carers and student
- Feedback from staff
- Records of behaviour and safeguarding incidents
- Relevant advice from the Department for Education, the local authority and any other relevant organisations