



South Derbyshire Music Centre

William Allitt School, Sunnyside, Newhall, Derbyshire. DE11 0TL

Policies & Procedures Handbook

March 2017

South Derbyshire Music Trust
E-mail: coordsdmc@hotmail.co.uk
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**ARTS COUNCIL
ENGLAND**



South Derbyshire Music Trust

Policies and Procedures: Handbook

This document brings together all the policies and procedures of our music centre into one easily-accessible handbook. It is the responsibility of all trustees, ensemble directors, tutors and parent-helpers to read each policy, and to abide by all the agreed policy decisions.

Trustees seek to provide opportunities for children and young people in south Derbyshire to make music to as high a standard of which they are capable; to enjoy their music-making opportunities; and for these activities to take place in a safe, positive and friendly environment.

We want SDMC members to have excellent and enthusiastic attitudes towards learning, showing high levels of engagement and cooperation.

In order for our young players and singers to achieve, we expect all ensemble directors and tutors to plan carefully for each rehearsal or lesson; to have high expectations of their pupils; and to make the sessions as interesting and enjoyable as possible.

Trustees and ensemble directors value greatly the work of our parent-helpers who provide weekly support in a variety of ways to their designated group(s) in order that rehearsals can proceed with the minimum amount of fuss.

Decision-making:

The Trustees normally meet four times each year.

The Management Committee normally meets each Friday evening in SDMC term time. Trustees, ensemble directors and parent-helpers are welcome at any time to take part in these meetings, or to request for any points to be discussed. Notes are circulated after each of these meetings.

Ensemble directors, parent-helpers and trustees normally meet altogether each year in September at the beginning of the autumn term, and subsequently when necessary.

The policies and procedures in this Handbook were revised in the Spring Term 2017, and adopted at a meeting of Trustees on 3 March 2017. They will be reviewed again in the Spring Term 2018.

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Trustees who have responsibility for oversight of specific policies are responsible for ensuring these policies and procedures are adhered to. In addition, they will bring to the attention of the trustees any additions or amendments which may need to be made from time to time.

SDMC's main base is The William Allitt School, Newhall. There is also a smaller satellite centre at The John Port School, Etwall. These policies and procedures are applicable wherever ensembles rehearse or perform.

Health & Safety Policy Statement

(Health & Safety at Work Act 1974)

The Trustees regard the promotion of health and safety as a mutual objective for all persons undertaking work (both paid and unpaid) in connection with the South Derbyshire Music Centre.

It is therefore SDMC policy to provide and maintain safe and healthy working conditions, with safe equipment and systems for work, and to provide such information, training and supervision as is needed for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

In particular SDMC has a responsibility:

- To provide and maintain safe and healthy working conditions taking account of any statutory requirements.
- To provide training and instruction to enable ensemble directors, coordinator and parent helpers to perform their work safely and efficiently.
- To make available all necessary safety devices, measures, procedures, protective equipment and to supervise their use.
- To maintain a constant and continuing interest in health and safety matters applicable to the Centre's activities, in particular by actively encouraging discussion and involvement from ensemble directors and parent-helpers wherever possible.

Ensemble directors and parent-helpers have a duty to co-operate in the operation of this policy:

- By working safely, efficiently and sensitively
- By using any additional equipment provided, and by meeting statutory obligations
- By reporting incidents that have led or may lead to injury or damage
- By adhering to the centre's procedures for securing a safe workplace
- By assisting in the investigation of accidents with the object of introducing measures to prevent a recurrence.

Transportation of children:

Ensemble directors should not normally transport children, except at the direction of the Head of Centre and /or in wholly exceptional circumstances and even then only if the member of staff so chooses and is fully covered by their own car insurance.

South Derbyshire Music Centre

FIRE & EVACUATION NOTICE

- In the event of fire, the fire alarm will sound – a continuous bell.
 - Tell your players/singers to listen in silence as you read to them the following:
 - “There is a fire in school. Leave all your belongings, including your instrument.
 - Follow me now, sensibly and quietly, out of school [via the nearest exit].
 - We are going to assemble in the bottom car park by following the path all the way.
 - On no account should you come back into school until told to do so.
 - The Parent-Helper will be at the end of the line to the car park.
 - Stand, don't speak, and stay with me.”
-

Each term, it is important that you give this presentation to your ensemble. Helen Smith will be in attendance and record the date and time of the presentation.

Before you read the above, explain that this must always be done in silence, and that although today there is no fire, if there were, this is what would be read out. At the end, ask if they have any questions. Please treat this each time with the utmost seriousness – a child's life could depend on it. **The Trustees request that you keep this notice in your folder and handy at every rehearsal.**

Parents should also follow the same procedure if they are in Music Centre at the time of an emergency. They should not collect their own child.

A copy of this Fire & Evacuation Notice is available on a laminated sheet in each ensemble director's folder, and it is read to each group at the beginning of each term (and half-term for the Clubs).

In the summer term of each academic year, there is also a fire practice when the fire alarm is sounded, and where all present in Music Centre may assemble in the bottom car park.

Special Needs Policy

Introduction:

The South Derbyshire Music Centre (SDMC) works closely with the Derby & Derbyshire Music Hub; therefore this policy will be maintained and monitored in line with Local Authority Guidelines.

Aim:

The aim of the Music Centre is to support and promote ensemble music-making opportunities for young people in the area, where they can make music together in a friendly and purposeful atmosphere regardless of race, gender and disability.

We aim to remove barriers to participation that may hinder or exclude individuals or groups of students.

We aim to give all students the opportunity to succeed and reach the highest level of personal achievement. Student progress is tracked to ensure progress is being made.

Disabilities:

We aim to meet the needs of any student or tutor / ensemble director with additional needs/disabilities, and all reasonable steps are taken to ensure that they are not placed at a substantial disadvantage compared to non-disabled students or tutor / ensemble director.

Wherever possible, SDMC provides an environment that allows the disabled full access to all Centre areas, rehearsal rooms and concert venues. Room entrances are wide enough for wheelchair access and the designated points of entry also allow wheelchair access.

Summary:

Trustees are responsible for ensuring that all students are treated fairly and equally, using advice and guidance supplied through liaison with external bodies, such as the Local Authority, other Music Centres and the Regional Arts Board.

Child Protection Policy (To be read with Safeguarding Children Policy)

SDMC Children's rights and child abuse prevention

Our vision is of an environment free from abuse.

The child protection policy and procedures aims to translate this commitment to children's rights into a practical reality through our work with children. We also endorse and will follow **The Derby and Derbyshire Safeguarding Children Procedures**
<http://derbyshirescb.proceduresonline.org.uk>

Through its emphasis on prevention, the policy aims to minimise the risks of children being abused.

SDMC will also do all it can to ensure that children who are being abused, or who are at risk of abuse, are supported and given protection.

The policy demands the highest standards of professional practice in work with children and describes the values and principles that must underpin our approach to children.

SDMC child protection policy covers all contact with children and ensures that all ensemble directors and parent-helpers

- have a DBS (Disclosure and Barring Service) checks following eligibility guidelines
- are aware of the problem of child abuse
- safeguard children from abuse through good practice
- report all concerns about possible abuse
- respond appropriately when abuse is discovered or suspected.

To this end:

- We are committed to safeguard children from abuse and to ensure that action is taken to support and protect children wherever and whenever abuse is suspected
- All Ensemble Directors and others in contact with children should follow the Code of Practice **(drawn from the Music Partnership Instrumental Teachers' Handbook)** describing expectations and standards in working with children
- Procedures for raising and reporting concerns - there is a mandatory requirement to raise any concerns within SDMC.

What are my Responsibilities under this Policy?

All adults who work/help within Music Centre must be familiar with this policy and be aware of the problem of abuse and the risks to children.

Everyone's prime responsibility is to prevent child abuse. This means raising any concerns you may have about the safety of children and/or the behaviour of adults.

It also involves making sure contact with children is consistent with the Code of Practice contained in the policy.

What should I do if I see or suspect possible abuse?

A child is anyone under 18 years old.

There are 26 categories of abuse in the current procedures. The main categories are sexual, physical, emotional neglect and radicalisation in line with government guidelines.

Concerns for the safety and well-being of children can arise in a variety of ways and in the whole range of different settings in which SDMC works. For example, a child may tell you or display signs that they are being abused; someone may hint that a child is at risk or that a colleague is an abuser; you may witness or hear about abuse in centre, in school or another organisation. Gain the basic information. Do not ask the child for in depth detail after they have disclosed information to you. It may jeopardise any investigation by police and social care.

It is your individual responsibility to report your concerns. In the first instance to the head of centre, centre co-ordinator or chairman of the trustees. They will discuss the situation with you and report any concerns appropriately. The person you report the concern to will keep you informed as to their actions. If you feel that they have not responded appropriately you must challenge the action and ask for an explanation.

Should you need further information or guidance, consult and be familiar with the **Derby and Derbyshire Safeguarding Children procedures**

The Important thing is to act on your concerns!

Referral Process

- Concern comes to your attention
- Immediately report this to Head of Centre, Centre Coordinator or Lesley Holt.
- Chair of trustees and Lesley Holt provide feedback to appropriate contacts as necessary.

Safeguarding Children Policy

This policy applies to all adults, including volunteers, working in or on behalf of the South Derbyshire Music Centre.

Everyone working in or for our music centre shares an objective to help keep children and young people safe by contributing to:

- providing a safe environment for children and young people to learn and develop in the music centre setting, and
- identifying children and young people who are suffering or likely to suffer significant harm, and taking appropriate action with the aim of making sure they are kept safe both at home and in our music centre setting.

Commitment

SDMC is committed to Safeguarding and Promoting the Welfare of all of its students. Each student's welfare is of paramount importance.

Safe Practice

Music Centre will access government guidance via the

<https://www.gov.uk/government/organisations/department-for-education> and comply with the current Safe Practice guidance to be found in Derbyshire Safeguarding Procedures at: <http://derbyshirescb.org.uk>.

Support is also available from 'Call Derbyshire': 01629 533190

Partnership with others

Music centre recognises that it is essential to establish positive and effective working relationships with other agencies who are partners in the **Derby and Derbyshire Safeguarding Children Board**. There is a joint responsibility on all these agencies to share information to ensure the safeguarding of all children.

Related documents

The Derby and Derbyshire Safeguarding Children Procedures were updated in December 2014 and this version replaces all previous guidance documents. Derby and Derbyshire Safeguarding Children Boards have co-operated to ensure that the procedures are suitable for use in both areas.

These procedures include the essential principles embodied in the Children Act 1989 and Children Act (Section 11) 2004 and take into account the best working practice.

- [Derby and Derbyshire Safeguarding Children Procedures December 2014](http://derbyshirescbs.proceduresonline.com/index.htm)
<http://derbyshirescbs.proceduresonline.com/index.htm>
- <http://www.derbyscb.org.uk/docs/cse-risk-assessment-toolkit-updated-august-2013.doc>
- <http://www.derbyscb.org.uk/docs/Derbyshire-and-Derby-response-to-new-definition-of-domestic-abuse%20April-2013.pdf>

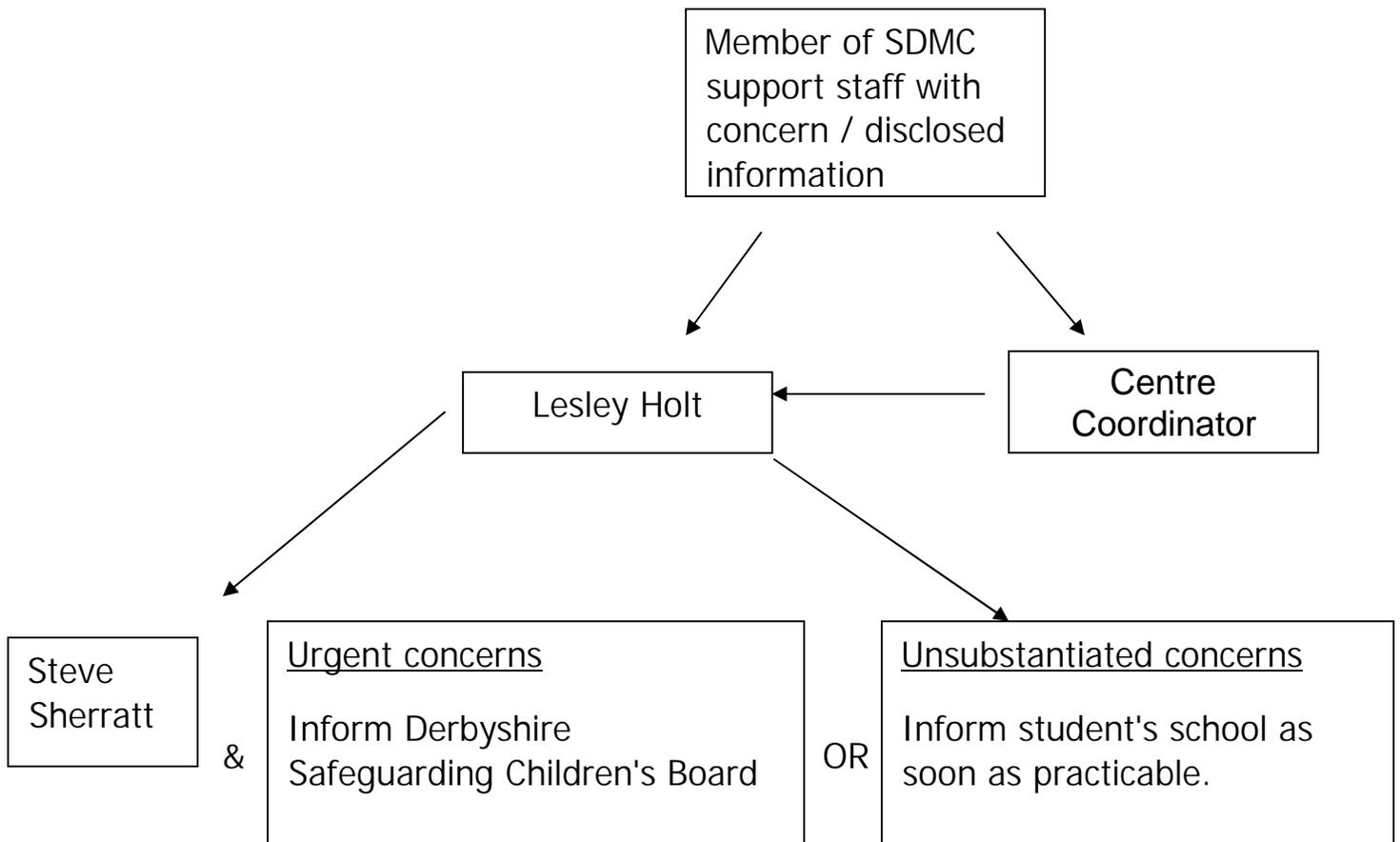
In the event of a child not being collected from music centre at the end of their session,

the parent/carer will be contacted using the contact details provided to music centre by the parent. At least two members of staff will remain with the child until they are safely collected. Under no circumstances will the staff go to look for the parent, nor will they take the child home with them without prior consent from the parent.

Safeguarding reporting chain

Derbyshire Safeguarding
Children's Board

Mon - Fri 8am-8pm 01629 533190
Out of Hours Rapid Response Team:
01629 532600
Police non-emergencies 101 or 999



Anti-Bullying Policy

Commitment

We are committed to providing a caring, friendly and safe environment for all of our students so they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our Centre. If bullying does occur, all students should be able to report it and know that incidents will be dealt with promptly and effectively.

What Is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional - being unfriendly, excluding, tormenting (e.g. hiding music, threatening gestures)
- Physical - pushing, kicking, hitting, punching or any use of violence
- Racist - racial taunts, graffiti, gestures
- Sexual - unwanted physical contact or sexually abusive comments
- Homophobic - because of, or focusing on the issue of sexuality
- Verbal - name-calling, sarcasm, spreading rumours, teasing
- Cyber - all areas of internet, such as email and internet chat room misuse; mobile phone threats by text messaging & calls
- Misuse of associated technology – e.g. camera and video facilities

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Students who are bullying need to learn different ways of behaving.

We have a responsibility to respond promptly and effectively to issues of bullying.

Objectives of this Policy

- To emphasise that bullying will not be tolerated.
- To ensure all ensemble directors and parents-helpers know what the Centre policy is on bullying, and follow it when bullying is reported.
- To assure children, young people and parents that they will be supported when bullying is reported.

Signs and Symptoms

A child or young person may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a student:

- is frightened of walking to or from Centre
- changes their usual routine
- is unwilling to attend Centre
- becomes withdrawn anxious, or lacking in confidence
- starts stammering
- cries themselves to sleep at night or has nightmares
- feels ill in the morning

- comes home with clothes torn or books damaged
- has possessions which are damaged or " go missing"
- asks for money or starts stealing money (to pay bully)
- has unexplained cuts or bruises
- becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervous and jumpy when a cyber message is received

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated

Procedures

1. Parents and students to report bullying incidents to their ensemble director, head of centre, any trustee, or the co-coordinator.
2. In cases of serious bullying, the incidents will be recorded by whoever the parent or student discusses this with.
3. In serious cases parents will be informed and will be asked to come in to a meeting to discuss the problem
4. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly.
5. An attempt will be made to help the bully (bullies) change their behaviour

Outcomes

In consultation with parents/carers:

1. The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
2. In serious cases, suspension or even exclusion will be considered.
3. If possible, the students will be reconciled.
4. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.
5. If necessary and appropriate, police will be consulted.

HELP ORGANISATIONS:

Advisory Centre for Education (ACE)	http://www.ace-ed.org.uk
Children's Legal Centre	http://www.childrenslegalcentre.com
KIDSCAPE Parents Helpline (Mon-Fri, 10-4)	0845 1 205 204
Family Lives (Parentline Plus)	0808 800 2222 http://www.familylives.org.uk
Youth Access	http://www.youthaccess.org.uk
Bullying Online	http://www.bullyonline.org

Equal Opportunities Policy

Purpose

SDMC supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of age, colour, race, nationality, ethnic origin, religious beliefs, political beliefs, gender, marital status, disability, sexual orientation and economic status or class.

Our aim is that young people, whatever their background or social situation, are treated fairly and have equality of opportunity in accessing our work in music and education.

This is achieved by:

- Advice, information, discussion and training being given to all members of the organisation to avoid unlawful discrimination.
- Monitoring policies and practices to avoid possible indirect discrimination.

All members, irrespective of their position within SDMC, will have some measure of responsibility for the effective operation of the policy.

General Considerations

The Music Centre is open to any young person who has a basic playing or singing knowledge through to those who are extremely competent and play or sing at an advanced and/or senior level. The Centre is advertised widely, including the use of open days, invitation concerts, and instrument family parties all of which are open to all young people interested in playing music.

The school where the main Centre is based is well equipped for disabled access. For example, wheel chair users are welcome to attend the Music Centre as a player or observer.

We positively encourage all who can play a musical instrument or sing to join us if they wish. We also operate a policy of reduced or waived membership subs for those children whose parents or carers who are unable to afford the cost for their child(ren).

Implementation of the Equal Opportunities Policy

The Trustees will ensure that all aspects of the policy and practice are being observed by:

- Marketing our activities to maximise public benefit through promotion to community organisations, schools, local authorities etc, taking consideration of concert/workshop times which may affect children and elderly persons including communities who do not traditionally attend our activities
- Take into consideration the needs of people with disabilities when organising and managing our events
- When undertaking joint projects with other groups, SDMC will apply the same level of equal opportunities practice as we would within our own membership

Data Protection Policy

The South Derbyshire Music Trust promises that we will:

1. Value the personal information entrusted to us and make sure we respect that trust;
2. Go further than just the letter of the law when it comes to handling personal information, and adopt good practice standards;
3. Consider and address the privacy risks first when we are planning to use or hold personal information in new ways, such as when introducing new systems;
4. Be open with individuals about how we use their information and who we give it to;
5. Make it easy for individuals to access and correct their personal information;
6. Keep personal information to the minimum necessary and delete it when we no longer need it;
7. Have effective safeguards in place to make sure personal information is kept securely and does not fall into the wrong hands;
8. Provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or don't look after personal information properly;
9. Put appropriate financial and human resources into looking after personal information to make sure we can live up to our promises;
10. Regularly check that we are living up to our promises and report on how we are doing.

Freedom of Information Policy

1. The Trustees are responsible for ensuring that the Music Centre complies with the Freedom of Information Act 2000 (FoIA).
2. Requests must be made in writing, (including email), and should include the enquirer's name and correspondence address, and state what information they require.
3. Trustees have a duty to respond to all requests, telling the enquirer whether or not the information is held, and supplying any information that is held, except where exemptions apply.
4. There is a time limit of 20 days excluding school holidays for responding to the request.

Pay Policy

Guiding Principles

The Trustees should consider, when setting rates of remuneration, both national and local established rates as well as the constraints of the Music Centre budget.

Commitment to Ensemble directors

The Trustees are aware that Music Centre ensemble directors are its most important asset and they value the commitment, support and goodwill of all group leaders. Trustees:

- Agree that decisions about pay should be fair, justifiable and with agreed policies and procedures
- Work to maintain harmonious working relations

Particular Remuneration Details.

Where an individual is legally classified as 'Self Employed' a rate of remuneration is established per hour, appropriate to experience.

Payment periods are either monthly, half-termly or termly at the discretion of the individual, and payments are processed upon receipt of an invoice. Payment will be made on line and will be issued within thirty working days of receipt of the invoice. Invoices received after the end of the term/half term will be dealt with as quickly as possible there after.

Suggested wording for invoices of self-employed ensemble directors:

This is a true and accurate record of my tutor / ensemble direction for the period (insert date period)

_____.

I confirm that I have self-employed status registered with HMRC, and gross payment is required.

Teacher Signature _____ *Print Name* _____

Purchasing Policy

Control of Spending and Purchasing Policy Procedures

Introduction

SDMC Trustees are committed to this Purchasing Policy and the control of all its expenditure. The policy sets appropriate limits on all persons making purchases in the name of the Trust and Music Centre.

We will follow good procurement practice and the principles of procurement management for all equipment, consumables and services for music, teaching and administration in order to gain best value.

Value and Authority Definitions

Value Definition for each payment	Authority required for each payment
Low Cost – up to £200	Head of Centre or Chairman
High Cost – greater £200 and up to £800	Chairman or Head of Centre plus one Trustee
Major Expenditure – greater than £ 800	Board of Trustees

Petty Cash: small cash float to cover minor items such as stationery and stamps.

Instrument Purchases: new or used instruments are purchased usually through the Derby and Derbyshire Music Partnership scheme

Instrument Repairs: some instruments are owned by the pupils themselves and they are responsible for paying for any repairs. Other instruments are owned either by the Trust or by the Music Partnership and this Policy sets out how the expenditure is controlled, once the need for an instrument repair is identified.

Setup team: This team of senior students set up and packs away the equipment for each ensemble. They are paid a nominal remuneration at the same frequency as the ensemble directors.

Grants: The Music Centre receives funding from the Music Partnership and South Derbyshire District Council towards its running costs

Accounts

SDMC Subs Account

This account is solely for the collection of membership subscriptions and payments to ensemble directors. Income and expenditure should, in theory, balance throughout the year.

Signatories: Steve Sherratt, Alan Fairbrother, Roy Dolan and Christine Spare

SDMC Holding Account

This account receives monies (mainly from the Music Partnership) to pay for specific activities.

Signatories: Steve Sherratt, Alan Fairbrother, Roy Dolan and Christine Spare

Purchase Order Book

A Duplicate Purchase Order book is provided to describe the goods and services being ordered, and it also contains the appropriate authorizing signatures. The Order Book provides a unique Order Number that follows the transaction through the Order, Invoice and Ledger.

Reserves policy

Reserves Policy.

- SDMC will at all times keep funds in reserve so as to ensure that in the event of either a total or partial revenue shortfall that would prevent the charity's core activities from taking place, such a shortfall could be covered without effecting the core purpose activity.
- The range of funds retained in reserve will always be a minimum of £3000.
- The reserves will be reported in the Annual Accounts and will be monitored and reviewed on an annual basis.

Managing our Equipment Policy

Manual Handling

- Only those who have been appointed members of the *Set-up Team* should move, lift or handle any of the heavier equipment.
- Music Stands are stored in boxes which hold approximately 10 stands each. These should always be carried by two members of the team.
- Tables in the classrooms should be moved by two members of the team.
- Percussion equipment is stored in *gig boxes*, and should be moved only by the percussion players.

Electrical Equipment

- Electrical equipment is subject to annual PAT testing.

Ladders/Steps

The use of steps and /or ladders is only authorised for staff/helpers who have completed the required training. Assistance will be sought when needed.

Information for Parents regarding Absence

We want all pupils to succeed with their playing and/ or singing, and we would therefore ask **EVERYONE** to make attendance at rehearsals and concerts a priority.

Clearly it's your decision whether your child joins the Music Centre, but if they do, we expect you to abide by these basic procedures please (particularly in relation to absence from concerts).

Absence from Music Centre Rehearsals

It's inevitable that occasionally, your child may need to be absent from a music centre rehearsal. When this is the case, we would appreciate it if you would let us know why they can't be there, and also do **ONE** of the following:

Explain to the conductor the week before if you know your child won't be there.

OR

Contact Helen Smith (co-ordinator) in advance, and ideally before the practice session starts:

Either by text: **07860 101417** Or by phone **07860 101417** Or by e-mail: **coordsdmc@hotmail.co.uk**

(Helen may not be able to respond, but at least she will have your message)

There are many reasons why we believe it's important to do this, including the following:

- *Their safety and welfare are paramount. If they're not at music centre at the time we normally expect them to be there, we need to know you're aware of this.*
- *Playing or singing with others is a team effort, and each member is important. Even though there may be 20 or 30 others there, the contribution made by your child is valued.*
- *We also care about the progress of each individual member, and regular attendance helps to maintain this progress.*
- *If a member misses two or more consecutive rehearsals without a good reason, it may be that a little problem has arisen, and that they might need some encouragement to attend.*
- *It's a common courtesy which will be important for them in later life: To make apologies for absence whatever organisation they are a member of.*

We may contact you by phone or text during a rehearsal if your child is absent and we haven't heard from you.

Absence from Music Centre Concerts

Throughout the year, all members of the Music Centre have the opportunity to play at events and concerts; these showcase their achievements and enable families, friends and the wider community to enjoy their music.

Our commitment to you is that we will keep you informed via the website, *facebook* and via email of all dates and arrangements. We aim to give at least a term's notice of concert commitments. For our major performances, such as the *Christmas Cracker Concerts*, we make sure these dates are published months ahead.

In return we would like you check availability and inform us immediately (ideally via email) if your child is unable to attend a particular concert. This should prevent last-minute panics. By giving notification in written form, a conductor is fully aware in advance and can plan accordingly. *It should be possible to alert us many weeks prior to a concert if there is a clash of dates.*

Obviously, any of your child's school commitments would take priority but we would appreciate your co-operation in still keeping us informed, if this is the case.

Behaviour Policy (children and young people)

Children and Young People in music centre are expected to behave in a sensible and responsible manner, as would normally be expected in a good school.

The individual ensemble director is responsible for managing the good behaviour of the children and young people in their group. Should there be cause for concern, the ensemble director should speak with the Head of Centre who would decide how best to deal with the issue(s). Action may include contacting the parents to seek their support. Any decision concerning the exclusion of a child or young person from the Centre would only be made following a meeting of the Trustees.

Disciplinary Policy (adults)

The purpose of the disciplinary procedure is to ensure that any concerns over ensemble directors' conduct or performance are handled in a fair, consistent and timely manner.

The Trust reserves the right to suspend a member of staff from work, normally for no more than three weeks, while a disciplinary offence is investigated.

Minor disciplinary offences

Minor disciplinary offences and general issues of poor performance will be handled informally in the first instance, through discussion/counselling and informal warning(s).

Serious disciplinary offences

Where an informal approach fails to bring about the desired improvement, or where the offence is more serious, there will be a meeting with the Chairman and two other trustees.

The Trust will:-

- Give the person concerned a minimum of 24 hours' advance notice of the meeting in writing, making it clear that the meeting is being held under the Trust's formal disciplinary procedure and detailing the alleged misconduct
- Remind the person concerned of their right to be accompanied at the meeting by a colleague or friend
- Give the person concerned, at the meeting, a full explanation of the case against them
- Give the person concerned, at the meeting, every opportunity to challenge allegations against them, state their case and put forward an explanation of their conduct and any mitigating factors
- Take all relevant factors into account before reaching decisions about any disciplinary action
- Confirm the outcome of the disciplinary hearing in writing within five working days, specifying the reason for any disciplinary action, the standards of conduct or work performance expected, details of any objectives and timescales agreed, the consequence of failing to achieve acceptable improvements, and the period after which any warning will be disregarded for disciplinary purposes;
- Remind the person concerned of their right to appeal against any disciplinary action. In the event of an appeal, the panel will consist of the Chairman, the SDDC trustee and a member of the Music Partnership's Leadership Team. Decisions reached at this meeting will be final.

Complaints Procedure

Parents who have cause for concern or complaint are invited in the first instance to speak with the ensemble director concerned, Head of Centre or Chairman of Trustees. In the event of a serious complaint, they may make representation to the Trustees in writing, via the coordinator.

General Points

Website and Publicity

The Music Centre will, from time to time, take photographs of players and singers to use for publicity purposes. Parents should inform the coordinator in writing if they do not wish their child to appear in this publicity.

Medical Information

It is essential that our information regarding medical and health issues is continually updated. Parents are requested to help us to do this in occasional letters on the website.

Where a medical condition is of a serious or sensitive nature, this information is kept separately and communicated directly to staff.

This information is also always accessible at events taking place outside the Centre.

Insurances

Insurance cover has been arranged through the Music Partnership, and copies of these policies may be seen on request via the Head of Centre.

Initial and Weekly Registration

It is essential that prior to commencing Music Centre, all new starters are registered on the Music Centre's parent portal which can be accessed via our website. If a child is not registered a parent/carer must remain on site with them.

All medical, health and special needs information and contact details must be provided and regularly updated by the parent/carer. If the parent/carer is unable to provide this information on-line they must complete the registration form at the Welcome Desk.

All information will be held in the strictest of confidence. However, the information will be shared with ensemble directors and parent helpers when necessary.

For health and safety reasons everyone who comes into Music Centre (including parents) are asked to sign in at the Welcome Desk on arrival. The children's register is in alphabetical order by surname. Adults are also asked to sign out when they leave. All members will also need to sign in on their ensemble/club/choir register at the start of their session.

The Personal Use of Social Networking Sites for all adults involved in SDMC

(This guidance has been adapted from that provided by DCC)

For the purposes of these guidelines, a social networking site is a type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. This includes online social forums such as **Twitter** and **Facebook**. Social media also covers blogs, video and image-sharing websites such as **YouTube** and **Flickr**.

SDMC Trustees recognise that some adults involved in the work of the Centre may make use of social networking sites in a personal capacity. While they are not acting on behalf of SDMC, they must be aware that they can damage the reputation of the organisation if they act inappropriately online and are recognised as being part of the Centre.

Adults must be aware that there are many more examples of social networking sites that can be listed here and this is a constantly changing area. They should follow these guidelines in relation to any social networking sites they use in order to protect themselves and the reputation of the Centre.

- Protect your own privacy. To ensure that your Facebook account does not compromise your professional position, ensure that your privacy settings are correctly set. The more your personal life is exposed through social networking sites, the more likely it is that this could have a negative impact
- Remember that anything you post online is public, even with the strictest privacy settings. Once something is online, it can be copied and redistributed making it easy to lose control of. Presume everything you post online will be permanent and can be shared.
- Do not, under any circumstances, accept friend requests from a person you believe could be a service user.
- Do not make disparaging remarks about your colleagues or the Music Centre. Doing this in the presence of others may be deemed as bullying and/or harassment.
- Do not discuss centre-related issues online.
- If someone posts a photograph of you in their profile in which you are named, on Facebook, you can 'untag' yourself from the photograph. If you do find inappropriate references and/or images of you posted by a 'friend' online you should contact them and the site to have the material removed.
- Do not publish your date of birth and home address on Facebook. Identity theft is a crime on the rise with criminals using such information to access your bank account or credit card.
- Ensure that any comments and/or images could not be deemed defamatory or in breach of copyright legislation.
- You can take action if you find yourself the target of complaints or abuse on social networking sites. You can remove someone from your friend list and block them from interacting with you. Most sites will include mechanisms to report abusive activity and provide support for users who are subject to abuse by others. If you are very concerned about someone else's behaviour online, you should take steps to raise your concerns.

There is more information on the Child Exploitation and Online Protection Centre (CEOPC) website:
<http://ceop.police.uk/>