



LEWISHAM MUSIC

ESSENTIAL INFORMATION FOR PUPILS, PARENTS AND CARERS

AFTER SCHOOL GROUPS, PROJECTS, LIVE EVENTS AND HOLIDAY COURSES

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ESSENTIAL INFORMATION FOR PUPILS, PARENTS AND CARERS ATTENDING AFTER SCHOOL GROUPS, PROJECTS, LIVE EVENTS AND HOLIDAY COURSES

Lewisham Music provides high quality music programmes led by specialist tutors and is successful because it has emphasised three important things: commitment, motivation and support. Parents and students should be aware of their responsibilities.

The following information provides an overview of Lewisham Music Out of School Hours programmes. These include weekly after school bands and choirs, projects run by Lewisham Music hub partners in association with Lewisham Music live events and holiday courses. By understanding how these programmes run and your role in the process, you will be helping us to maintain our high standards.

Commitment and behaviour

Once children have committed to a Lewisham Music programme, project, event or holiday course they are asked to honour that commitment. This is to be fair to the ensembles they have joined. Each member is an integral part of the team, and the team is greatly disadvantaged when some members don't turn up or drop out. If there is a legitimate reason a student has to miss a weekly rehearsal session, project, live event or holiday course, please make sure you contact the Lewisham Music office or let your tutor know the week prior to the expected absence.

If your child becomes unhappy, please discuss it with the tutor leading the programme, project or event as the problem may be easily resolved.

Children attending after school ensemble programmes are expected to:

- attend each class for which they have registered weekly.
- attend occasional performances outside of the normal programme time.

Children attending projects, live events or holiday courses are expected to:

- attend regularly as required.

Students are expected to behave with respect to themselves and to others around them whilst taking part in the session, in accordance with Lewisham Music's Behaviour Policy and the attached Student Agreement (see page 3). Students are giving up their time and everyone has the right to learn without disruption. When on school grounds or any other venue, students should be aware that we use those facilities on the understanding that we leave everything as we found it.

It is important for the students to have a regular practice schedule arranged at home. Like sports-people training their muscles and skills, musicians need to practise regularly to help develop their playing muscles as well as to reinforce concepts they learned in their rehearsals, workshops and performances.

Attendance

Your child's group cannot progress adequately and reach high standards of attainment if children are persistently absent. Your child will be expected to attend regularly and behave in a courteous and polite manner at all times. If attendance is poor or your child behaves in a way which could be deemed inappropriate, either towards staff or students then we reserve the right to exclude the child from the programme in question.

All students are expected to arrive ten minutes prior to the start of the session. Students who are persistently late may be excluded from the session.

Your child must make him/herself know to the Administrator or Programme or Project Leader on arrival and ensure he/she checks out on departure by signing in and signing out, or by reporting to a supervisor who is recording registration, at the start and end of every session. Only students for whom Lewisham Music has received signed parental permission will be allowed to leave unaccompanied. All other children will need to be collected by a responsible adult. **(Please the Appendix for LM's Collection of Children Policy).**

You must inform your child's tutor or the Lewisham Music office of any known absences in advance and we would expect in these exceptional circumstances that a legitimate reason be given. Should your child not be able to attend at any point during the term or during the duration of the project, event or course, please contact the Lewisham Music office as soon as possible on 020 3637 8088 (Monday to Friday) or contact the project, live event or holiday course manager – appropriate contact details will be provided on the information letter.

If your child wishes to withdraw from a weekly after school programme then notice must be given **by half term** for the programme to be terminated at the beginning of the following term. Please confirm this in writing with the tutor who leads the ensemble or email Lewisham Music at info@lewishammusic.org It is not possible to withdraw children from programmes mid-term and fees cannot be refunded.

Fees

Fees will not be refundable for any absence or short term illness. In the case of long term health problems, please contact the office as soon as possible. Charges are payable as set out on the current charges document.

All appropriate fees must be paid by the deadline set out on your child's invoice and before commencement of the programme for the coming term. If fees are not paid by the deadline then we reserve the right to impose an administration fee of £10.00. If non-payment of fees persists then we reserve the right to withdraw your child from the programme, project, event or course and refer any outstanding amounts to a debtor collection service. If you are experiencing any financial difficulty and feel you are unable to pay your child's fees by the deadline then please contact the Lewisham Music office to discuss alternative arrangements.

Terms and conditions

We reserve the right to cancel after school programmes, projects, live events and holiday courses if circumstances change that are beyond our control. Fees will be refunded in these instances.

If, through no fault of Lewisham Music, group sizes fall below the prescribed number for the programme, we will endeavour to find suitable replacement pupils. However, if this is not possible then continuation cannot be guaranteed; charges may need to be increased or the programme may need to be closed. If a programme is closed then fees will be refunded on a pro rata basis.

Lewisham Music cannot take responsibility for your child's instrument or personal possessions when attending a Lewisham Music programme, project, event or course.

Complaints

Complaints about Lewisham Music will be taken seriously and investigated fully under our Complaints Policy and Procedure (see www.lewishammusic.org/about-us/our-policies/). Please report any concerns to info@lewishammusic.org or phone 020 3637 8088.

Please ensure your child understands and agrees to comply with the Student Agreement below. By accepting a place in an after school programme for your child, you are confirming you will comply with the terms of this document and that your child will abide by the Student Agreement.

Thank you for enrolling your child in a Lewisham Music programme, project or event. I hope it will be a fulfilling and enjoyable experience.

Yours,

Peter Hayward
Chief Executive
Lewisham Music

APPENDIX 1

Out of School Hours Programmes, Projects,

Live Events and Holiday Courses

Student Agreement

1. *Students should arrive on time with the correct equipment.*
2. *Students must sign in with the tutor when they arrive at the session, and sign out before they leave the session.*
3. *Students should be polite and courteous to staff and to each other.*
4. *Students should report any concerns or worries they have to a tutor or member of Lewisham Music staff.*
5. *Students should work hard and allow others to do the same.*
6. *Students should walk and not run when on site.*
7. *Students will remain under the supervision of Lewisham Music staff for the entire session and should not access any areas of the venue which are not appropriate to the session they are attending.*
8. *Students should respect each other's property and that of Lewisham Music and the venue.*
9. *Lewisham Music will not accept responsibility for personal items lost during After School Programmes, Events, Projects and Holiday Courses.*
10. *All venues should be kept clean and tidy. Rubbish is to be put in the bins provided.*

APPENDIX 2

LEWISHAM MUSIC

COLLECTION OF CHILDREN POLICY (OUT OF SCHOOL PROGRAMMES, PROJECTS, LIVE EVENTS AND HOLIDAY COURSES)

This policy sets out procedures to be followed for collection of a child or children from a Lewisham Music after school activity, holiday course, project, or live event.

As a condition of enrolment to a Lewisham Music activity, parents and carers will be asked to indicate whether or not they give permission for their child to leave that activity unaccompanied. Only those for whom permission to leave has been given will be allowed to leave the premises unaccompanied. All other children will remain in the care of Lewisham Music member of staff until collected by an authorised adult.

In the event that any children are not collected by an authorised adult at the conclusion of their activity, we will put into practice the procedures set out below to ensure that all children are cared for safely by an experienced and qualified practitioner.

Procedures

Parents and carers of children attending a Lewisham Music out of school activity will be asked to provide the following information in writing in advance of their child's activity or music programme:

- Name of parent(s) or carer(s)
- Home address (or addresses) and home telephone number(s)
- Mobile telephone number for responsible parent or carer
- Email address for responsible parent or carer
- Name and address of a designated responsible adult who may be contacted in the event of an emergency (this could be a relative, or family friend)
- Details of the name, address and telephone number of the person who will be collecting the child if the parent, carer or the person normally authorised to collect the child is not able to do so.

The majority of cases of lateness will arise because there has been a misunderstanding between parents and carers about collection or an unexpected difficulty preventing parents and carers from arriving on time. **Every effort should be made to collect children from their activity on time. We appreciate that this might be difficult due to unforeseen circumstances on occasions, but if a parent or carer knows that they are likely to be late they must contact Lewisham Music in advance as follows:**

- **Monday to Friday between 09.00 and 17.00, contact Lewisham Music office on 020 3637 8088.**
- **Projects or events outside these times – please refer to project information letters and contact a member of Lewisham Music staff or project leader as indicated.**

Lewisham Music staff members will only let children leave the activity with a parent or carer, or with a person who has been authorised through written permission of the parent or carer. OFSTED guidance states that this should be a person over the age of 17 years who is deemed to be responsible by the parent or carer. In exceptional circumstances Lewisham Music may accept verbal permission (for example, via telephone communication) from a parent or designated adult to collect a child subject to confirmation of the child's identity and contact details.

In the event of parents or carers being late or failing to collect their children as arranged, and not contacting Lewisham Music in advance, the following procedures will be implemented:

- The child may be able to indicate if there is something out of the ordinary. On some occasions another parent may offer to take a child home with them. Lewisham Music staff will never release a child into the care of another adult who is not a family member or the child's emergency contact person without the consent of the parent or carer.
- A member of Lewisham Music staff will contact parents, carers or emergency contact person or persons to ask for the child to be picked up **immediately**.
- At an after school activity, project or concert, Lewisham Music staff will supervise an uncollected child for up to an hour after the finishing time whilst continuing to attempt to contact the relevant parent or carer to arrange an immediate pick up.
- It is not permitted for Lewisham Music staff members to take children to their homes. If arrangements for collection have not been established and a child remains uncollected after this time, we will contact the Police or Social Services and act on their advice.
- Please note that a charge may be payable for costs incurred by Lewisham Music for providing additional supervision for an uncollected child.
- There may be occasions when an activity venue is locked up whilst Lewisham Music members of staff are waiting for someone to arrive to collect the child. In such cases, a public building will be sought as a place to wait and the parent or carer should be informed of the arrangements.
- It may be necessary, if contact with the child's parent or carer cannot be made, for the child to be taken from the activity venue to a Children's Social Services office. Lewisham Music staff members are not permitted to transport children alone, and arrangements will be made to transport the child by taxi or mini cab. Two members of Lewisham Music staff will be designated to accommodate transport to the relevant location if this course of action is required.
- Under no circumstances is it permitted for a Lewisham Music member of staff to leave a child unaccompanied in order to look for a late parent or carer.