

Sheffield Music Hub Parent/Carer Handbook



2023/2024 Academic Year

We are Sheffield Music Hub...

And we're delighted that you and your young musician are part of our organisation. We believe that every child, regardless of race; gender; where they live; their levels of musical talent; parental income; whether they have special educational needs or disabilities; whether they are looked-after children, deserve the very best music education.

Please use this handbook as a reference for all the information and guidance you should need while your child studies with us. If your question isn't answered in here, please do not hesitate to get in touch with us. Your contact points are below:

Telephone: - 0114 2506860

When you call us you have 4 options to choose from:

Option 1 - Safeguarding

Option 2 - Music lessons and billing queries

Option 3 - Music groups and events queries

Option 4 - Instrument hire/repair and technical support

**Options 2 - 4 are available on: Monday, Tuesday, Thursday, Friday
10am - 12pm and 2pm - 4pm (term time only)**

If your query is regarding music lessons please either email your Music Leader directly or MusicHubOperations@sheffield.gov.uk.

If your query is regarding an event or music group please email MusicHubProjects@sheffield.gov.uk.

If your query is in regards to an instrument that you hire from us please email MusicHubRepairs&Hire@sheffield.gov.uk.

Thank you for your continued support.

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The Joy of Learning to Play a Musical Instrument

Learning to play a musical instrument is one of the most rewarding things you can do as a young person. How many adults do you know wish that they had learnt an instrument when they were younger? Most importantly learning an instrument and becoming a musician is great fun; developing your skills; telling stories through music and being the envy of all your friends. It is hard work too and along the way there are many challenges to learning and mastering an instrument, but if you work hard and remain dedicated those challenges will soon be a distant memory!

As a parent or carer, supporting a child or young musician who is learning an instrument can be pretty daunting too. Knowing how to support your child if you don't feel you are musical yourself, can be a little scary. Musical activities in Sheffield organised by the Music Hub and our partners are open to absolutely everyone. It is normal to worry if you will fit in with all these musical types, but there is no need to worry, we are a friendly bunch and you will be made to feel totally welcome.

We don't believe that forcing young musicians into a set amount of practice each day is the best way to develop musicality and skill on an instrument. There is no doubt that to get better you need to work hard, but this is best achieved by promoting the enjoyment of music outside music lessons; making music with other people and encouraging what we call 'mastery and refinement'. This means making sure that you get the music right many more times than you get it wrong.

Most importantly, get involved in as much as you can and always remember your music teacher is here to support you every step of the way.

Ian Naylor (Head of Music Education Sheffield)

Safeguarding: Policies

Sheffield Music Hub places the Safeguarding and Wellbeing of children and young people as a top priority and it is our statutory duty to 'safeguard and promote the welfare of children'. Music Leaders/Managers/Admin Team are employees of Sheffield City Council and as such are recruited under the Safer Recruitment Policy and have an Enhanced DBS.

Please see the Single Central Letter of Assurance which you can download from our website for your records.



**Music Hub Designated Safeguarding Lead (DSL):
Gillian Hume (Music Hub Manager), 07815 003622**



**Music Hub Designated Safeguarding Deputy (DSD):
Ian Naylor (Head of Music Education), 07989 258886**

Safeguarding: Musical Provisions

All Music Leaders/Managers/Admin Team wear photographic identification which includes their individual Enhanced DBS number for you to check and record. All employees follow the SG Training pathways laid out by Sheffield City Council. Music Leaders/Managers/Admin Team receive regular safeguarding updates every six weeks, or as necessary.

Accredited Teachers are self-employed freelance musicians who are accredited by Sheffield Music Hub enabling them to access bursaries, instrument hire with teaching and learning quality assured by the Music Hub. All Accredited Teachers follow the SG Training pathways laid out by Sheffield City Council and wear photographic identification which includes their individual Enhanced DBS number for you to check and record.

Volunteers who support Sheffield Music Hub rehearsals and events have an Enhanced DBS and photographic identification, and can be identified by Hub Volunteer T-shirts at large scale events.

Partner Organisations are responsible for their own Safeguarding Policy and procedures. For further information please read the SG guidance for partners taken from our Safeguarding Policy.

Sheffield Music Hub has an active Safeguarding Team. If you have any concerns about the Health and Safety of a child at the Music Hub, or feel that something maybe troubling them please feel free to share this information with an appropriate member of staff straight away. Do not worry that you maybe reporting something seemingly insignificant, small pieces of information can sometimes form a fuller picture.

However, if you think the matter is very serious and maybe related to a child protection concern, where a child is at risk of harm e.g. physical, sexual, emotional abuse or neglect, you must talk to one of the following people, in complete confidence, where immediate action will be take place. Alternatively, we encourage you to call the police. The people you should talk to at this setting are below.

The Team

The Office Team

Our management and admin team contribute to the Hub's goal of providing a quality music education to the children and young people of our city. The admin team is split into smaller teams: Operations (billing & music lessons); Projects (music groups & concerts); Instruments and Hire.

Music Leaders

Our music leaders teach a range of music lessons in schools across Sheffield, and they also direct our music groups. Every school in Sheffield has a link music leader who acts as an ambassador for the Music Hub.

Music Tutors

Music tutors are employed by agencies and work with us on a casual basis. They have all followed our rigorous quality assurance interview process just the same as our music leaders, and will complete the same CPD and safeguarding training.

Accredited Teachers

If there isn't a music leader or agency tutor in your young musician's school, there may be an accredited teacher. Accredited teachers work on a freelance basis so you can contact them directly to arrange lessons.

Having accredited and agency musicians means we can deliver lessons far and wide across the city!

Eepos

Eepos is our music tuition management system specifically designed for music hubs and services. On the student and guardian portals you can easily view your young musician's study history and tuition, and safely store and edit personal information. You can also communicate with music leaders and the office team (direct messaging) and, over the course of this coming year, you will be able to access and pay your invoices.

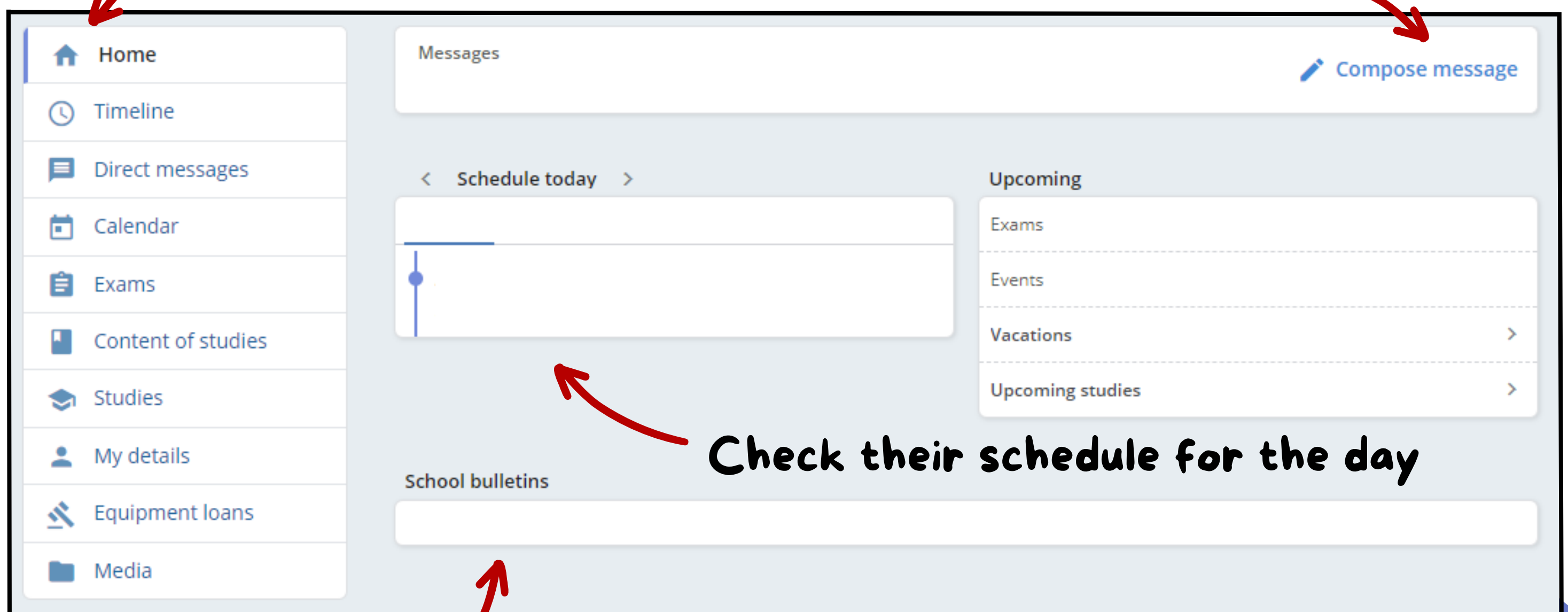
The portal can be used via the mobile app or in a browser. You can log in [here!](#)

If you do not have login details, or you can't remember them, please email the operations team and they will sort this for you (MusicHubOperations@sheffield.gov.uk).

Your Portal

Navigation panel

Compose a message to any of your young musician's music leaders



Our management and admin team use bulletins to alert you to important information about lessons or groups

Updating Personal Details

You can access and edit personal details on the navigation panel of your portal - just go to 'My Details'. If you are logged in as a guardian, this page will come up.

My details

[Change password](#)

GUARDIAN DETAILS

Guardian details are required if the student is a minor.

FIRST NAME(S)

FAMILY NAME

MOTHER TONGUE

GENDER

BIRTHDATE

ADDRESS

COUNTRY OF RESIDENCE

POSTCODE

ADDRESS

ADDRESS LINE 2

CITY

CONTACT INFO

If the student is a minor, primary guardian contact details are required.

PHONE NUMBER

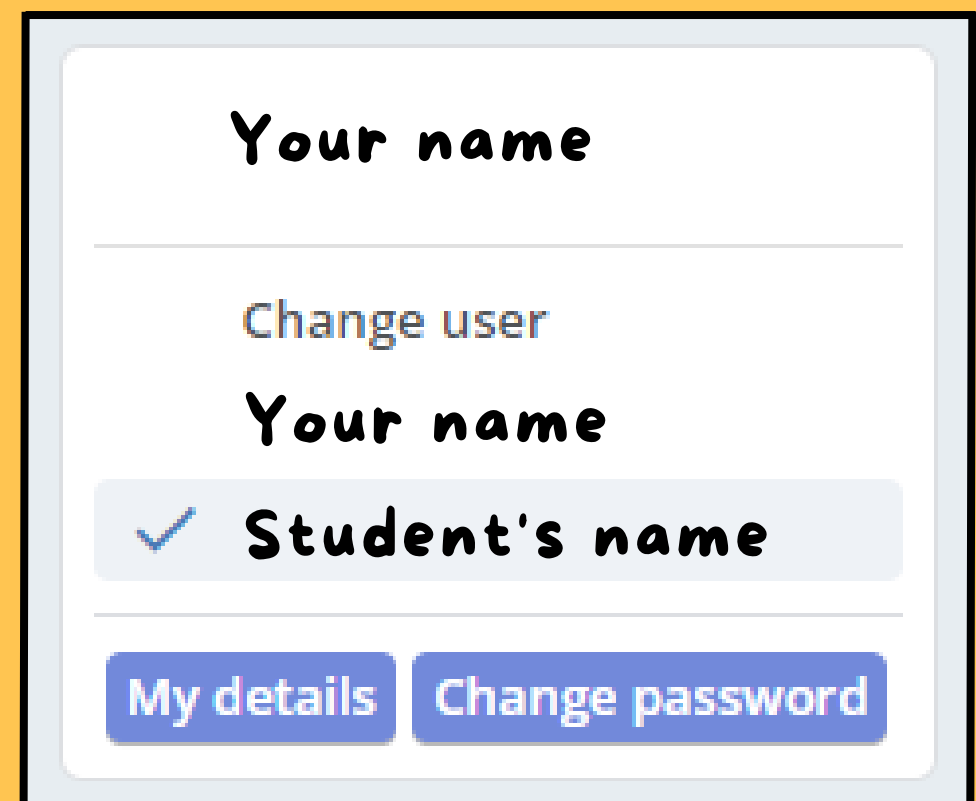
E-MAIL

Change

The guardian information you provide here is directly copied onto invoices and so it is really important it is up to date and in full. It is essential we have accurate contact details so that you can receive important information and we can get in touch with you in emergencies at our musical provisions.

Eepos

On this page, you can also select your student's name on the right hand side panel to check that the information we can see on their profile is accurate. You can provide up to date details such as nicknames, pronouns and medical information.



Your name

Change user

Your name

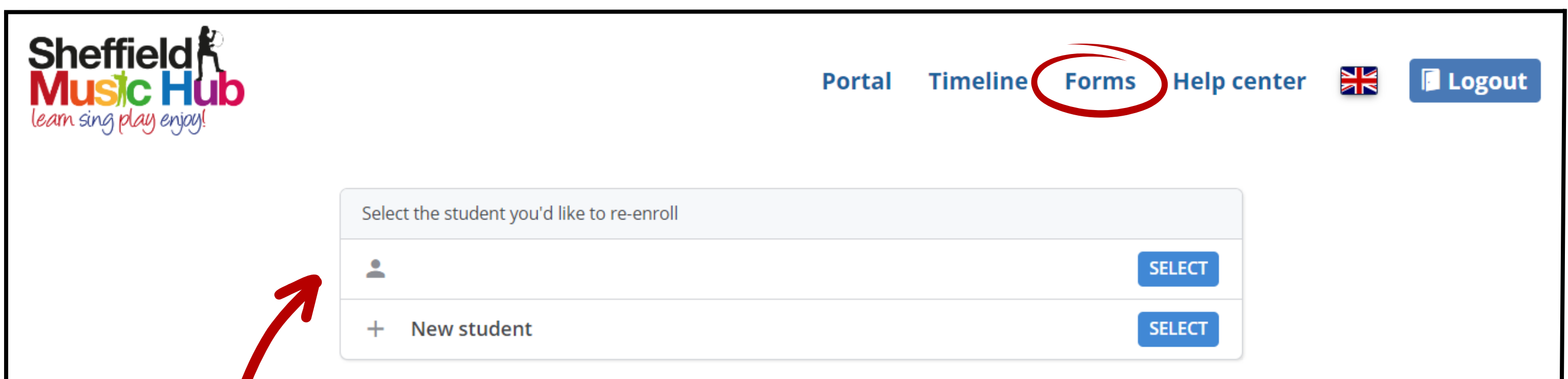
✓ Student's name

My details Change password



Please do not provide your young musician's personal contact details. You, as a guardian, are our point of contact (even when they turn 18).

Applying for Further Study and Changes to your Studies




You can apply to add or amend tuition via Eepos on the forms section of your account.



Sheffield Music Hub
learn sing play enjoy!

Portal Timeline **Forms** Help center  

Select the student you'd like to re-enroll

	
+ New student	

All children under your account will show here. Once you have selected your student, you can select the relevant application form for lessons or groups. If you are applying for lessons, you will be placed straight onto the waiting list and contacted when a space becomes available at the next intake period.

Fees and Billing Cycles

All fees information for lessons, groups and instrument hire is regularly updated on this [webpage](#) so please refer to this for an up to date breakdown of prices. Non-payment of fees will lead to the withdrawal of your young musician's tuition.

Billing cycles are termly, in line with Sheffield schools' Autumn, Spring and Summer terms. For groups and instrument hire you can opt for annual payments, in which case these are due for the Autumn term. Below you can see when to expect a bill to be sent for all tuition/groups/hire in the upcoming term; all payments are made in full in advance of the term beginning. The deadline is usually 2 weeks after you have received your bill and it is crucial you pay the bill on time so that music leaders can finalise their timetables with your school, in time for the upcoming term commencing.

Autumn Term 2023/24
(September - December)

Beginning of July 2023

Spring Term 2023/24
(January - March)

End of November 2023

Summer Term 2023/24
(April - July)

Beginning of March 2024

Autumn Term 2024/25
(September - December)

Beginning of July 2024

Invoices are sent via noreply@eepos.fi. This is a trusted email address but it is always worth checking your spam if you have not received your invoice. If you think you have been sent a bill incorrectly please email MusicHubOperations@sheffield.gov.uk.

Fees and Billing Cycles

Bursaries

Financial bursaries are available for lessons and groups. In order to qualify families must be eligible and/or in receipt of one of the following:

- Free school meal eligibility
- Universal Credit
- If not in receipt of Universal Credit:
 - Income support
 - Income based Job Seekers Allowance
 - Working tax credit

If you meet this criteria, your young musician can also attend any of our groups for FREE!

Bursaries for children with special educational needs are also available for lessons. To qualify, you will need to submit a letter from your child's headteacher or SENCO (Sheffield schools only) confirming that your child is on the SEND register and would benefit from a longer lesson.

To apply for either or both bursaries, please send relevant evidence to MusicHubOperations@sheffield.gov.uk. If you are making a new application, please tick the bursary box on your [application form](#).

Any child who is looked after (CLA) by Sheffield City Council is entitled to completely free music tuition (lessons, groups and instrument hire). For further information, please contact SheffieldMusicHubCLA@sheffield.gov.uk.

Fees and Billing Cycles

Music Lessons

Your music leader will aim to deliver 34 lessons across the academic year, which is usually split into 12 lessons in the Autumn term and 11 in Spring and Summer terms. Fees for music lessons are dependent on how many lessons there are in a term. If your music leader is unable to deliver the expected number of lessons in the term, don't worry, they will endeavour to catch the lessons up before the end of the academic year.

Lessons missed by pupils due to exams, school trips, short term illness, emergency closure of school, pandemic, flooding, snow etc. will not be made up or refunded. If your lesson is affected by strike action, your music leader will not rearrange the lesson for another time but will usually be able to offer an online lesson. Any lessons which haven't been made up by the end of the academic year, in line with our full terms and conditions, will be eligible for a refund.

Instrument Hire

You can pay termly or annually for instrument hire. Once you have made your first payment for the instrument you can arrange collection from our hires team and your next invoice will be sent to you in line with the standard billing dates on page 10.

If and when your young musician moves on from using this instrument, you must return it to be taken off the billing cycle.

Fees and Billing Cycles

Music Groups

Fees for music groups work on a price band structure in three bands:

- Price Band A

Attend any group in this price band
(as many as you wish)

- Price Band B

Attend any group in price band A and B
(as many as you wish)

- Price Band C

Attend any group in price band A, B and C
(as many as you wish)



A full list of groups within each band and the current prices are on the fees [webpage](#). If you are already in one of our groups, there is lots more that your young musician can get involved in for no extra charge!

Groups fees are a fixed payment, regardless of how many rehearsals or concerts your young musician attends, and can either be paid termly or annually. Please note annual payments are not applicable for refunds. Once you have enrolled your child and paid your first bill, you will fall into regular billing cycles.

If your young musician has a [Children's University](#) passport and you have not already let us know, please email MusicHubProjects@sheffield.gov.uk so they can start earning points.

Music Lessons

Learning an Instrument at School

At Sheffield Music Hub, we truly believe in the power and importance of music education. Learning to play an instrument and learning to sing is developing your young musician's confidence, concentration, teamwork and deepening their enjoyment of music for life.

Your school may offer lessons with a teacher from Sheffield Music Hub, or they may employ their own private teacher, so it is important to note that we do not have teachers of every instrument in every Sheffield school.

If you do not already have 1-1 tuition with us but want to find out which instruments your child can learn, you can see what is available at your school when you [apply online](#). If there are currently no lessons available at your school for the instrument your child wants to learn, please fill in this [Expression of Interest Form](#), which our operations team monitor regularly and use to expand our provision where demand is growing. Some schools in Sheffield need to be contacted directly to apply for lessons in school (Bethany, Fir Vale & Parkwood).

Lessons in schools take place during school hours so your young musician will be taken out of lesson time. At secondary school, lessons are on a rotation basis to ensure the same lesson is not missed every week. Your young musician will need to make their own way to their lesson but if you are worried about this, please contact your [music leader](#) or school. They will need to remember their books, instrument and anything else they need for the lesson.

Music Lessons

Twilight Lessons

If there are no lessons available in your school, you may want to apply for twilight (after school) lessons. You can apply for these on the same [application form](#) as you would for lessons, just select a Twilight centre on the school drop down. Your options on the form are:

Twilight - All Saints

Twilight - Red Tape Studios



Please be aware that capacity for Twilights is limited but music leaders do their best to arrange a lesson time where possible. Once you have applied our operations team will check availability with music leaders at your preferred centre; if an available time works for you we will organise the lessons to begin at the next intake period (usually the next half term) and you will be sent an invoice to pay for the lessons upfront.

Music Groups For All Musicians 23/24

Mondays

Price Band

<u>Junior Voices (Y2 from Jan)</u>	4:15-5:15pm	Grenoside Community Centre	A
<u>Learn to Play Guitar!</u>	4:30-5:30pm	Red Tape Central	A
<u>Beginner Guitar Club</u>	4:30-5:30pm	Red Tape Central	A
<u>Intermediate Guitars</u>	5:30-6:30pm	Red Tape Central	B
<u>Electric & Steel String Guitars</u>	5:30-6:30pm	Red Tape Central	B
<u>Rock & Pop Band Skills</u>	6:30-7:30pm	Red Tape Central	B

Tuesdays

<u>Learn to Play Recorder! (Y2+)</u>	6:00-6:45pm	All Saints School	A
<u>Beginner Recorder Club (Y2+)</u>	6:45-7:30pm	All Saints School	A
<u>Junior Voices (Y2 from Jan)</u>	6:15-7:15pm	All Saints School	A
<u>Sheffield Children's Wind Band</u>	6:15-7:15pm	All Saints School	A
<u>Intermediate Brass</u>	6:15-7:15pm	All Saints School	B
<u>Intermediate Clarinets</u>	6:15-7:15pm	All Saints School	B
<u>Intermediate Flutes</u>	6:15-7:15pm	All Saints School	B
<u>Senior Brass</u>	6:15-7:15pm	All Saints School	C
<u>Youth Voices Y6+</u>	7:30-8:30pm	All Saints School	A
<u>Sheffield Youth Wind Band</u>	7:30-8:30pm	All Saints School	B
<u>City of Sheffield Festival Band</u>	7:30-8:45pm	All Saints School	C

Music Groups For All Musicians 23/24

Wednesdays

Price Band

<u>Junior Voices (Y2 from Jan)</u>	4:00-5:00pm	Springs Academy	A
<u>Sheffield Junior Samba Band</u>	5:45-6:30pm	Red Tape Central	A
<u>Sheffield Youth Jazz Collective</u>	6:15-7:15pm	Red Tape Central	B
<u>Pad Sessions</u>	6:40-7:10pm	Red Tape Central	A
<u>Sheffield Youth Samba Band</u>	7:15-8:15pm	Red Tape Central	A
<u>Sheffield Youth Big Band</u>	7:30-8:45pm	Red Tape Central	C

Thursdays

<u>Let's Make Music! (Y1 & Y2)</u>	4:30-5:15pm	Red Tape Central	A
<u>Sheffield Children's Orchestra</u>	6:15-7:15pm	All Saints School	A
<u>Sheffield Youth Strings</u>	6:15-7:15pm	All Saints School	A
<u>Intermediate Strings</u>	6:15-7:15pm	All Saints School	B
<u>Senior Clarinets</u>	6:15-7:15pm	All Saints School	C
<u>Senior Double Reeds</u>	6:15-7:15pm	All Saints School	C
<u>Senior Flutes</u>	6:15-7:15pm	All Saints School	C
<u>Senior Strings</u>	6:15-7:15pm	All Saints School	C
<u>Sheffield Young Sinfonia</u>	7:30-8:30pm	All Saints School	B
<u>Senior Orchestra</u>	7:30-8:45pm	All Saints School	C

All groups are Y3+ unless stated otherwise

Music Groups Calendar 23/24

September (20 Days)							October (17 Days)							November (22 Days)						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
				1	2	3							1			1	2	3	4	5
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30			
							30	31												
December (16 Days)							January (18 days)							February (16 days)						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
				1	2	3	1	2	3	4	5	6	7				1	2	3	4
4	5	6	7	8	9	10	8	9	10	11	12	13	14	5	6	7	8	9	10	11
11	12	13	14	15	16	17	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31	29	30	31					26	27	28	29			
March (20 Days)							April (12 Days)							May (17 Days)						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21			13	14	15	16	17
18	19	20	21	22	23	24	22	23	24	25	26	27	28	13	14	15	16	17	18	19
25	26	27	28	29	30	31	29	30						20	21	22	23	24	25	26
June (20 Days)							July (17 Days)							August						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
					1	2	1	2	3	4	5	6	7				1	2	3	4
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30	31	



Groups rehearsal weeks
and concerts



School holidays

Concerts 2023/24: Autumn Term

Thursday 16th November:
St Andrews Church
Music Festival

City of Sheffield Festival Band
Senior Brass
Senior Clarinets
Senior Double Reeds
Senior Flutes

Monday 4th December:
Red Tape Central

Beginner Guitars
Electric/Steel String Guitars
Intermediate Guitars
Rock & Pop Band Skills

Tuesday 5th December:
All Saints School

Beginner Recorders
Intermediate Brass
Intermediate Clarinets
Intermediate Flutes

Wednesday 6th December:
Red Tape Central

Sheffield Youth Big Band
Sheffield Youth Jazz Collective

Thursday 7th December:
The Octagon Centre

Intermediate Strings
Senior Strings
Sheffield Children's Orchestra
Sheffield Young Sinfonia
Sheffield Youth Strings

Monday 11th December:
Sheffield Cathedral

Junior Voices
Senior Orchestra
Sheffield Children's Wind Band
Sheffield Youth Wind Band
Youth Voices

Concerts 2023/24: Spring Term

Tuesday 23rd April 2024:
Victoria Hall

City of Sheffield Festival Band
Junior Voices
Rock & Pop Band Skills
Senior Clarinets
Sheffield Young Sinfonia

Wednesday 24th April 2024:
Victoria Hall

Beginner Guitar Club
Intermediate Clarinets
Intermediate Flutes
Sheffield Children's Orchestra
Sheffield Youth Big Band
Sheffield Youth Wind Band

Thursday 25th April 2024:
Victoria Hall

Intermediate Brass
Intermediate Guitars
Senior Brass
Senior Flutes
Senior Orchestra
Junior Samba Band
Sheffield Youth Samba Band
Steel/Electric String Guitars
Youth Voices

Friday 26th April 2024:
Victoria Hall

Beginner Recorder Club
Concordia Voices
Firth Park Brass Band
Sheffield Children's Wind Band
Senior Double Reeds
Sheffield Youth Jazz Collective
Youth Strings

Concerts 2023/24: Summer Term

**Sunday 30th June 2024,
Weston Park Band Stand**

**Monday 1st July 2024,
The Octagon**

**Tuesday 2nd July 2024,
The Octagon
(Leavers' Concert)**

**Wednesday 3rd July 2024,
The Octagon**

**Monday 8th July 2024,
Sheffield Cathedral**

**Tuesday 9th July 2024,
All Saints School**

**City of Sheffield Festival Band
Sheffield Children's Wind Band
Sheffield Youth Wind Band**

**Intermediate Strings
Sheffield Children's Orchestra
Sheffield Young Sinfonia
Sheffield Youth Strings**

**City of Sheffield Festival Band
Concordia Voices**

**Senior Brass
Senior Clarinets
Senior Double Reeds
Senior Flutes**

**Senior Strings
Senior Orchestra
Sheffield Youth Big Band**

**Beginner Guitars
Intermediate Guitars
Electric/Steel String Guitars
Rock and Pop Band Skill Sheffield
Youth Jazz Collective**

**Sheffield Junior Samba Sheffield
Youth Samba**

**Junior Voices
Youth Voices**

Guests: The Sheffield Chorale

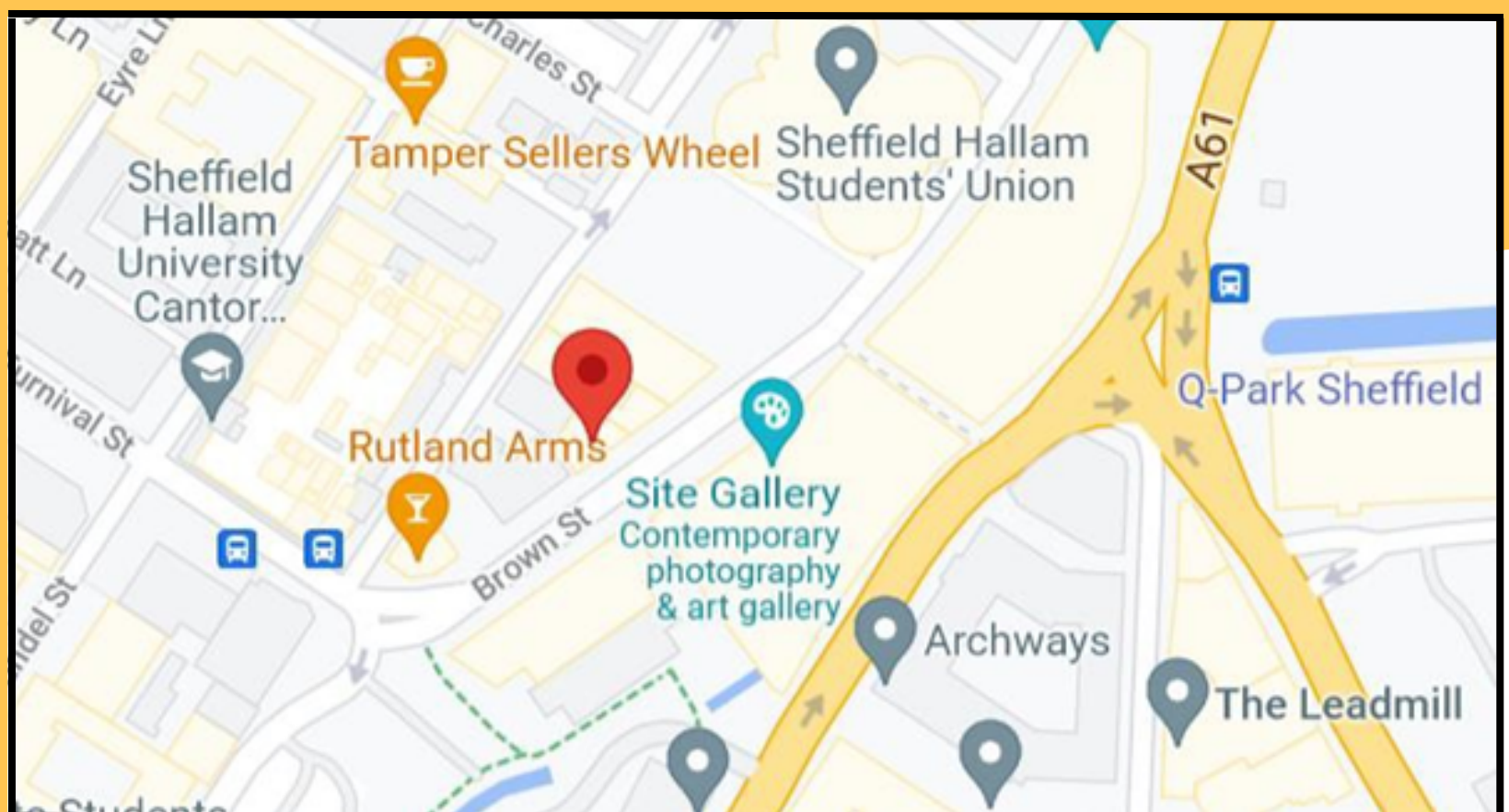
**Beginner Recorders
Intermediate Brass
Intermediate Clarinets
Intermediate Flutes**

Instrument Hire

If you are already having lessons with us, you may already have an instrument on loan from us. It might be that you are applying for further studies and require another instrument, or you may be swapping your current instrument or returning it. In all of these cases, you will need to come to the Music Hub office:

**The Foundry
& Redtape
Brown Street, S1 2BS**

**You can find us next
to the Kollektive
cafe!**



We operate on an appointment only basis for instrument hires, repairs, and exchanges. If you are collecting a new instrument:

- Email MusicHubRepairs&Hire@sheffield.gov.uk to request the instrument.
- You will either be sent a payment link or advised if stock is not available.
- On receipt of payment, you will be sent a collection appointment.
- You will be required to complete a DocuSign agreement, which both the hirer and Music Hub sign.

It is crucial you return the instrument if you are no longer studying with us (both lessons and groups) so that another child can have access to the instrument. Please ask your music leader to check the instrument in your final lesson.

Volunteer With Us!

The Friends and Volunteers of Sheffield Music Hub are a charity first registered in 1991. We provide support to the Music Hub by raising money and helping at events such as concerts and workshops. We do this to say a thank you to the Music Hub for their amazing efforts nurturing the love of music with our children and young people. We are a friendly group made up of parents, carers, grandparents or anyone in Sheffield who truly values a music education and has seen how music can enhance the lives of their own and other people's children.

Your involvement can be as much or as little as you wish. For more information on ways you can help, click [here](#).

If you are interested in joining the fundraising volunteers, please contact [us](#).



To volunteer at rehearsals or concerts please contact [Gillian Hume](#).