

# Sheffield Music Hub Parent/Carer Handbook





2024/2025 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.

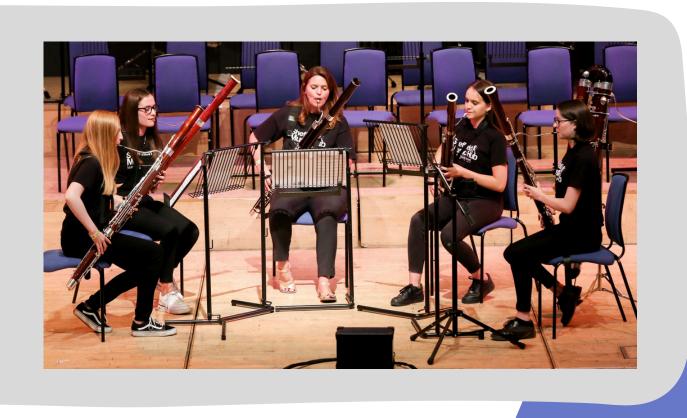
If your query is regarding an event or music group please email MusicHubProjects@sheffield.gov.uk.

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 <u>Single Central Letter of Assurance</u> 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 <u>management and admin team</u> 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 <u>music leaders</u> teach a range of <u>music lessons</u> in schools across Sheffield, and they also direct our <u>music groups</u>. Every school in Sheffield has a link music leader who acts as an ambassador for the Music Hub.

#### Music Tutors

Music Tutors are skilled and talented musicians and educators who work as part of our team. Many have busy portfolio careers as professional musicians as well as teaching for the Music Hub. They follow the same high teaching standards as our Music Leaders.

#### Accredited Teachers

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

Having accredited teachers and music tutors 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.

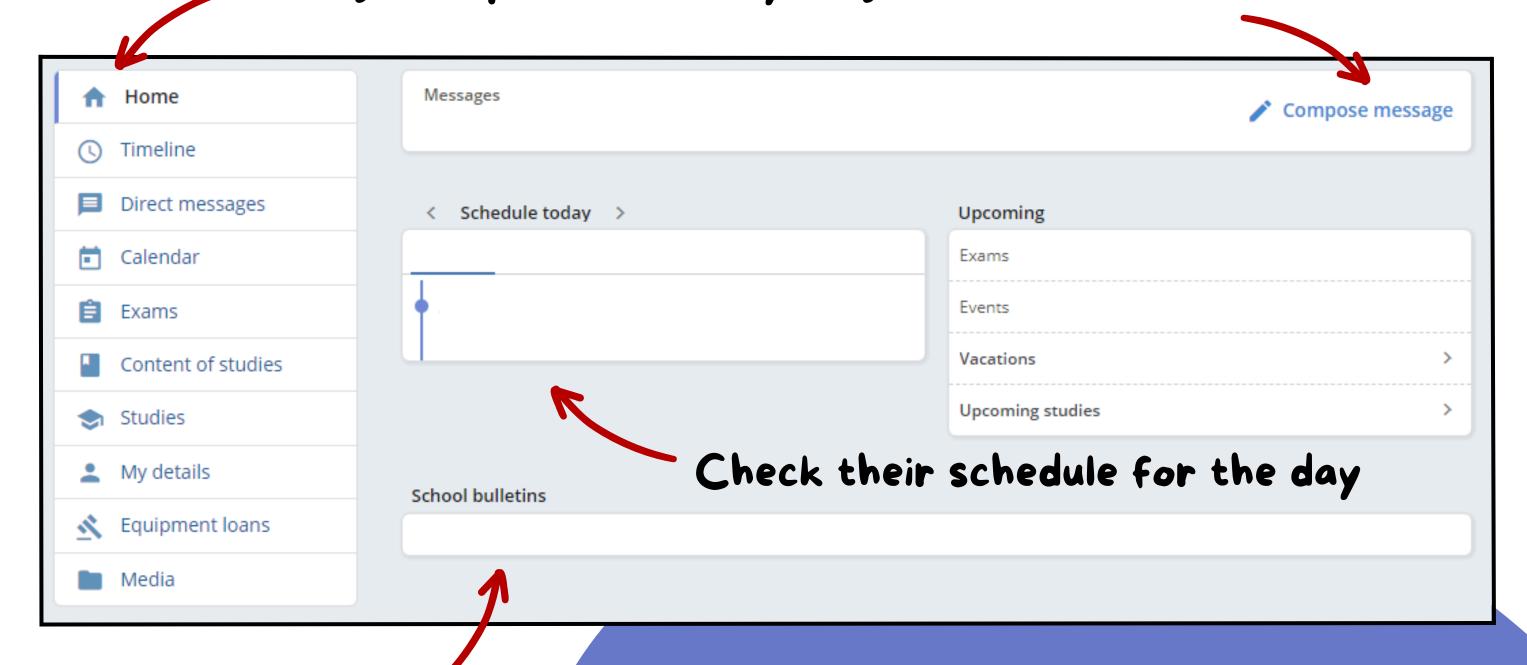
The portal can be used via the mobile app or in a browser. You can log in <a href="here!">here!</a>

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

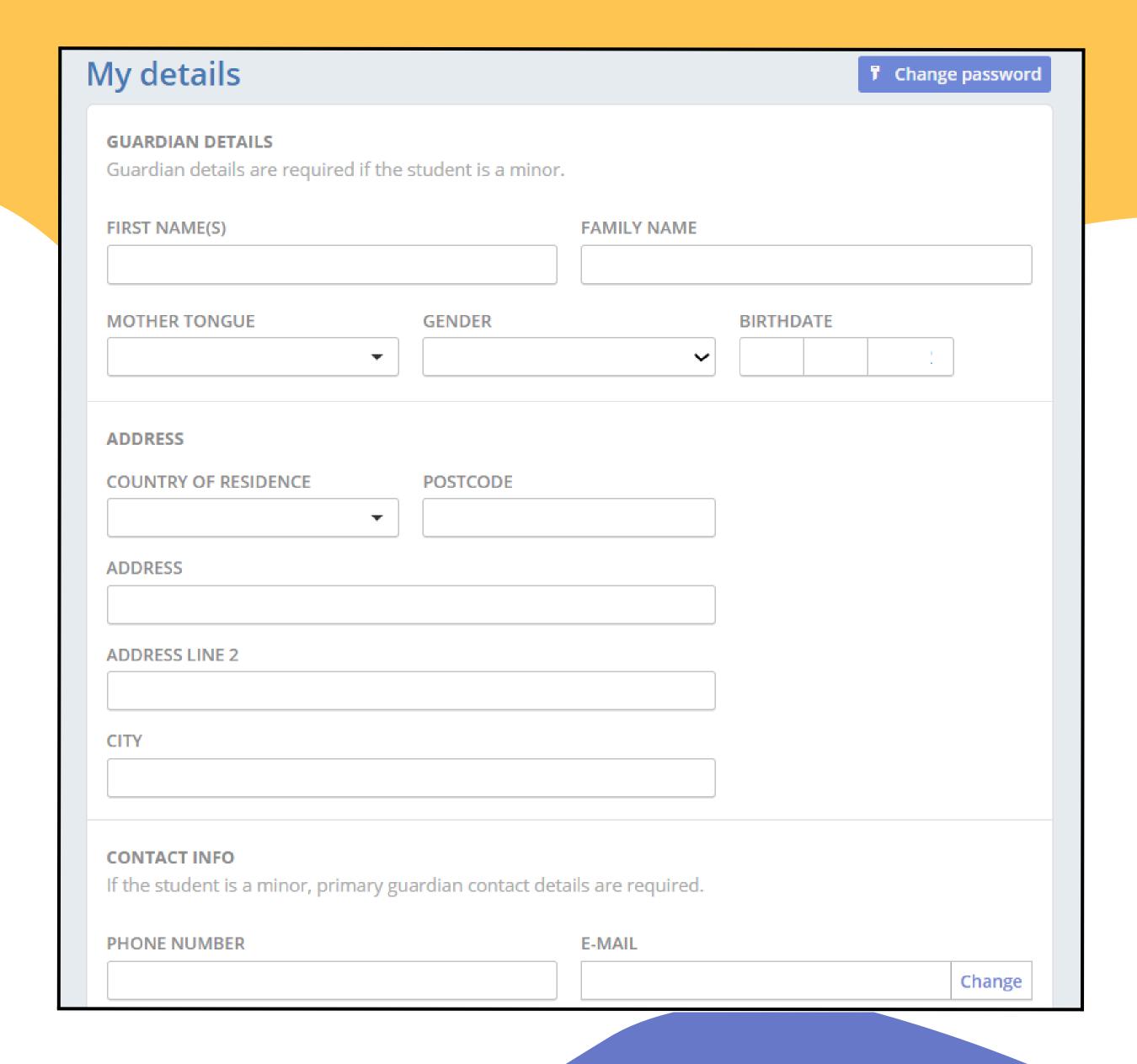


Our management and admin team use bulletins to alert you to important information about lessons or groups

## Eepos

#### Updating Personal Details

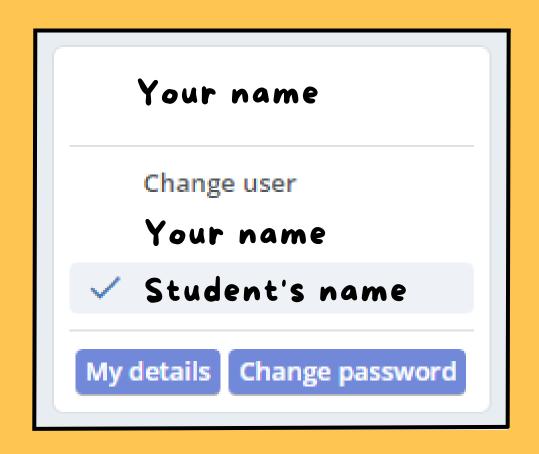
You can access and edit personal details on the navigation panel of your portal - just go to 'My Details'. If you are logged in as a guardian, this page will come up.



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

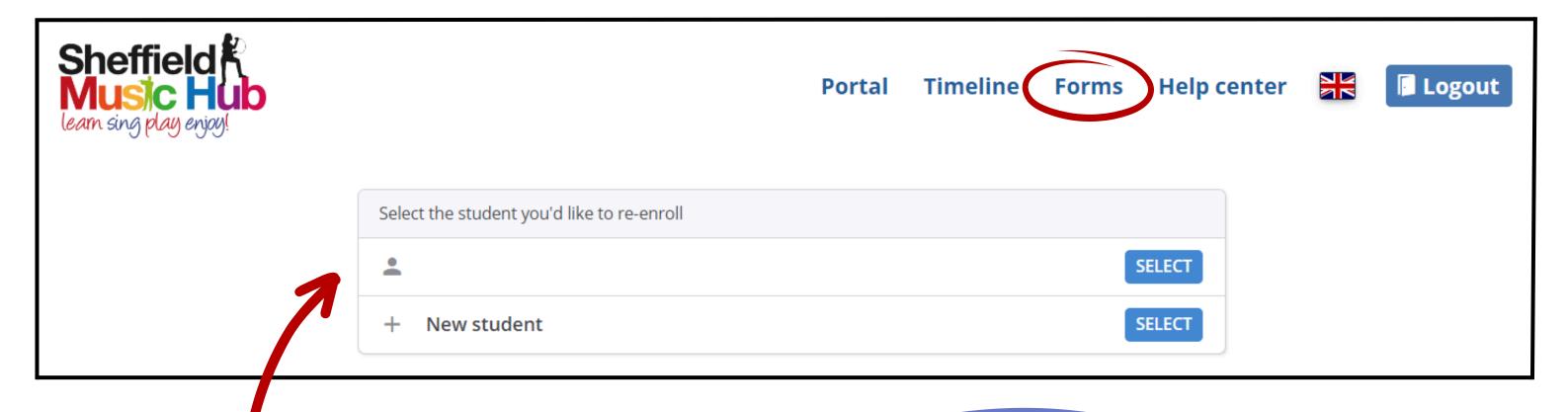
On this page, you can also select your student's name on the right hand side panel to check that the information we can see on their profile is accurate. You can provide up to date details such as nicknames, pronouns and medical information.



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.



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.

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 2024/25 Beginning of July 2024

(September - December)

End of November 2024 Spring Term 2024/25

(January - March)

Summer Term 2024/25 Beginning of March 2025

(April - July)

Autumn Term 2025/26 Beginning of July 2025 (September - December)

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.

#### 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.

#### 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 II 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.

## 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 <u>Children's University</u> 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 I-I 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

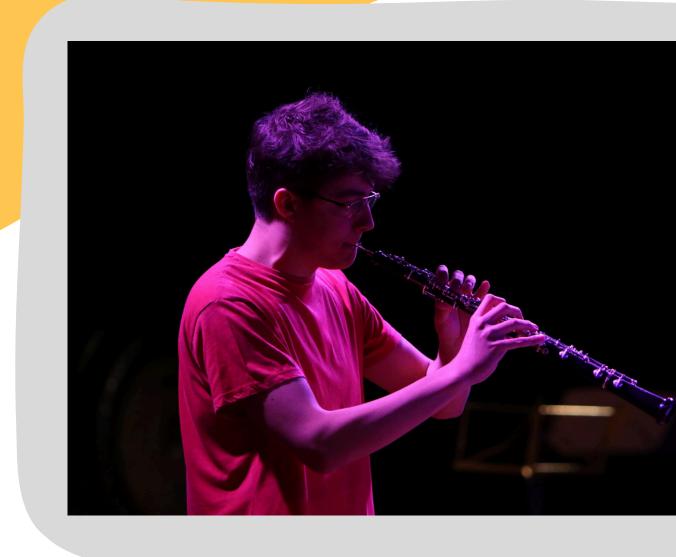
## Twilight Lessons

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 <u>application form</u> 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 24/25

Music Groups For All Musicians 24/25				
	Mondays		click here! Band	
Junior Voices (Y2+ from Jan)	4:15-5:15pm	Grenoside Community Centre	A	
Learn to Play Guitar!	4:30-5:30pm	Red Tape Central	A	
Beginner Guitar Club	4:30-5:30pm	Red Tape Central	A	
Intermediate Guitars	5:30-6:30pm	Red Tape Central	В	
Electric & Steel String Guitars	5:30-6:30pm	Red Tape Central	В	
Rock & Pop Band Skills	6:45-7:45pm	Red Tape Central	В	
	Tuesdays			
Learn to Play Recorder! (Y2+)  Beginner Recorder Club (Y2+)	6:00-6:45pm	All Saints School	A	
Junior Voices (Y2+ from Jan)	6:45-7:30pm	All Saints School	A	
	6:15-7:15pm	All Saints School	A	
Sheffield Children's Wind Band	6:15-7:15pm	All Saints School	A	
Intermediate Brass	6:15-7:15pm	All Saints School	В	
Intermediate Clarinets	6:15-7:15pm	All Saints School	В	
Intermediate Flutes	6:15-7:15pm	All Saints School	В	
Senior Brass	6:15-7:15pm	All Saints School	C	
Youth Voices Y6+	7:30-8:30pm	All Saints School	A	
Sheffield Youth Wind Band	7:30-8:30pm	All Saints School	В	
City of Sheffield Festival Band	7:30-8:45pm	All Saints School	C	

Sheffield Nusic Hub
learn sing play enjoy!

## Music Groups For All Musicians 24/25

Music Groups For All Musicians 24/25 click here!				
	Wednesdays		Price Band	
Junior Voices (YZ+)	4:00-5:00pm	Springs Academy	A	
Junior Pad Sessions	5:45-6:10pm	Red Tape Centra	al A	
Sheffield Junior Samba Band	6:10-7:00pm	Red Tape Centra	A A	
Sheffield Youth Jazz Collective	6:15-7:15pm	Red Tape Centre	al B	
Youth Pad Sessions	7:05-7:30pm	Red Tape Centre	al A	
Sheffield Youth Samba Band	7:30-8:30pm	Red Tape Centre	al A	
Sheffield Youth Big Band	7:30-8:45pm Thursdays	Red Tape Centre	al C	
Let's Make Music! (YI & YZ)	4:30-5:15pm	Red Tape Centr	·al A	
Sheffield Children's Orchestra	6:15-7:15pm	All Saints Scho	ool A	
Sheffield Youth Strings	6:15-7:15pm	All Saints Scho	ool A	
<u>Intermediate Strings</u>	6:15-7:15pm	All Saints Scho	ool B	
Senior Clarinets	6:15-7:15pm	All Saints Scho	ool C	
Senior Double Reeds	6:15-7:15pm	All Saints Scho	ool C	
Senior Flutes	6:15-7:15pm	All Saints Scho	ool C	
Senior Strings	6:15-7:15pm	All Saints Scho	ool C	
Sheffield Young Sinfonia	7:30-8:30pm	All Saints Scho	B	
Senior Orchestra	7:30-8:45pm	All Saints Scho	ool C	
	<u>Fridays</u>			
Concordia Voices (Y10+)	6:30-8:00pm	Red Tape Cent		
		S	heffield	

All groups are Y3+ unless stated otherwise

## Music Groups Calendar 24/25



Groups rehearsal weeks and concerts



For Sheffield Music Hub Facebook:



For <u>Sheffield Music Hub</u>
Website:



## Concerts 2024/25: Autumn Term

Thursday 14th November 2024 - St Andrews Church (Music Festival) - Sheffield Youth Big Band

Monday 9th December 2024 - Red Tape - Beginner Guitars & Intermediate Guitars

Monday 9th December 2024 - The Octagon - Electric & Steel String Guitars, Junior Voices, Rock & Pop Band Skills, Senior Flutes, Sheffield Children's Orchestra, Sheffield Youth Wind Band & Youth Voices

Tuesday 10th December 2024 - All Saints School - Intermediate Brass, Intermediate Clarinets, Intermediate Flutes, Learn to Play/Beginner Recorders, Senior Brass & Sheffield Children's Wind Band

<u>Wednesday 11th December 2024</u> - Red Tape - Sheffield Youth Jazz

Collective

Thursday 12th December 2024 - All Saints School - Intermediate Strings, Senior Clarinets, Senior Double Reeds, Senior Strings & Sheffield Youth Strings

Monday 16th December 2024 - Sheffield Cathedral - Christmas Extravaganza - City of Sheffield Festival Band, Concordia Voices, Sheffield Youth Big Band & Sheffield Young Sinfonia

For Sheffield Music Hub Facebook:



For Sheffield Music Hub
Website:



## Concerts 2024/25: Spring Term

Monday 24th - Friday 28th March 2025 - Musical Showcases at Victoria Hall:

Monday 24th March 2025 - Rock & Pop Band Skills, Senior Brass, Senior Double Reeds, Senior Orchestra & Sheffield Children's Wind Band

Tuesday 25th March 2025 - Beginner Guitars, City of Sheffield Festival Band, Electric & Steel String Guitars, Intermediate Guitars, Intermediate Strings, Learn to Play/Beginner Recorders, Senior Flutes & Youth Voices

<u>Wednesday 26th March 2025</u> - Firth Park Brass, Intermediate Flutes, Junior Voices, Sheffield Youth Big Band & Sheffield Youth Strings

Thursday 27th March 2025 - Intermediate Brass, Senior Clarinets, Sheffield Youth Jazz Collective, Sheffield Youth Wind Band & Sheffield Young Sinfonia

<u>Friday 28th March 2025</u> - Concordia Voices, Intermediate Clarinets, Senior Strings, Sheffield Children's Orchestra, Sheffield

Junior/Youth Samba Bands.

For Sheffield Music Hub Facebook:



For Sheffield Music Hub Website:



## Concerts 2024/25: Summer Term

Monday 30th June 2025 - The Octagon, Intermediate Strings, Junior Voices, Sheffield Children's Orchestra, Sheffield Young Sinfonia, Sheffield Youth Strings & Youth Voices

Tuesday 1st July 2025 - The Octagon - Leavers Concert - City of Sheffield Festival Band, Concordia Voices, Senior Brass, Senior Clarinets, Senior Double Reeds, Senior Flutes, Senior Strings, Senior Orchestra, Sheffield Youth Big Band

Wednesday 2nd July 2025 - Red Tape, Sheffield Youth Jazz Collective

Sunday 6th July 2025 - Western Park Band Stand - City of Sheffield Festival Band, Sheffield Children's Wind Band & Sheffield Youth Wind Band

Tuesday 8th July 2025 - All Saints School, Intermediate Brass, Intermediate Flutes & Learn to Play/Beginner Recorders

Wednesday 9th July 2025 - Sheffield College (Hillsborough), Beginner Guitars, Electric & Steel String Guitars, Intermediate Guitars & Rock & Pop Band Skills

For Sheffield Music Hub Facebook:



For Sheffield Music Hub Website:



#### Instrument Hire

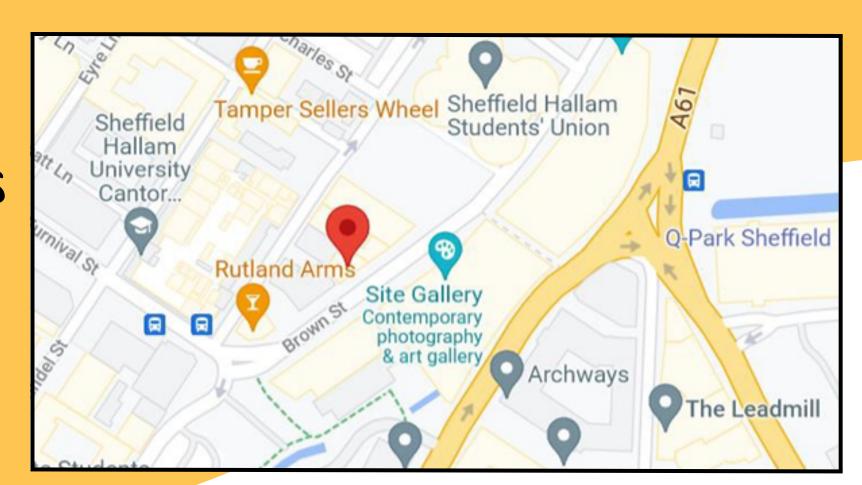
If you are already having lessons with us, you may already have an instrument on loan from us. It might be that you are applying for further studies and require another instrument, or you may be swapping your current instrument or returning it. In all of these cases, you will need to come to the Music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

The Foundry

Redtape

Brown Street, SI 2BS

You can find us next to the Kollective 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.

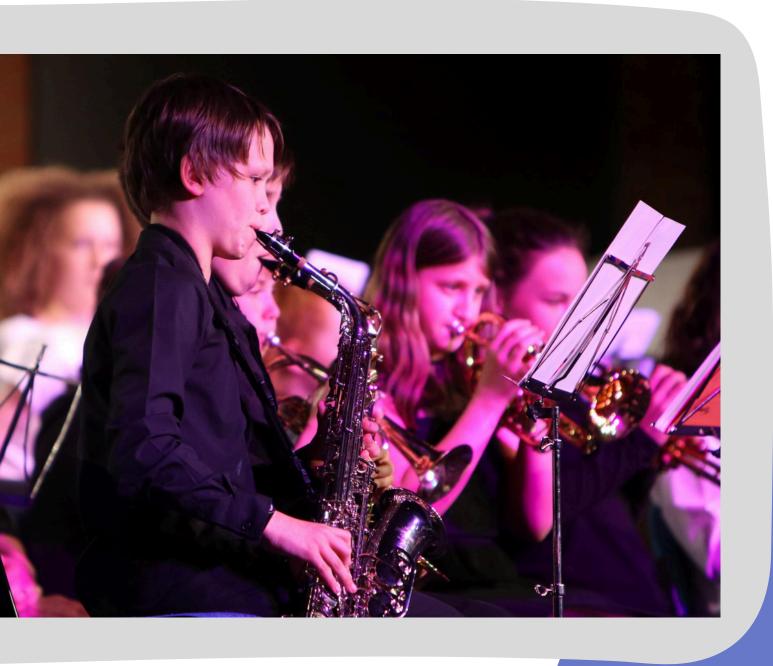
It is crucial you return the instrument if you are no longer studying with us (both lessons and groups) so that another child can have access to the instrument. Please ask your music leader to check the instrument in your final lesson.

#### 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 <u>us</u>.





To volunteer at rehearsals or concerts please contact Gillian Hume.