

Contact Details and Emergency Details

We ask that you provide two contact numbers for your child or young person. These must be entered on SpeedAdmin. If you have any difficulties, you should email them to divya.haller@leics.gov.uk

We ask that you keep these details up to date and inform us of any changes.

If there is any adult who is NOT permitted to collect your child or young person from a rehearsal, we need to know this information. Please inform to your group leader and tell us via email Implay@leics.gov.uk so we can ensure it is shared with the adult responsible for the group your child or young person attends.

Collecting your Child from our Activities

If you have not arrived within 10 minutes of the end of the session, we will contact you via the contact details provided.

Medical and Wellbeing

Please inform us of any medical conditions we need to be aware of and if your child or young person will have medication such as an inhaler or epi pen with them at rehearsals.

If there are any new medical issues or injuries that you feel we should be made aware of, please update us. Examples of this might include a head injury the previous day.

Keep us informed of any changes to the young person's situation that may affect their health and wellbeing.

Language and Behaviour

We are an inclusive organisation and will not tolerate any discrimination against age, gender identity, race, sexual orientation, physical or mental ability or ethnicity.

We will not tolerate unreasonable behaviour by any young person. Unreasonable behaviour includes aggression / violence / rudeness / towards other young people or staff,

Any student wilfully damaging or defacing equipment and / or venue will be removed from the activity and Parents / Carers will be liable for any expenses incurred in repairing equipment / property.

Alcohol / Smoking / Vaping / Drugs / Solvents (LCC guidance [smoking-policy-and-guidance.doc](#))

It is unacceptable for students to bring, use, smoke or consume any alcohol, illegal substances, solvents, tobacco-based products, or vaping equipment when attending our activities.

Photos, Videos, and Social Media

As an organisation we like to celebrate the music made by our young people and take photos and video footage. This may be shared on our website, social media or with partners and schools as part of promotional material.

If you do not consent for your child or young person to appear in this footage, please send a headshot photograph of your child, so that we can upload this to their student SpeedAdmin account. This will then ensure that they can be identified and not filmed.

If you attend one of our performances or events, we ask that you do not film or photograph the performance unless informed otherwise.

We encourage young people and families to follow **@leicsmakemusic** and to share our posts. This is fantastic way of making other young people and families aware of our activities.

We ask that if members share their own content about **@leicsmakemusic** they represent **Leicestershire** Music in a positive light and ensure they have permission from anyone that may appear in the video / photo for the content to be shared.

For example: Two desk partners make a TikTok video of them learning a new piece on a Saturday morning, saying what fun they had. Please only share this if your desk partner is happy for you to do so.

All of **Leicestershire** Music's social media channels are regularly managed, monitored and inappropriate content removed.

What Leicestershire Music do to keep young people safe

- All of our staff are DBS checked and safeguarding trained
- There is a first aid trained member of staff at every rehearsal and event
- We have a team of safeguarding leaders, if you have any concerns, please contact them – see separate document
- We have undertaken risk assessments for all rehearsal and performance venues

Complaints Procedure

If you have any queries about one of our out of school activities then in the first instance, we invite you to speak to the group leader of that activity.

Should you wish to make a formal complaint, please contact the Interim Head of Service **Sharon Jagdev Powell** – 07936 349073.

If after you have spoken to us, you are still not satisfied that your complaint has been dealt with effectively, please refer to the Leicestershire County Council corporate complaints policy by clicking on the **web link** below, which will take you to the complaints pages of the Leicestershire County Council website.

If you have a serious concern regarding the safety or wellbeing of a young person, please contact our Lead Safeguarding officer, **chris.bale@leics.gov.uk**

Statement of Actions

Leicestershire Music ask that you make all young people attending our groups aware of this guidance. As the parent/carer you will asked to confirm that they have seen, understood and agree to follow it when registering for a group. They must also be made aware of the consequences if they breach the guidance, as outlined below.

1. If a child or young person's behaviour is unacceptable and breaches the guidance, in the first instance this will be dealt with by their group leader. They will remind them of the guidance, explain what they have done wrong and ask them to comply with it in future.

Children and young people will be given the opportunity to reflect, enabling them to plan a positive response.

2. If, having followed the above step, the child or young person continues to exhibit inappropriate behaviour, a formal warning will be given and parents/carers informed.
3. Further/persistent inappropriate behaviour will result in a more serious sanction being imposed including restriction/suspension from the group. Parents/carers will be informed immediately if this should happen.
4. If interventions are not effective in helping the child or young person to change their behaviour, Rachel Thomas Rachel.x.thomas@leics.gov.uk lead for central bands and orchestras will discuss options with their parent/carer.

For more detailed information about **Leicestershire** Music Safeguarding, please visit <https://leicestershiremusic hub.org/safeguarding>