

Safer Music Centres



Guidance for all adults attending our Music Centres

Our Music Centres are run by One Education Music – Manchester’s Music Service - at 4 locations across the City of Manchester:

North Music Centre – Co Op Academy Manchester

South Music Centre – Chorlton High School

North Steel Pans Centre – Co Op Academy North Manchester

Central Steel Pans Centre – Kath Locke Centre Hulme

Whilst many of our Music Centres are located on school premises, our Music Centres operate independently of the school. We therefore ask that all parents/carers are familiar with the following processes and procedures, as these may differ from your child’s school’s policies.

Putting children first is at the heart of One Education. We believe that children and young people have the right to be safe and free from abuse of any kind and recognises it’s everyone’s responsibility to safeguard the welfare of all children and young people, with a commitment to practice which protects them.



How you can help

We ask all parents/carers to please read the following procedures before enrolling your child onto our programmes to help us ensure the ongoing safety of everyone at our Music Centres.



Reporting a safeguarding concern

If you have any concerns regarding the safeguarding or welfare of a child, please do not hesitate to speak with a member of staff or Designated Safeguarding Lead.

If the situation does not require emergency assistance you should report your concerns to Manchester Contact Centre as follows:

Telephone: **0161 234 5001** (open 24 hours/7 days)

Email: **mcsreply@manchester.gov.uk**

Online through: **[Sign Video Interpretation Service](#)**

If you are **concerned about a professional working with a child** you can find more information and how to report a concern here: **[LADO](#)**

If an adult or child is in immediate danger you should ring the emergency services or contact the police on **999**



All children and young people are required to be registered with One Education Music to attend our centres.

Parents/carers should create an account at **www.oneeducationmusic.co.uk** and book their child on the tuition / group activity(ies) they will attend. Parents/Carers must provide contact details for use in an emergency. Members will be contacted by phone or email for emergency purposes.

The information that we collect at registration is stored and processed in accordance with the **[One Education Data Protection Policy](#)**.



Pupils and parents/carers must sign in and out of Music Centre on arrival and departure.

Parents/carers and pupils must sign in and sign out of the music centres at the reception area.

Please note the important information below regarding whether your child should be accompanied to/from Music Centres.



Please note the start/finish time of your child's activity and our procedures for drop-off/collection

Pupils should be accompanied by a parent/carer to and from Music Centres unless you have explicitly given permission for your child to leave unaccompanied (Y7+ only). Please note arrangements as follows depending on the Music Centre your child is attending:

South Music Centre (Chorlton High School)

To facilitate smooth transitions between sessions at our South Music Centre, parents/carers are asked to arrive 5 minutes prior to the beginning and the end of the activity and as follows:

- All children in Nursery, Reception, Y1 & Y2 must be dropped off and collected by their responsible adult from the classroom where the activity takes place. Parents/Carers should sign in and out at the reception area.

- All children in Y3-Y6 can be dropped off and collected from the Music Centre reception area by their responsible adult. Pupils in Y6 and below will not be allowed to leave the Music Centre unless accompanied by an adult.
- All children in Y7 and above are permitted to leave unaccompanied from Music Centre only if permission to leave unaccompanied has been explicitly given by a parents/guardian.

Please be mindful that before the reception area, South Music Centre is accessible to the public and that other activities are taking place in the building and during Music Centre hours. All parents/carers are encouraged to stay in the designated public waiting area (canteen) whilst your child is in their activity/lesson.

North Music Centre (Co Op Academy),
North Steelpan Music Centre (Co Op Academy North Manchester),
Central Steel Pan Centre (Kath Locke Centre) -

- For all activities in the above music centres, pupils should be dropped off and collected from the music centre reception/sign in area, unless permission to leave unaccompanied has been explicitly given by a parent/guardian (Y7+ only)
- Unless otherwise agreed with the music centre lead, parents will not be permitted into the teaching area during the session.



Emergency procedures

Drop-off and Collection:

If you need to collect your child early from an activity or contact them in an emergency, please contact the Music Centre as below:

North Music Centre – 0161 276 0104
South Music Centre – 0161 276 0104
North Steel Pans Centre – 07905 033552
Central Steel Pans Centre – 0161 276 0104

Unless listed as an emergency contact on our portal, you must contact us in advance at music@oneeducation.co.uk if someone else is collecting your child at the end of their session.

In exceptional circumstances, if you are going to be late when collecting your child, you must inform the music centre lead as above as soon as possible.

Please ensure that you have made arrangements for your child to be collected at the end of their scheduled session. If you are running late, please let us know as soon as possible. If a pupil remains uncollected at the end of their session, we will follow the below process:

- Up to 15 mins late – the child will remain under safe supervision of Music Centre staff. Music Centre staff will attempt to make contact with a primary parent/carer using registered contact details. Please note: additional charges may be applied for staff time if a child remains uncollected at the end of a session or if there are repeated instances of lateness, at the discretion of the Head of Service;
- Over 15 mins late – Music Centre staff will attempt to make contact with any emergency contacts registered for the child. Music Centre staff will notify a Designated Safeguarding Lead that the child remains uncollected;
- Over 30 mins late – If all contact attempts fail and no one has arrived to collect the child, under statutory guidance if a child appears abandoned for an extended period without communication the Music Service is obligated to contact Manchester Children’s Social Services or the Police for further advice.

All One Education Music Instructors receive regular safeguarding training, as well as keeping up to date with statutory guidance for schools (inc. Keeping Children Safe in Education).

Evacuation & Lock-down Procedures

In the event of an Evacuation or Lock-down incident, pupils and parents/carers who are signed into a Music Centre should follow the guidance of Music Centre Staff, including designated Fire Marshalls. In the event of an evacuation, pupils who are signed in must remain under supervision of Music Centre staff until they are safely accounted for and transferred into the care of a parent/carer. Parents/carers who are signed in will also be directed to a muster point until they are safely accounted for.

Parents/Carers within a public space at a Music Centre (e.g. canteen area) should follow the directions of site staff in the event of an emergency.

First Aid

One Education Music staff are trained in basic first aid in the event of an emergency. A basic first aid kit is also available on site.

Parents/Carers must ensure that One Education Music is made aware of any existing medical conditions for your child (including allergies) and every effort will be made to provide a safe environment for all pupils in attendance.

It remains the parent/carers responsibility that your child is in possession of any required prescription or personalised medication/treatment (including Adrenaline Auto-Injectors/AAI/’EpiPen’ or other required medical devices).



Regular attendance & absence notification

Our Music Centre programme is designed to be fun, engaging, and progressive for all pupils. We ask that parents/carers ensure that their child attends sessions they have registered to regularly. This is particularly important if your child is part of a group/ensemble who might be preparing for a performance. If your child is unable to attend, please notify us in advance if possible via music@oneeducation.co.uk This is particularly

important if your child has permission to arrive/leave unaccompanied so Music Centre staff can contact parents if your child is expected but hasn't arrived.



Payment and Remissions

Parents/carers are made aware of any charges associated with Music Centres during registration, and we ask that timely payment is made in order to ensure continuity of your child's provision. Should you face financial barriers, please contact the music office (music@oneeducation.co.uk) as soon as possible to discuss any support we may be able to offer.

Our Music Centre programme is subsidised significantly using public funding. It is therefore vital that any pupils in receipt of further support/bursaries/remissions use this support responsibly. If you wish to stop a funded activity, please let us know as soon as possible. We also reserve the right to cease funded provision in certain circumstances (e.g. low attendance) at the discretion of the Head of Service.



Please respect and support our Music Centre community!

We want to ensure that our Music Centres are a positive and supportive environment for everyone to attend and where pupils can learn and thrive. Our staff will work to resolve any issues or queries as soon as possible. We appreciate the support of parent/carers as part of our Music Centres community, and your patience and understanding when challenges arise whilst our staff work to resolve these. We reserve the right to refuse entry to parents/carers where there are instances when this positive and supportive environment is not maintained, at the discretion of the Head of Service.

One Education Music – Safer Music Centres

Reviewed by Head of Service/Designated Safeguarding Lead: Sept 26

Next Review Date: Sept 27