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LOVE MUSIC TRUST  
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## **Foden's Youth Band Handbook 2013-14**

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## **Aims**

The key objective of this handbook is to outline the policies and practices of Foden's Youth Band. Where any more information is required or any queries arise; the following should be contacted:

<p>Ian Raisbeck Project Co-ordinator Foden's Youth Band ijraisbeck@gmail.com 07734 918701</p>	<p>Mark Wilkinson Band Manager Foden's Band markwilky@hotmail.com 07740 354106</p>	<p>John Barber Chairman Foden's Band barber@johntrom.co.uk 07973 714432</p>
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## **Background**

Foden's Youth Band was formed in 2012 in order to provide opportunities for young brass & percussion players to experience performances alongside world class musicians, tuition from some of the UK's leading specialists and direction from talented professional conductors.

It was identified that our county (Cheshire East) alongside neighbouring areas no longer had a successful county brass band as had been the case in previous years. Exploratory talks were opened with Cheshire East Music Service, existing local youth bands and experts in this field before proposals were written and a plan was put into action towards the end of summer 2011.

The project was seen as a natural extension of the youth development work already carried out by Foden's players, and has enabled the band to build partnerships with Love Music Trust (lead partner in the newly formed Cheshire East Music Hub), Royal Northern College of Music, Besson and numerous other companies who have been keen to support this exciting new band.

When opened to applications; 60 places were quickly filled by young players from all around Cheshire and further, including Lancashire, South Yorkshire, North Wales and the Midlands. During it's first year the Band performed at Manchester Cathedral with international soloist Jens Lindemann and at the prestigious Royal Northern College of Music Festival of Brass. Critical acclaim has already been forthcoming; being awarded 3rd place in the 4barsrest.com 'newcomer of the year' award (despite not being on the





shortlist of nominations) and in British Bandsman magazine who described the band as a 'most ambitious and high profile project'.

### **Original Objectives (Summer 2012)**

- Increase our commitment to Youth development
- Form a Youth Band capable of representing Cheshire
- Allow youngsters from various community bands to perform together at a higher level
- Encourage more players to learn Brass instruments
- Give opportunities to current Foden's Band members to develop tutoring skills / ensemble leadership skills
- Expose youngsters to groundbreaking repertoire from our creative team
- Give young composers/arrangers opportunities to receive guidance from our creative team and work with the ensemble
- Encourage a new group of potential audience members to listen to live brass music
- Provide a series of (free) promotional workshops to community bands and schools in Cheshire in order to promote the new band
- Protect heritage of Foden's within local community
- Protect heritage of Brass Band movement
- Protect heritage of 'Foden's' name

In line with Music Hub funding; a 3 year review of these objectives are planned in Summer 2015.





## **Partners**

### Love Music Trust

Love Music Trust are the lead partner in the Cheshire East Music Hub (formed 2012) as a response to changes in Music Service funding. LMT is spearheaded by John Barber (Principal Trombone and Chairman Foden's Band) and Chris Bastock (former percussionist and trustee of Foden's Band).

In order that Foden's Youth Band succeeds a successful and meaningful partnership with the local Music Hub is essential.

A separate 'partnership agreement' is drawn up by LMT for all of their partner ensembles. *To be included when available*

An annual review meeting is held between the LMT and FYB project co-ordinator in order to evaluate the partnership

### RNCM

As a partner with Foden's Band, the Royal Northern College of Music were keen to support the new Foden's Youth Band from the outset. The partnership is agreed as follows;

- Foden's will accept up to 7 placement students at any one time (2 Cornet, Horn, Euphonium/Baritone, Trombone, Tuba, Percussion)
- Students to commit to a full terms rehearsals / performances; a schedule will be distributed as soon as it is finalised.
- Placements to be reviewed at end of each term through consultation between FYB, a representative from RNCM and feedback from the student mentor themselves.
- In the unlikely event that an issue arises for which a solution cannot be found, a student could seek to, or be advised to, relinquish their position and as such their placement would be made available to an alternative RNCM student.
- Students will shadow / team teach with a Foden's mentor during sectional rehearsals (Foden's mentors will be briefed on how they can involve students)
- Students will be expected to play / assist during full rehearsals and performances
- Students will receive no payment for work associated with Foden's Youth Band but may later be considered as a paid tutor where Foden's players are unavailable
- Work with the FYB does not guarantee involvement with the main Foden's Band, but may result in students being considered





- In the event that an RNCM student is unavailable on a scheduled Foden's Youth Band date; they will give as much notice as possible and discussion will take place to ensure the required hours have been satisfied.
- Students will be treated with respect and held up as role models to the members of Foden's Youth Band; therefore a professional attitude and duty to promote the best interests of FYB will be expected from all students.

During each academic year; the project co-ordinator will attend a review session with the RNCM head of placement programmes to evaluate the process.

### Besson

During 2013 Besson Instruments joined as a major supporter (following on from their support of the Foden's Solo Contest). Initially their support has been financial, we have credited them on all artwork and press releases. It is hoped that this partnership will continue and open further opportunities in the future.

There is no formal partnership agreement in place.





## **Roles**

The purpose of this document is to outline the roles involved in the management and running of Foden's Youth Band.

### Project Co-ordinator

- To oversee all of the below roles
- Management of finances
- Liaising with partners and developing partnership agreements
- Stocking and running of tuck shop at rehearsals
- Booking of tutors and musical directors
- To oversee the RNCM placement programme and liaise with RNCM placement management
- Promotion of new membership
- Management of diary - schedule of rehearsals and performances
- Communication with players / parents
- Merchandise and equipment management
- Librarian including ordering and copying of sheet music
- Manage media via press releases, social media and the band website
- To promote Foden's Youth Band in a positive way wherever possible

### Musical Director(s)

- To select appropriate repertoire
- To conduct rehearsals and performances
- To manage tutors time during rehearsals / performances giving clear direction and timings to maximize their input
- To promote Foden's Youth Band in a positive way wherever possible

### Tutors

- To assist the project co-ordinator in set-up, pack-down and any other general tasks which are necessary in the running of a Youth Band
- To lead sectional workshops as instructed by the musical director
- To sit in and play during any full rehearsals and performances giving guidance to those around them where appropriate
- To encourage and advise RNCM placement students as they develop teaching strategies
- To promote Foden's Youth Band in a positive way wherever possible





### Band Committee Members

- To oversee and advise the project co-ordinator
- To assist in arranging events for Foden's Youth Band
- To seek new partnerships and ensure that existing ones continue
- To promote Foden's Youth Band in a positive way wherever possible

### Volunteers

- Assist the project co-ordinator in any way possible
- To promote Foden's Youth Band in a positive way wherever possible







## **Child Protection Policy**

We are committed to reviewing our policy and good practice annually.

**This policy was last reviewed on: 18/2/2014**

This policy makes provision for children and young people to ensure that:

- The welfare of the child is paramount;
- All children, whatever their age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse;
- All suspicions and allegations of abuse and poor practice will be taken seriously, and responded to swiftly and appropriately;
- Members/Volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred, however, all members have a responsibility to report concerns to the Child Protection Officer.

Foden's Band has a duty of care to safeguard all children involved in its activities from harm. All children have a right to protection, and the needs of disabled children, and others who may be particularly vulnerable, must be taken into account. The Band will ensure the safety and protection of all children involved through adherence to the Child Protection guidelines adopted by the Foden's Band.

These policies and procedures are to be followed in all aspects of Foden's activities, including concerts, Youth Band activities, workshops and any other event that involves children, young people or vulnerable persons.

### Legal framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Relevant government guidance on safeguarding children

All sections in these procedures also apply to vulnerable persons.







*A vulnerable person is one who is, or may be, in need of community services due to age, illness or a mental or physical disability who is, or may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation.*

We will seek to keep children and young people safe by:

- valuing them, listening to and respecting them
- adopting child protection practices through procedures and a code of conduct for band members and volunteers
- developing and implementing an effective e-safety policy and related procedures
- providing effective support and training for volunteers with responsibility
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about child protection and good practice with children, parents, volunteers and members
- sharing concerns with agencies who need to know, and involving parents and children appropriately.

### Good practice guidelines

All personnel should be encouraged to demonstrate exemplary behaviour in order to promote the welfare of children and vulnerable persons, and reduce the likelihood of allegations being made. The following are common sense examples of how to create a positive culture and climate:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Only members of Fodens' Band who hold a current DBS check will be permitted to tutor on behalf of the Band.
- Treating everyone equally, and with respect and dignity.
- Always putting the welfare of each young person first, before winning or achieving goals.
- Maintaining a safe and appropriate distance with children (e.g. it is not appropriate for members or volunteers to have an intimate relationship with a child or to share a room with them).
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process;
- Making the events fun, enjoyable and promoting fair play.
- Giving enthusiastic and constructive feedback rather than negative criticism.





- Recognising the developmental needs and capacity of young people; avoiding excessive training or competition and not pushing them against their will.
- Securing parental consent in writing to act *in loco parentis*, if the need arises to administer emergency first aid and/or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.
- Requesting written parental consent if band officials are required to transport young people in their cars.

#### Practices to be avoided:

If cases arise where these situations are unavoidable, it should be with the full knowledge and consent of someone in charge in the band or the child's parents. For example, a child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of a session.

The following should be avoided, except in emergencies:

- Avoid spending time alone with children away from others.
- One-to-one tuition during a Foden's Youth Band event may be arranged; but it is essential that:
  - *this takes place during an approved time slot (i.e. during rehearsal)*
  - *other adults (including the project co-ordinator are aware of where & when this is taking place)*
  - *the venue for this is in an approved teaching environment which can be accessed at any time by another appropriate adult*
- Avoid, while alone, taking or dropping off a child to an event or activity

#### Practices never to be sanctioned:

The following should **never** be sanctioned:

- Engage in rough, physical or sexually provocative games, including horseplay
- Share a room alone with a child (except where the above exceptions have been adhered to)
- Allow or engage in any form of inappropriate touching
- Allow children to use inappropriate language unchallenged
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Fail to act upon and record any allegations made by a child
- Do things of a personal nature for children that they can do for themselves
- Invite or allow children to stay with you at your home unsupervised



### Incidents that must be reported/recorded:

If any of the following occur you should report this immediately and record the incident. You should also ensure the parents of the child are informed:

- If you accidentally hurt a child.
- If he/she seems distressed in any manner.
- If a child misunderstands or misinterprets something you have done.

### Responding to allegations or suspicions:

It is not the responsibility of anyone in Foden's Band to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate officer, or the appropriate authorities.

Foden's Band will assure all members/volunteers will fully support and protect anyone who, in good faith, reports his or her concern that a colleague is, or may be, abusing a child.

It is very important that whoever is receiving the disclosure **does not promise not to tell**. Let the discloser know that you have to tell someone so that you can help them.

### Action if there are concerns:

- Any suspicion that a child has been abused should be reported to the Child Protection Officer for Foden's Band (details below), who will take such steps as considered necessary to ensure the safety of the child in question, and any other child who may be at risk.
- The Band Child Protection Officer will refer the allegation to Children's Social Care, who may involve the police.
- The parents or carers of the child will be contacted as soon as possible following advice from the social services department.
- The Foden's Band Committee will deal with any media enquiries.

### Confidentiality:

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Event Organisers, if appropriate.
- The parents of the person who is alleged to have been abused



- The person making the allegation.
- Social Care/police.

Seek Social Care advice on who should approach the alleged abuser (or parents if the alleged abuser is a child), especially if, by making such approaches, the child may be put at risk of further abuse or harm.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws - see *data protection policy*

#### Internal Enquiries and Suspension:

- The Foden's Band may make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.
- Irrespective of the findings of the social services or police inquiries, the Foden's Band will assess all individual cases to decide whether a member or volunteer can be reinstated, and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, the Foden's Band must reach a decision based upon the available information which could suggest that, on a balance of probability, it is more likely than not that the allegation is true.
- **The welfare of the child should remain of paramount importance throughout.**

#### Support to deal with the aftermath of abuse:

Consideration should be given to the kind of support that children, parents and members of staff may need.

#### Allegations of previous abuse:

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children). Where such an allegation is made, the Child Protection Officer will follow the procedures as detailed above, and report the matter to Social Care or the police. This is because other children, either within or outside the sphere of activity, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the provisions of the Protection of Children Act 1999.

#### Concerns outside the immediate environment (e.g. a parent or carer):





- Report your concerns to The Child Protection Officer, who should contact Social Care, or the police, as soon as possible.
- Social Services will decide how to involve the parents/carers.
- Maintain confidentiality on a **need to know** basis only.

Information to be given to Social Care, or the police, about suspected abuse:

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, in the child's words as much as possible, and which should include the following:

- The child's name and date of birth.
- The child's home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have the parents been contacted?
- If so what has been said?
- Has anyone else been consulted? If so record details.
- If the child was not the person who reported the incident, has the child been spoken to? If so what was said?
- Has anyone been alleged to be the abuser? Record details.
- Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.

**In all cases the details of any concerns should be accurately recorded on the Incident Recording Form (Appendix 1 below).**

**Social Care Initial Access Team East (office hours) on: 0300 123 5012**

**Cheshire Police on: 08454 580000**

**NSPCC Child Protection Helpline on: 0808 800 5000**

**Childline on: 0800 1111**





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**Child Protection Officers for Foden's Band:**

Fiona Rolfe, 4 Brookfield, Loggerheads, Mkt Drayton, Shropshire, TF9 4RW.  
Tel: 01630 673495 or 07795 801019

Ian Raisbeck, 384 Crewe Road, Winterley, Sandbach, Cheshire, CW11 4RF.  
Tel: 01270 762 362 or 07734 918701

RNCM  
ROYAL NORTHERN  
COLLEGE of MUSIC





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**Incident Recording Form**  
**CONFIDENTIAL**

**Date and time of incident:**  
**Disclosure made by:**  
**Disclosure made to:**  
**Other person/s present:**

**Date and time reported:**

**Child/vulnerable person's name:**  
**DoB:**  
**Address:**







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**Details of disclosure/concern:**

[Empty box for details of disclosure/concern]

(continue on further page if req)

**Further details:**

[Empty box for further details]





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**Actions (pl detail):**  
**Social Care informed?** .....  
**Police informed?** .....  
**Parents/responsible adult informed?** .....  
**Child/VP knows what will happen next?** .....  
**Any other actions/info:** .....  
 .....  
 .....

**Name of person taking disclosure:** .....  
**Signature of person taking disclosure:** .....  
**Name of Child Protection Officer:** .....  
**Signature of Child Protection Officer:** .....





## **Anti-bullying policy**

**Monitoring and review: Ian Raisbeck (Project Co-ordinator) is responsible for monitoring the effectiveness of this policy.**

**This policy will be reviewed every two years. The next review is due on: 18/02/2016**

We recognise that:

- bullying is "behaviour, usually repeated over time, that intentionally hurts another individual or group of individuals, physically or emotionally".
- one person or a group can bully others;
- bullying can occur either face to face between individuals or groups or online, using information technology, such as computers or mobile phones;

Bullying can include:

- verbal teasing or making fun of someone;
- excluding members from activities and conversations;
- pressurising other members not to be friends with the person who is being bullied;
- spreading hurtful rumours or passing round inappropriate photographs/images/drawings;
- shouting at or verbally abusing someone;
- stealing or damaging someone's belongings;
- making threats;
- forcing someone to do something embarrassing, harmful or dangerous;
- harassment on the basis of race, gender, sexuality or disability;
- physical or sexual assault (although all sexual incidents and all but very minor physical incidents constitute abuse and must be dealt with in accordance with child protection policy).

Bullying causes real distress. It can affect a person's health and development and, at the extreme, can cause significant harm;

People are often targeted by bullies because they appear different from others;

**We all have a role to play in preventing bullying and putting a stop to bullying.**

Steps to be used in preventing bullying:

- practising skills such as listening to each other;





- respecting the fact that we are all different;
- making sure that no one is without friends;
- dealing with problems in a positive way;
- checking that the anti-bullying measures are working well;
- developing a complaints policy and procedure;
- making sure that all members, volunteers, young people, and parents and carers have clear information about our anti-bullying policy, complaints procedure, code of behaviour and anti-bullying procedure.

When bullying occurs, we will respond to it by:

- Having a clear anti-bullying procedure in place;
- Providing support and training for all Officers and volunteers on dealing with all forms of bullying, including racial, sexist, homophobic and sexual bullying;
- Addressing the issue from the point of view of the person being bullied, the bully, any bystanders and Foden's Band as a whole;
- Reviewing the plan developed to address the bullying, in order to ensure that the problem has been resolved;
- Avoiding any punishments that make the individuals concerned seem small, or look or feel foolish in front of others.



## **Data Protection**

The Data Protection Act 1998 is designed to protect individuals and personal data, which is held and processed on their behalf. The Act defines the individual as the 'data subject' and their personal information as 'data'.

It is essential that certain personal data be collected and stored in order the Foden's Youth Band can operate. These guidelines illustrate the procedures under which essential safeguards are carried out to protect such data:

### **Guidelines**

- Personal data shall be obtained and processed fairly and lawfully.
- Personal data shall be obtained only for the specified and lawful purposes and shall be processed for limited purposes.
- Personal data shall be adequate, relevant and not excessive in relation to the purpose for which it is obtained.
- Personal data shall be accurate and kept up to date.
- Personal data shall not be kept for longer than necessary.
- Personal data shall be processed in accordance with the rights of the data subject under the Data Protection Act 1998.
- Personal data (manual and electronic) must be kept secure.
- Personal data shall not be transferred outside the European Union unless that country provides adequate levels of protection for the rights of the data subject.
- Foden's Youth Band will only share information in accordance with the provisions set out in the Data Protection Act 1998.
- Where applicable Foden's Youth Band will inform individuals of the identity of third parties to whom we may share, disclose or be required to pass on information to, whilst accounting for any exemptions which may apply under the Data Protection Act 1998.

## **E-Safety**

e-Safety encompasses not only Internet technologies but also electronic communications via mobile phones, games consoles and wireless technology. It highlights the need to educate children and young people about the benefits, risks and responsibilities of using information technology.

- e-Safety concerns safeguarding children and young people in the digital world.





- e-Safety emphasises learning to understand and use new technologies in a positive way.
- e-Safety is less about restriction and more about education about the risks as well as the benefits so we can feel confident online.
- e-Safety is concerned with supporting children and young people to develop safer online behaviours both in and out of school.

### Guidelines

- The Band website will be managed in a way that promotes the best interest of Foden's Youth Band, and Foden's Band as a whole
- Social media will be used in a responsible way, promoting the activities of Foden's Youth Band in a positive way
- No online resources should be used by individuals in a way that does not relate to Foden's Youth Band, or Foden's Band as a whole
- Nothing should be posted online that would not be appropriate for a child to see/hear
- Any references to individuals and organisations (Foden's or other) will be respectful
- Use of humour towards an individual or organisation is strongly discouraged; sarcasm should never be used as the tone of online content is too easily misinterpreted.
- All members, or parents of, reserve the right (via the membership form) to withdraw permission for Foden's Youth Band to use images.



## **Health and Safety**

The Health and Safety at Work Act 1974 is the main piece of legislation governing Health and Safety at work. It places a duty on employers to ensure the general health and safety of their employees as well as volunteers and members of the public using services provided by the employer.

Whilst Brass Bands may not be seen as employers, they are still considered to have a "duty of care", under civil law, to those who work as volunteers and those who use their services. It is therefore necessary to consider these guidelines and adapt these considerations to your Band environment where practical.

- All venues will be selected carefully to ensure that they satisfy Health and Safety requirements for a rehearsal and/or performance for Band members, tutors/conductors and parents/audience members
- All events will be attended by an appropriate adult with emergency first aid training
- A record of any accident and near misses will be kept by the project co-ordinator
- Any venues which are not already approved for use in an educational setting will undergo a risk assessment before use is approved for a Foden's Youth Band event.





## **Recruitment Policy**

Foden's Band recognises that all reasonable steps must be taken to ensure unsuitable people are prevented from working with children.

- The Band Manager of Foden's Band will be responsible for ensuring that those members of Foden's Band who are working with children have been DBS checked (it is standard practice that all members of Foden's Band are DBS checked in line with Brass Band England policy).
- Reasonable checks will be carried out to ensure those who will be working and have direct involvement with children are of suitable character.
- Those involved in tutoring/conducting work with Foden's Youth Band should possess the necessary attributes to:
  - Communicate effectively with children
  - Uphold and model appropriate behaviour at all times when surrounded by children
  - Be approachable to children who may want to ask advice in any number of areas
  - Facilitate the learning and development of young musicians through a variety of different teaching and learning techniques
  - Promote Foden's Youth Band to external individuals and organisations

**Training** - *Foden's Band (and associated Youth Band) are fortunate that a large proportion of it's members are employed in the education sector and therefore receive regular, up to date, training in best teaching practices as well as Child Protection.*

## **Volunteers**

Any parent (or other) volunteers who wish to donate their time to Foden's Youth Band are most welcome. Foden's recognises that such generosity is essential in the longevity of such projects and the success of the wider brass band community.

It is essential however, that volunteers are selected and adhere to the following guidelines:

- All volunteers will be welcomed and thanked for their contribution
- Volunteers are respected and valued members of our organisation
- Volunteer contributions are maximised by ensuring they are equipped with all of the necessary information / support
- All volunteers will be of suitable character to work around children





- All volunteers will be aware of the project co-ordinator and other appropriate contacts who they can approach for guidance / support at any time
- Rehearsal and Performance venues are selected carefully to take account of Health and Safety for all persons taking part / working for Foden's Youth Band
- Volunteers will respect the privacy, property and confidentiality of others
- Volunteers will not be susceptible to Child Protection issues and as such, will not be permitted to work alone with Children (without appropriate DBS clearance)

### Players

Foden's Youth Band is open to any player who matches the following criteria;

- Aged 21 or under
- Grade 5 standard or higher on a brass or percussion instrument

We have been very fortunate in receiving financial backing from Love Music Trust (the lead organisation in the new Cheshire East Music Hub) as well as a number of other partners. However, in order to provide these unique opportunities there is a cost to members of £8 per month (for 10 months per year), payable in 3 termly instalments.

*Students in Higher Education and families in receipt of income support, family credit or disability living allowance and children receiving free school meals, or looked after children are entitled to free membership of Foden's Youth Band.*

Further discounts are available as follows

- Full payment at first rehearsal - 10% discount
- 2nd family member - 50% discount

The Band meets once per month at Sandbach School, Cheshire on a Sunday morning (9:45am-1:15pm) with concerts 3-4 times per year. Players are strongly encouraged to support their existing musical commitments elsewhere, and the schedule for Foden's Youth Band is aimed at assisting this.

Rehearsals are designed to stretch the young players offering them access to experienced high profiles tutors, exciting new repertoire and high quality direction.



## **Whistle-blowing Procedure**

### 1. What to do if you wish to raise a concern about malpractice:

Speak to the Band Chairman, Youth Band Project Co-ordinator or Band Manager. If your concern relates to one of these officers then it may be necessary for another committee member to also be involved to support the officer you have spoken to.

The officer you have approached should arrange to meet with you as soon as possible to discuss your concern. This meeting can take place away from the Bandroom if necessary. You will be told at the meeting, or as soon as possible afterwards, what action will be taken to address your concern. It may not be possible to tell you the full details of the outcome, as this could relate to confidential third party information. If no action is to be taken in relation to your concern, you will also be informed of this fact and given the reasons why.

If you do not want the person you have concerns about to know your identity, you should make this clear to the officer dealing with your concern at the earliest opportunity. Every effort will be made to respect your wishes, but it cannot be guaranteed that your identity will not be disclosed. If this is the case, you will be informed and any issues you may have about this will be discussed with you. If you need support in raising your concern, you may bring another member or volunteer with you, however consideration should be taken to respect the confidentiality of the concern.

### 2. What to do if someone raises a concern with you about malpractice:

If someone tells you they are concerned about the actions of another member or volunteer, you should arrange to meet him/her as soon as possible. If you are not the person responsible for dealing with these matters, you should establish why he/she has chosen to discuss the concern with you. You should then suggest that the person speaks to that officer and offer to support them to do this. You should not however refuse to hear what the person has to say.

You should approach the situation sensitively, recognising the discomfort that the person may feel. Offer to meet him/her away from the bandroom if he/she wishes, but ensure you are protected and not alone if this person is under 18. You should also remind the person with the concern about other sources of support available to him/her.

If the person reporting the concern wants his/her identity to be kept confidential, you should explain that this will be done if possible, but that it may not be achievable. Make notes of your discussions with the individual, and check the accuracy of your notes with him/her.



### 3. Recording the concerns:

The responsible Officer should make accurate notes of each stage of the process, including the discussions during meetings, regardless of whether the concern is dealt with formally or informally. Copies of these notes should be given to the person who is the subject of the concern. The person who raised the concern should also be given copies of notes from his/her discussion. Notes made during the investigation and the report of the investigation, together with any notes relating to the outcome, should be kept securely and compliant with data protection. If it was requested, these notes should not reveal the identity of the person who reported the concerns.

**- End of Handbook -**