



Visitor Guidance

For supporters, trustees, advisors and board members, interview candidates, parents/carers, volunteers and trainees, Artist Ambassadors, former pupils, work experience placements (U18s), press and media representatives, pianists and accompanists, film crews, photographers, caterers, technicians and audience members for in-school and/or some out-of-school events



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Visiting Music Masters Flagship Schools

This guidance will help make your visit to Music Masters and/or our Flagship Schools the best experience it can be for everyone involved. It's important to read and understand this guidance to ensure that everyone – especially including children, young people and vulnerable people – are safe, supported and happy during the visit.

This guidance is reviewed regularly by the senior leadership team at Music Masters, and in particular by the Designated Safeguarding Lead (DSL), Deputy Designated Safeguarding Lead (DDSL) and Lead Safeguarding Trustee.

If you have any questions about the contents of this guidance, please get in touch with your point of contact at Music Masters or by emailing contact@musicmasters.org.uk or calling 020 3643 5085.

Who is this guidance designed for?

The expectations for your visit will be different depending on the role you have with us, or the capacity to which you are involved in any activity we deliver. We make this clear throughout this guidance, when relevant, but the information in this document should cover roles or visitors with us such as:

- Supporters of Music Masters
- Trustees, advisors and board members
- Interview candidates and prospective employees or contractors
- Parents/Carers
- Volunteers and trainees
- Artist Ambassadors
- Ex pupils, Champions, Work Experience placements (U18s)
- Journalists, press and media representatives
- Anyone contracted for work that is not in close and/or pastoral contact with children, young people and vulnerable people (eg. Pianists/accompanists, Film crews, photographers, caterers, technicians etc.)
- Audience members for in-school and/or some out-of-school events

PLEASE NOTE: You may currently hold an Enhanced DBS certificate dated within the last two years of your visit/duration of work (or you may be on the update service) but we may be sharing this guidance with you as it best suits the role that you are taking with us for this visit or activity.

What should I do BEFORE my visit?

All visits to Music Masters or our Flagship Schools should be planned in advance. This helps Music Masters and the school ensure the experience is well supported and safe. You should feel confident that this is the case based on your communication with us in advance, but if you are concerned please get in touch with your point of contact at Music Masters or by emailing contact@musicmasters.org.uk or calling 020 3643 5085.

You will be required to do the following in advance of your visit:

1. Confirm that you have read and understood this guidance.
2. Understand the scope, timings and details of your visit.

In some cases, we may require you to confirm you have read and understood other guidance and information regarding the visit beyond this document, such as a schedule or a risk assessment. This will be made clear to you if that is relevant to your visit.

What should I do at the START of my visit?

You will be required to do the following when you arrive:

1. Arrive in good time for a smooth start and to familiarise yourself with staff, surroundings and any additional information you need ahead of the activity.
2. Meet with the Music Masters or school staff member who will be accompanying you for your visit. It is important that you stay with them at all times. This includes when you may need to use adult restroom facilities on school site.
3. Wear clothes that are appropriate to the activity, event and location. 'Smart casual' is usually appropriate as a base level. Where schools have a dress code, please observe this. When attending Music Masters events, please observe any dress code stipulated by Music Masters, eg. Music Masters t-shirts, all black concert dress etc.
4. Sign in at the school reception, or with Music Masters staff if outside of school.
5. Wear the appropriate badge, lanyard, sticker etc provided as this is an indicator to other staff in school or at the event to which level of statutory checks have been taken for your visit. It's important you wear this and do not simply carry it or place it in your belongings.
6. Be prepared to receive further guidance and information from the Flagship School that you may be visiting. This would most likely be shared at your arrival rather than in advance and could include information on areas such as safeguarding and child protection, alarms and drills (eg. Fire, evacuation, lockdown, emergency procedures) and/or points of contact at the school.

What should I do DURING my visit?

Both Music Masters and Flagship Schools maintain codes of conduct that help standardise the expectations of how all staff should act and behave in front of and with children and young people. Similarly, we expect all visitors to behave similarly. All adults and visitors at Music Masters and Flagship Schools have the potential to be seen as role models for good behaviour by children, young people and vulnerable people. Mostly, this is about exercising a common-sense approach but we have laid out some guidance that will help you consider this ahead of your visit:

1. Treat every individual, child or adult, with respect, courtesy and in a positive manner.
2. Prioritise the welfare, safety and well-being of children and adults at all times.
3. Value and take children and adult's contributions seriously, actively involving them in decision-making and conversations appropriately.
4. Exercise caution when you are discussing sensitive issues with children or young people or in a place where they may be heard by children or young people.
5. Treat children, young people and adults fairly and without prejudice or discrimination and respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems.

What must I AVOID or REFRAIN from doing during my visit?

In order to prioritise the safety and well-being of all adults and children, you should avoid or refrain from any of the following:

1. **DO NOT** take personal calls or respond to messages during lessons. Ideally, your phone should not be in use at all unless you are using it clearly and specifically for a purpose as agreed with the school or Music Masters staff.
2. **DO NOT** disrupt any of the planned activities that you are not leading or actively participating in, so as to ensure teachers' plans and objectives for activities remain the focus.
3. **DO NOT** take photos or videos unless specifically agreed and arranged with Music Masters and/or the school in advance.
4. **DO NOT** engage in unnecessary physical touch with children, even if this is well-intentioned or initiated by a child, as it is best practice to avoid making physical contact with children under the pastoral care of others (eg. Hugging, back or shoulder pats or rubs, touching hair, hand holding, arm linking, lap-sitting etc.).
5. **AVOID** being on your own with a child, even if DBS checked. It is best practice to avoid one-to-one contact with a child unless this is agreed and regulated activity with Music Masters and/or the school.
6. **DO NOT** go into areas of the venue or school that you are not permitted to enter (Eg. Children's toilets, classrooms, office areas, green rooms and backstage spaces etc.).
7. **DO NOT** provide personal care in an emergency and make sure there is more than one adult present if possible unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.
8. **DO NOT** smoke, consume alcohol or use illegal substances. If alcohol is being consumed at any outside-of-school event (eg. by guests at a fundraising event), you should not consume any alcohol if you have a responsible role in which you are still performing the duties.

9. **DO NOT** swear or use inappropriate or offensive gestures or language around children and young people or in a place where they may be seen or heard by children or young people.
10. **DO NOT** engage in inappropriate behaviour with children and young people, including abusive behaviour (ie. Physical abuse including unnecessary or inappropriate touch, sexual abuse including suggestive behaviour or language, or emotional abuse including teasing, bullying, singling out or mocking).
11. **DO NOT** share your personal contact details (eg. mobile number, email or postal address) or social media with children or young people.

What can I do AFTER my visit?

If you have any feedback on your visit, work or experience at Music Masters or our Flagship Schools you are welcome to send this through to us. There may be a formal evaluation process as part of the activity or you can reach out to your point of contact at Music Masters or by emailing contact@musicmasters.org.uk or calling 020 3643 5085.

How can I recognise and report any concerns?

We take the safety and wellbeing of all staff, children and young people at Music Masters and our Flagship Schools extremely seriously.

We encourage all visitors to report any concerning behaviour, worrying circumstance or potential breach of policy related to children, young people or staff to the senior leadership at Music Masters and/or the school OR the Designated Safeguarding Lead (DSL) and Deputy Designated Safeguarding Lead (DDSL) at Music Masters and/or the school (whichever is most appropriate and/or available). Contacts are available at the end of this document.

Although it can feel uncomfortable to report an instance of concern, we operate under the principle of “It could happen here”.

These actions are supported by other policies such as our Safeguarding and Child Protection Policy, Whistleblowing Policy, Complaints Policy and Low Level Concerns Policy.

What happens if I do not follow this guidance?

If for any reason we believe that you have behaved inappropriately or in contradiction to the guidance set out in this document, we reserve the right to follow up in line with our policies. Depending on the seriousness of the situation, you might be asked to leave the event or activity without notice. We may also need to make a report to statutory agencies such as the police and/or the local authority child protection services.

Further Reading and Contacts

[NSPCC – Training and Resources in Safeguarding and Child Protection](#)

[Music Masters Safeguarding and Child Protection Policy](#) (see bottom of page)

[Keeping Children Safe in Education](#)

Music Masters – 0203 643 5085

DSL: Ashley Roye, Schools Programme Manager ashley@musicmasters.org.uk

Deputy DSL: Daf Evans, Head of Schools and Creative Programmes Daf@musicmasters.org.uk

Deputy DSL: Roz De Vile, CEO roz@musicmasters.org.uk

Ashmole Primary School – 020 7735 2419

DSL: Shelly Griffiths, Deputy Headteacher sgriffiths@ashmoleprimaryschool.org.uk

Deputy DSL: Rebecca Coombs rcoombs@ashmoleprimaryschool.org.uk

Jubilee Primary School – 020 8678 6530

DSL: Alia Zakir, Inclusion Manager azakir@jubilee.lambeth.sch.uk

DSL: Tom Prestwich, Headteacher tprestwich@jubilee.lambeth.sch.uk

Deputy DSL: Sam Esty, Deputy Headteacher sesty@jubilee.lambeth.sch.uk

Deputy DSL: Alistair Crockett, Assistant Headteacher acrockett@lambeth.sch.uk

Jessop Primary School – 020 7274 2333

DSL: Antonia Jenkins-Yusuf, ajenkins@jessop.lambeth.sch.uk

Deputy DSL: Stephanie Serbis, sserbis@jessop.lambeth.sch.uk

Prior Weston Primary School – 020 7786 4800

DSL and Designated Manager for Staff Concerns: Fiona MacCorquodale, Head Teacher

fiona.maccorquodale@priorweston.islington.sch.uk

Deputy DSL: Simone De Juan, Assistant Head for Inclusion simone.dejuan@priorweston.islington.sch.uk

Deputy DSL: Beverley Newman, Acting Deputy Head beverley.newman@priorweston.islington.sch.uk

St Barnabas Primary School – 020 7641 4232

DSL: Lauren Castle Head teacher lcastle@stbarnabasprimary.org.uk



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contact@musicmasters.org.uk

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