

ASSOCIATE

wiltshire  
music  
connect

# Wiltshire Music Connect Instrument Hire Scheme

## Guidance for Associate Providers for Academic Year 2024/25

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All documents for this scheme, **including prices**, are available on the Wiltshire Music Connect website [here](#).

### Overview

The guidance set out in this document relates to instrument hires for academic year 2024/25 (September 2024 onwards), with an option to commence hire in term 5 or 6 2024.

The purpose of the scheme is first and foremost to make instruments accessible to children and young people in a way that supports their participation and progression.

The scheme is administered by [The Learning Resources Hub](#) (LRH), within Wiltshire Council. Instruments can be provided to pupils and schools who are receiving tuition from an Associate Provider.

**As an Associate Provider using this scheme, you are required to adhere to the terms and conditions of using the Instrument Hire Scheme.**

## Terms and Conditions

- Associates and scheme users **are required** to follow, and adhere to, the scheme guidance in this document and additional FAQs. Failure to follow this may result in Associates being excluded from the scheme. Engagement with the scheme through having pupil(s) who request instrument(s) indicates acceptance of the terms and conditions.
- You **must** work with Wiltshire Music Connect and The Learning Resources Hub to minimise additional admin work and assist the scheme to remain sustainable.
- You **must** assist with the reclaiming and returning of instruments.
- You **must** provide data on wider tuition activity to Wiltshire Music Connect as required.

## Deadline Dates 2024/25

**For those who already have a hired instrument** (inc. those wishing to cease lessons):

- 1 July deadline for parents/carers to inform The Learning Resources Hub (and Associates) if an instrument is not required for 2024/25. It will otherwise be assumed that instrument hire will continue next year. The Learning Resources Hub will email parents/carers with a reminder prior to this. The Learning Resources Hub will also email Associates prior to this, with a list of current pupils and respective instruments on hire. Associates **must** return the provided form by 1 July, indicating whether the pupil is continuing or not: if not, whether the instrument should be collected from school by The Learning Resources Hub or whether the instrument is being retained by the Associate for re-allocation in September. Pupils cannot be guaranteed to keep their instrument over the summer if they are not listed as continuing on the form by 1 July. Associates should also liaise with parents/carers to ensure that non-continuers contact The Learning Resources Hub to cancel their hire. Failure to do so will result in a charge for the next academic year's hire being made, **with no exceptions**.
- 12 July: Associates **must** have collected instruments from non-continuers and left at school ready for collection by The Learning Resources Hub.
- 1 August cut off for continuing pupils' payments to be received from parents/carers.
- 19 - 23 August: Associates informed of non-payer continuers and the need to collect instruments back to schools.
- 23 August – 9 September: Associates chase non-payers. If any instrument hire remains unpaid by 9 September it will be assumed the pupil is not continuing. Associates **must** collect instruments back in and leave at school for collection by The Learning Resources Hub. **The charge for the new academic year will still stand**, due to failure to notify The Learning Resources Hub by 1 July. Associates **must** keep The Learning Resources Hub informed of progress.

**For new instrument requests:**

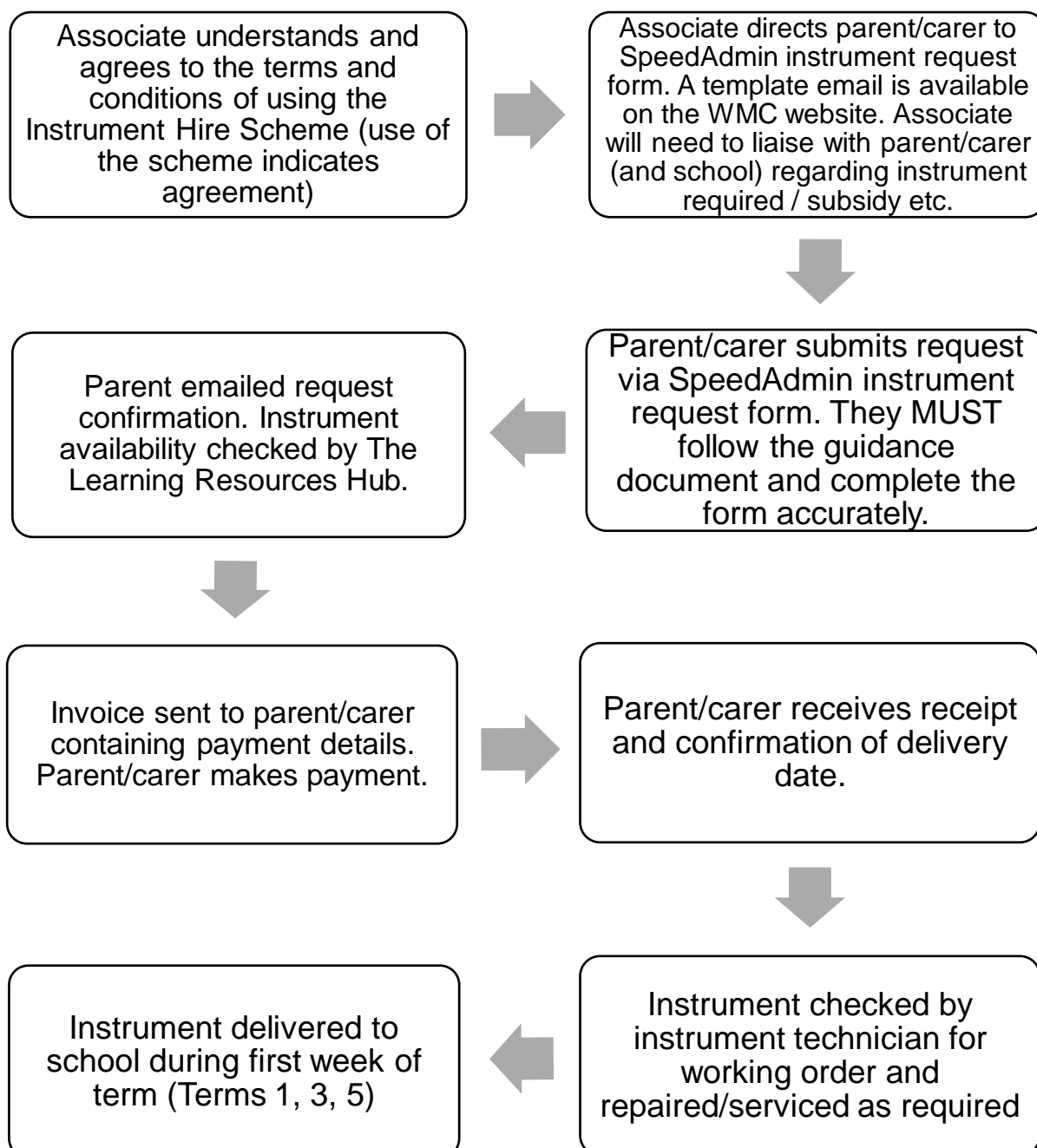
- 17 May deadline for parents/carers to submit requests [here](#) for new pupils' instruments for those wishing to commence in term 5 or 6. Direct delivery to schools cannot be guaranteed.
- 1 July deadline for parents/carers to submit requests [here](#) for new pupils' instruments for those wishing to commence in term 1. Instruments to be delivered to schools in the first week of the September term.
- 1 August cut off for parent/carer payments for new pupils' instruments to be delivered to schools in the first week of the September term.
- 9 September deadline for parents/carers to submit requests for late new-starters. NO DELIVERY IS AVAILABLE for this: the instrument can be collected from The Learning Resources Hub by the Associate or parent/carer once payment is **received**.
- Thereafter a rolling monthly cycle - NO DELIVERY IS AVAILABLE for this, except during the first week of Terms 1, 3 and 5.

## Requesting instruments

### NEW REQUESTS: Individual and Small Group Tuition

The process allows much of the admin and billing of parents/carers to be managed in the centre of the scheme but still requires support from Associates in liaising with parents/carers at various point in the process including, but not limited to, chasing payments and information requests, and instrument return.

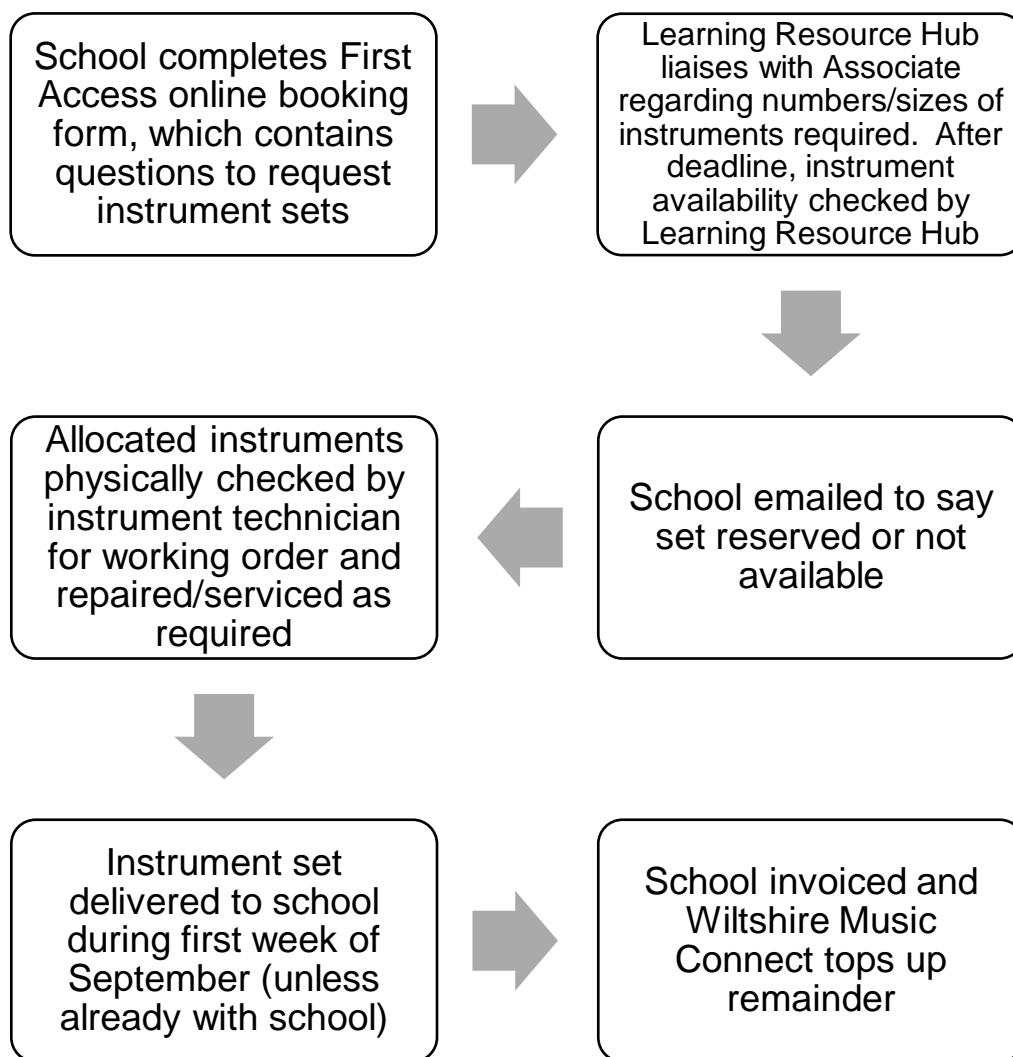
Associates need to follow the sequence outlined below:



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## NEW REQUESTS: First Access Sets

These must be requested annually by the school, according to the following steps:



Associates **must** periodically check First Access sets for any maintenance or repair issues. This is especially important at the end of each academic year. If necessary, sets will need to be collected from schools for servicing. **Schools are responsible for routine maintenance and repair of First Access instruments.** If replacement items are required, The Learning Resources Hub **must** be notified by the Associate. Instruments must not leave the school premises other than for repair issues.

## Consumables

**Brass:** Brass instruments have limited consumable parts. Hirers are expected to provide valve oil and cork grease for regular day-to-day maintenance.

**Strings:** String instruments will be issued with one set of useable strings and one bow. It is the responsibility of the hirer to replace any broken strings or bows using an appropriate repairer. Hirers are expected to provide the necessary rosin.

**Woodwind:** Clarinets and saxophones will be supplied with one standard reed. Oboes and bassoons will not be issued with reeds. It is the responsibility of the hirer to purchase additional or replacement reeds.

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## Maintenance and repairs

**Instruments are hired out by Wiltshire Music Connect on the understanding that they are returned in the same condition as when received.** By confirming their agreement to the terms and conditions, the hirer is agreeing to be responsible for routine maintenance of the instruments and for any damage or unreasonable wear sustained during the period of hire, regardless of hire cost. This includes an annual service or maintenance check at reputable repair/maintenance workshop. 'How to' guidance documents regarding cleaning and maintenance for each family of instruments are available on the Wiltshire Music Connect website.

It is strongly recommended that the hirer insures instruments as they will be required to pay for repair or replacement of the instrument as appropriate. They may wish to consider a specialist instrument insurer, who may offer more comprehensive cover than home insurance. **The hirer should speak to their Associate before undertaking any repair work or replacement purchasing and Associates should assist with queries regarding this.**

**No instrument should be returned to The Learning Resources Hub in an unfit state without prior discussion. If instrument damage is deemed to be irreparable or not worth repairing this should be raised with The Learning Resources Hub by the hirer; hirers should not replace instruments themselves.**

Instruments in need of repair can be taken to any reputable repair shop, including the following:

John Bates: Woodwind specialist, other general repairs, Royal Wootton Bassett, 01793 853489

Alan Braunton: Woodwind specialist, Devizes, [alanbraunton.co.uk](http://alanbraunton.co.uk)

Paul Egan: Woodwind specialist, Marshfield, [woodwindrepairs.org](http://woodwindrepairs.org)

Lennox Killner: Brass & woodwind repair and restoration, Salisbury, [salisburybrass.com](http://salisburybrass.com)

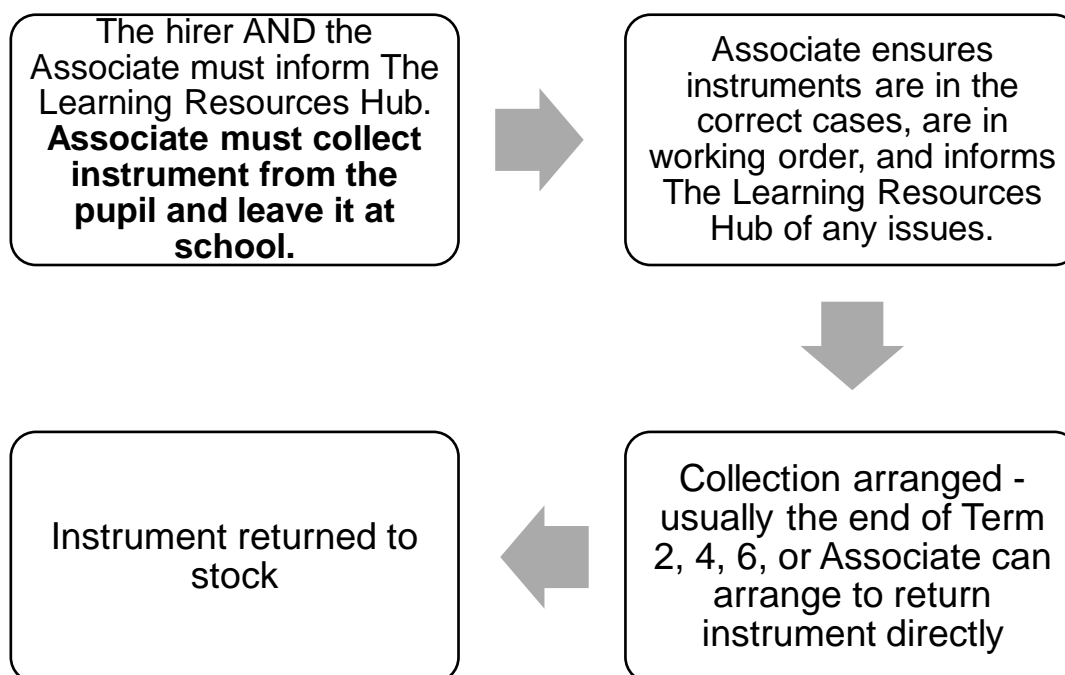
Other repair locations (including for strings) are currently under review.

Any device with an electric adaptor will be PAT safety tested prior to delivery. It is recommended that all electrical adaptors should be PAT safety tested on an annual basis. Therefore any schools wishing to retain the musical instrument and the electrical device over the summer holidays should either get the equipment tested as part of their own PAT testing, make arrangements to take the device adaptor for PAT safety testing to The Learning Resources Hub upon notification from The Learning Resources Hub of the PAT testing dates available, or buy a new adapter from a reputable supplier and return the corresponding receipt with the item at the end of the hire period.

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## Returning instruments

If a pupil stops having lessons with an Associate Provider, or a First Access project ceases, the following steps should be followed **immediately**:



## Other instrument sources

Our partners at [Wiltshire Rural Music](#) can sometimes provide access to some types/levels of instruments and both [Salisbury Area Young Musicians](#) and [Wiltshire Young Musicians](#) have some instruments available for young musicians attending their groups/clubs. You may also be interested in other schemes and funding. A continually updated list can be found [here](#).

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## Further Information and Frequently Asked Questions

### Associates holding instruments for demonstrations/excess stock

Holding a small number of instruments is fine in the short term but with the provisos that:

- they are booked out to you (no charge). You **must** inform The Learning Resources Hub.
- they will need to be returned to the pool immediately should demand for that instrument exceed the availability to provide instruments from stock (it will be your responsibility to return these): this may occur after the published deadlines and at other times in the year.
- instruments must not be handed out to pupils until payment has been **received** by The Learning Resources Hub.

### Change in instrument part way through year

There will not be an additional charge if a pupil changes instrument **once** part way through the academic year. Multiple requests to change may incur additional fees. Depending on the timing, the pupil or Associate may need to return/collect the instrument.

### Change in school

If a pupil moves schools the Associate should ascertain whether the pupil will continue lessons, and with who. If this is with an Associate Provider, the existing Associate **must** inform The Learning Resources Hub. If this is not with an Associate Provider, or the pupil is ceasing lessons, or if there is any uncertainty, the instrument should be collected in.

### Change in tutor/Associate leaving school

If the tutor changes whilst pupils are in possession of a hired instrument, the Associate leaving the school **must** inform The Learning Resources Hub. **If the new tutor is an Associate Provider**, the pupils can keep the instrument, however it is now the new Associate's responsibility to communicate with The Learning Resources Hub regarding this hire. **If the new tutor is not an Associate Provider, or there is no new tutor taking over**, the instrument must be returned to The Learning Resources Hub.

### Charge period

Instrument hire rates apply to the full academic year, September to July. If a pupil ceases to require the instrument or gives up part way through the year, refunds will not be made. A hire starting mid-year incurs the same charge as one for 12 months. For those commencing in term 5 or 6, the full academic year charge will be applied immediately, but a subsequent annual charge will not be made again until at least one year later i.e. there will not be a double charge, so the first year's hire will effectively be slightly longer than one year.

### Deliveries/collections

Deliveries will usually be scheduled for the first week of term in terms 1, 3 and 5. Collections will usually be scheduled the last week or two of terms 2, 4, and 6. Associates or parents/carers can opt to collect or deliver instruments from/to The Learning Resources Hub office, which is located in Westbury. The Learning Resources Hub **must** be contacted in this instance to arrange a suitable time.

### Guidance for completing the instrument request form

Guidance for parents/carers on completing the instrument request form can be found [here](#).

### Hire charges

The hire charges can be found [here](#).

### Insurance

It is strongly recommended that parents/carers and schools insure valuable instruments as the hirer will be required to pay for repair or replacement of the instrument as appropriate. They may wish to consider a specialist musical instrument insurer as they may offer more comprehensive cover.

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## Payment

Payment for individual pupils is via the Wiltshire App. Details on how to pay will be sent to parents/carers when the invoice is sent. Note that instruments for new pupils will not be sent by The Learning Resources Hub if payment has not been **received** by the deadline. For continuing pupils, there may be an additional fee if payment is not received by the deadline. If it is not possible to pay using the Wiltshire App, a BACS payment can be made following consultation with The Learning Resources Hub. There are currently no facilities to take payment via cash or card, in person, or over the telephone. Associates should not collect direct payment from parents/carers. A payment for the subsequent academic year's hire will be mandatory for non-continuing pupils if they have failed to inform The Learning Resources Hub by 1 July that they wish to cease hire. First Access sets will be invoiced directly to the school.

## Private pupils / independent schools

The Instrument Hire Scheme is only available to pupils of Associates. Associates are able to access the Scheme for any pupils they teach privately in Wiltshire. They may also access the scheme for pupils they teach at an independent school, providing the school is located in Wiltshire. In exceptional circumstances, instruments can be made available if the pupil is a Wiltshire resident attending an out-of-county school. Delivery to/collection from out-of-county schools is not available so Associates/families would need to arrange to collect/return the instrument from/to The Learning Resources Hub.

## Subsidies

Pupils already in need of subsidy for tuition fees can claim:

- **100% reduction** for pupils eligible for **Pupil Premium** (inc. those entitled to **Free School Meals**).
- **100% reduction** for pupils with **Special Education Needs and/or a Disability**.
- **100% reduction in fees for pupils who are Looked After/In Care (LAC)** – this is through a partnership with Wiltshire Virtual School.
- **50% reduction for pupils who schools classify as vulnerable for other reasons** and who are **unlikely to be able to take up (or continue) lessons** as a result of economic or social circumstances. This is at the school's discretion.

These subsidies will be applied automatically to the hire charge, providing the parent/carer indicates the correct category on the SpeedAdmin [Instrument Request Form](#).

## Summer holidays

The instrument hire period runs from September to July each year. If a pupil and/or First Access project is continuing in the next academic year there is no need for instruments to be returned, provided the next year's hire fee has been paid by the [deadline](#). It is also a **requirement** that the parents/carers of individual pupils with instruments arrange for an annual service or maintenance check of their instrument and the summer holiday would be an ideal time to do so. For First Access sets, Associates should periodically check for any maintenance or repair issues and report these to The Learning Resources Hub. This is especially important at the end of each academic year.

## Terms & Conditions for Hirers

Terms and conditions for individual hire can be found [here](#). Terms and conditions for First Access sets are available upon request through The Learning Resources Hub.

## Year 6 pupils

Instruments **must** be collected in, by the Associate, from any Year 6 pupils at the end of the year, unless there is certainty that the pupil is continuing tuition with an Associate Provider at their secondary school. The existing Associate **must** inform The Learning Resources Hub of the new school and Associate on their continuers form. Parents/carers **must** also inform The Learning Resources Hub. Parents/carers **must** have paid by the deadline to avoid their instrument being collected in.



**Year 11/13 pupils – school leavers**

Instruments **must** be collected in at the pupil's final lesson. This is the Associate's responsibility.

**Still have questions?** If you cannot find the answer you are looking for in this guidance document, you can contact The Learning Resources Hub directly at [WSLRInstrumentLoans@wiltshire.gov.uk](mailto:WSLRInstrumentLoans@wiltshire.gov.uk)