

## Service Level Agreements

### Memorandum of Agreement

**Service Title:** ArtForms, Music and Arts Initiative, Director – Mr Paul Kaiserman  
**Head of Music Service:** Dr Fiona Pacey

**SLA ID Number:** ArtForms 05/001

**Agreement Date** \_\_\_\_\_ (*Date of signature*)

**The Request Form must be returned to ArtForms, Music, The West Park Centre, Spen Lane, Leeds LS16 5BE by 24<sup>th</sup> April 2009** to enable timetabling to begin early in May.

**Between**

***The School***

**Name of School:**

**Address:**

**Tel. No:**

**Headteacher:**

**and**

***Service Provider***

**Service Title:** ArtForms, Music

**Address:** The West Park Centre, Spen Lane, Leeds LS16 5BE

**Service Manager:** Dr Fiona Pacey

**General Enquiries:** (Tel) 0113 230 4074 (Fax) 0113 230 4073

**E-mail:** educ.artforms@educationleeds.co.uk

## Conditions of the Agreement

### **Purpose of the Agreement:**

The Purchaser wishes to engage the Service Provider in the provision of the Services in accordance with the terms of this agreement.

The Service Provider shall provide the services as set out in the specification of work.

### **Length of the Agreement:**

The provision of the services shall commence from: 7<sup>th</sup> September 2009 for a period of 12 months. Please refer to the Pricing Schedule for further details of the costs of standard/incidental provision in the financial/academic years 2009-10. Invoices are issued in November for the period September-March and in May for April-August.

### **Method of Payment**

The method of payment for the Service Level Agreement as specified below will be made by Internal Recharge.

### **Variations**

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

### **Confidentiality**

Neither party shall disclose to any other party any information in connection with the provision of the service or any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

### **Statutory Requirements**

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

### **Indemnity and Insurance**

The Service Provider shall be liable for and shall indemnify the Purchaser against any liability, loss, claim or proceedings arising under any statute or at common law in respect of any damage to property or persons; any injury to persons including injury resulting in death; and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Purchaser or of any person for whom the purchaser is responsible. The Provider shall insure fully against its liability in such sum and on such terms as the Purchaser may reasonably require.

### **Assignment & Subcontracting**

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the Purchaser, such permission to be not reasonably withheld.

### **Monitoring & Liaison**

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement.

### **Compliments and Complaints**

For compliments and complaints:

**Contact:** Dr Fiona Pacey

**Tel. No:** 0113 230 4074

**E-mail:** [fiona.pacey@educationleeds.co.uk](mailto:fiona.pacey@educationleeds.co.uk)

**Address:** ArtForms Music, The West Park Centre, Spen Lane, Leeds LS16 5BE

### **Notice**

The agreement is for the **academic year** from September 2009 to August 2010. Foreclosure of the contract can only be made after agreement with the Service Manager.

# Specification of Work

## Context

Education Leeds is a company wholly owned by Leeds City Council and delivers a wide variety of Education related services to the Leeds schools, their pupils, teachers and other school-based staff.

## Services to be Provided

Please see the Directory of Services to Schools for the Service description and service specific procurement advice.

We are pleased to provide you with this outline of services available to schools:

### 1 Instrumental/Vocal tuition and Curriculum Support

- i. Group and individual lessons  
(Please allow a minimum of one hour for ten pupils in primary schools and for six pupils in secondary schools.)  
strings    woodwind (inc recorders)    brass    percussion    voice  
steel pan    guitar (acoustic, electric or bass)    Indian music    keyboards
- ii. Conductors/directors for school music groups and choirs
- iii. Music Clubs
- iv. Curriculum support: Class music teaching at all key stages.
- v. Wider Opportunities activities: whole class instrumental/vocal teaching in strings, clarinet, brass, guitar, percussion based World Musics, recorder, fife and composition, voice and composition
- vi. NEW for 2009! Half term blocks of whole class music ICT workshops for KS2 (composition based)

### 2 Accompanying Pianists

Accompanying pianists in primary and special schools **support** singing and the delivery of the National Curriculum in classes, choirs and other groups. Choose between an Enhanced Level Accompanying Pianist and the Standard Accompanying Pianist service.

### 3 Music technology

- AS and A2 Music Technology courses
- INSET for teachers
- Facilities for recording school music groups
- Advice for schools.

### 4 Inclusive Music

- Courses and workshops for inclusive groups and groups of children with SEN in the Gordon Parry Centre and in schools
- INSET for teachers and teaching assistants
- Specialist support for individuals.

### 5 Inset and curriculum support for all schools

- A wide range of courses will be on offer during the next year.

### 6 World Music: KS1 to 4

- Workshops in West African Drumming, Indian music, Steel pan, Angklung, Boom-Dang, World and Junk percussion, Irish Cultural Arts, East-West Fusion, Latin & Cuban grooves, Stories Around the World, Magic Music Box, Samba percussion and staff development.
- Resource materials including instruments, music, CDs and videos.

### 7 Concerts, projects and workshops

- Over 400 days of concerts, projects and workshops take place every year. Detailed information is provided separately.
- Recitals and workshops by the Wind Trio.

### 8 Cluster and extended Schools

- Funding by application to support music activities in KS2
- Activities range from assisting transfer from primary to high, to supporting creative music making and helping children explore new musical skills.

In addition to the services your school can purchase, we support pupils through opportunities to play and sing in City of Leeds Youth Music groups (CLYM) and bands, orchestras and choirs in Music Centres (East Leeds, Guiseley, Horsforth, North Leeds, Rothwell, South Leeds, West Leeds and Wetherby). Details of CLYM and Music Centre activities for individual membership are published separately.

In 2009-10 we aim to develop these and to build on the success of other recently introduced initiatives including:

- the expansion and development of Extended Schools and Cluster activities
- further expansion in the numbers of children able to benefit from the Wider Opportunities whole class teaching
- an increased supply and variety of instruments available for school use
- development days, residential courses, transfer days and festivals
- Instrument Purchase Scheme for schools and pupils in Leeds schools (instruments available at competitive prices and without VAT)
- low-cost instrument loan scheme
- at-cost repairs
- closer links with High Schools through the new KS3 music strategy and Music Xtra programme
- better signposting through the Find Your Talent and Music Passport initiatives for your pupils about opportunities available to them

## Method Statements

Our staff provide:

- high-quality teaching and musicianship
- specialist knowledge of the instrumental family being taught
- assistance with the selection of pupils
- preparation of pupils for public music examinations where appropriate.

We are active members of the Federation of Music Services which enables us to:

- be up to date with all national issues concerning music education
- be involved in forming national policies
- adopt the highly acclaimed *Common Approach* produced by the FMS as the basis of our curriculum.

Teachers giving classroom support will:

- hold appropriate qualifications for classroom teaching
- visit your school for the agreed contact hours, normally for up to 33 or 34 weeks each year, but for a guaranteed minimum of 30 weeks
- teach classes or groups by agreement with the Head Teacher, with a member of school staff present and participating
- support the school with the implementation of its music policy.

Accompanying pianists will:

- play for the teacher responsible for the class/choir/group.

Enhanced level accompanying pianists will:

- Take a more pro-active role in the teaching and learning of musical skills to **assist** the teacher responsible for the class/choir/group.

***Please note:*** *Accompanying pianists are not usually qualified teachers nor paid as such. If you require teacher support, please consider National Curriculum and/or instrumental/vocal tuition.*

## Performance

We will:

- deal with all contractual matters
- provide supply staff to cover absences whenever possible after the first day
- be flexible in providing additional services on request.
- be responsible for ensuring that staff are CRB checked; any enquiries should be directed to Education Leeds, Human Resources at Merrion House

Instrumental/vocal teachers and music group directors will:

- visit your school for the agreed contact hours, normally for up to 33 or 34 weeks each year, but for a guaranteed minimum of 30 weeks
- keep records of pupils' progress and provide reports
- liaise regularly with the named teacher responsible in your school for overseeing instrumental/vocal teaching
- discuss pupils' progress with parents where this can reasonably be arranged
- consult the teacher responsible in the school before taking exceptional action (e.g. fixing a concert or dismissing a pupil).

Accompanying pianists will:

- visit your school for the agreed playing hours in 36 weeks of the year. **This is one week less than previous years, to allow 5 days' training for the pianists, in line with our teaching staff.**

## Quality assurance mechanisms/complaints procedures

ArtForms has instituted a full Performance Management scheme. Teachers also receive five days' INSET each year.

If you have any concerns, we ask you to deal directly with the visiting teacher in the first instance, as you would a member of your own staff. You should inform the Head of Service of any serious issues and a senior member of staff will take appropriate action.

## Monitoring

Teachers receive regular monitoring/support visits in their schools from senior members of our staff.

## Service provider requirements of the School

To help us to maintain a high quality of service, ArtForms asks you to:

- provide suitable accommodation for instrumental/vocal lessons
- assist in the selection of pupils
- utilise pupils' musical skills in school
- provide a timetable for pupils' instrumental/vocal lessons, retain registers and follow up absences
- liaise and consult with visiting instrumental/vocal teachers before taking action affecting students and inform them of relevant information regarding individual pupils, whenever appropriate
- collect any fees for examinations or lessons
- timetable and plan the work for a visiting pianist
- give teachers and pianists adequate notice of exceptional requirements such as examinations, OfSTED, concerts, deadlines for reports and times when pupils are out of school
- give four weeks' notice of school closures (except in emergencies)
- inform the Head of Service in writing before the end of July if you consider you have not received your agreed hours of teaching for the previous academic year.

## Pricing Schedule

Charges for the summer term 2009 are at the 2008-09 rate.

The following rates for the academic year 2009-10 come into effect from 7<sup>th</sup> September 2009.

<b>Services provided under annual SLA</b>		<b>£</b>
Group Teaching/Music Group Direction and Classroom Teaching in all schools for 30-34 one-hour sessions per annum		1450
Whole Class teaching for 30-34 one-hour sessions per annum		2175
Accompanying Pianists for 36 one-hour sessions per annum	Standard	575
	Enhanced	780
<b>Additional services available to purchase on an individual basis</b>		<b>£</b>
School-based INSET, KS 1, 2, 3 and 4		by negotiation
Full Day Steel Pan, Boom Dang and World/Junk Percussion Workshops		250
Workshops: Indian /Samba /Angklung/African /Irish/Latin & Cuban Grooves/Magic Music Box/East-West Fusion/World Stories	half day	155
	full day	250
Projects:	for schools buying in instrumental/vocal or class teaching - <u>from</u>	245
	for schools not buying in any teaching - <u>from</u>	390
Recitals/Workshops by Wind Trio	half day	110
	full day	170
AS and A2 Music Technology courses ( <i>per term, per student from a Leeds School.</i> ) ( <i>For students from outside Leeds or from the private sector</i> )		390
Inclusive music projects - Gordon Parry Centre	5 weeks of 1 hour	225
	5 weeks of 2 hours	450
	5 week ½ day	560
	1 day	225
Music Therapy:	Sessions in schools, minimum 2 ½ hours. 1st and 2nd year (per hour) (all subsidised)	24
	3rd year (per hour)	30
	Individual session in the GPC	13
Music Technology Studio/Equipment <i>Whole day and half day packages available including engineer/producer. 50 CDs of your school band, choir or production with booklet and full colour printing could work out as little as £5 per disc all inclusive. Please call to discuss your requirements.</i>		by negotiation
World Music Resource boxes per week		25
Instrument Loan Scheme ( <i>per term, per instrument</i> ) from current stock		12
Instrument Repair Scheme		at cost
Instrument Purchase Scheme		see separate price list
<p><b>For advice on purchasing the above services please contact ArtForms, Music:</b>  <b>Tel. 0113 230 4074</b>  <b>Fax 0113 230 4073</b>  <b>email educ.artforms@educationleeds.co.uk</b></p>		

Please use pages 9 and 10 of this document to make your service request for the academic year 2009/10.

## Appendix A

### Statutory Entitlement

Not applicable

## Appendix B

### CUSTOMER SERVICE STANDARDS

The principles of good customer service should apply every time we interact with a customer, whether external or internal.

To ensure we and our customers know what level of service to expect, Education Leeds has adopted a set of minimum Customer Service Standards, which all staff should aim to achieve.

#### In our frontline offices and receptions, we will:

- publish the opening hours, telephone numbers, e-mail address and website address, for customers to contact us;
- let customers know how long they may have to wait if they do not have an appointment;
- see customers on time if they have an appointment;
- have supply of feedback forms available;
- provide customer-friendly environments;
- provide confidentiality if needed.

#### When customers telephone us, we will:

- answer the telephone **within six rings**;
- take a brief message for colleagues who are not there. The message should include the caller's name, telephone number, date, time and a brief message;
- return calls by the next working day if a message is left on an answer telephone or voicemail;
- explain to callers what will happen when we put them on hold or transfer them;
- be prepared for the customer when we make a call.

#### When customers send us letters, faxes and e-mails, we will:

- provide an acknowledgement **within three working days** and a full response **within ten working days**. If we cannot provide a full response in this time, we will contact them to explain why and let them know when they can expect a full response;
- end all e-mails to external customers with our name, telephone number and website address and an explanation of how to give us feedback.

#### When we speak to customers, we will:

- be polite and courteous;
- welcome them;
- give our name;
- treat them with respect;
- listen and give them our full attention;
- give help.

# Education Leeds Service Level Agreements

Academic Year 2009 - 2010

ARTFORMS, MUSIC

REQUEST FORM

I request the level of service from ArtForms, Music, as detailed on the following page

SLA/ID No..... Service .....

School.....

Address.....

Signature.....Headteacher.....

Expenditure Code.....

Name of contact Teacher responsible for visiting peripatetic musicians.....

Please send the completed form (pages 1, 9 and 10 only) to the service provider at the address below and send one copy to your School Finance Officer

Please retain the rest of the brochure for your information.

Name of Service: ArtForms, Music

Address: The West Park Centre, Spen Lane, Leeds LS16 5BE

*Applications for services **must be returned** to ArtForms Music,  
The West Park Centre, Spen Lane, Leeds LS16 5BE  
by **24<sup>th</sup> April 2009**  
as timetabling begins early in May.*

**Academic  
Year 2009-10**

Please tick here to continue with your present level of service.

Fill in the section below only if you wish to change your level of service.

Please allow one hour for 10 pupils in primary schools and for 6 pupils in high schools. The minimum length of visit for lower strings is 45 minutes, for other instruments one hour. Please work in multiples of 15 minutes.

**TEACHING**

**Teacher required for**

**Time required (in hrs and mins)**

Group/Individual lessons    Ensemble/whole class

Upper Strings (violin & viola)	_____	_____
Lower Strings (cello & double bass)	_____	_____
Woodwind (inc Recorders)	_____	_____
Brass	_____	_____
Percussion	_____	_____
Guitar (acoustic, electric or bass)	_____	_____
Steel Pans	_____	_____
Indian Music	_____	_____
Keyboards	_____	_____
Vocal	_____	_____
Music Club	_____	_____
National Curriculum (Class teaching)	_____	_____

Year groups requiring NC    KS1     KS2     KS3     KS4

Are there any inconvenient sessions for teaching (e.g. swimming)?

\_\_\_\_\_

**ACCOMPANYING PIANISTS in primary and special schools**

**Pianist required**    **Standard**     or    **Enhanced**

**Total accompanying time required (in hrs and mins)** \_\_\_\_\_

To help us with the timetabling, please indicate your preferences, working in multiples of approximately 2hrs (afternoon) or 3hrs (morning) whenever possible and inserting  (convenient) or  (inconvenient) for piano accompaniment sessions. Please mark every box.

M am <input type="checkbox"/>	Tu am <input type="checkbox"/>	W am <input type="checkbox"/>	Th am <input type="checkbox"/>	F am <input type="checkbox"/>
M pm <input type="checkbox"/>	Tu pm <input type="checkbox"/>	W pm <input type="checkbox"/>	Th pm <input type="checkbox"/>	F pm <input type="checkbox"/>

Are there any additional regular services or changes you would like to request?

(Details of projects/workshops and application forms will be despatched in June. Concerts and recitals are also arranged separately.)

\_\_\_\_\_

\_\_\_\_\_

Name of School \_\_\_\_\_