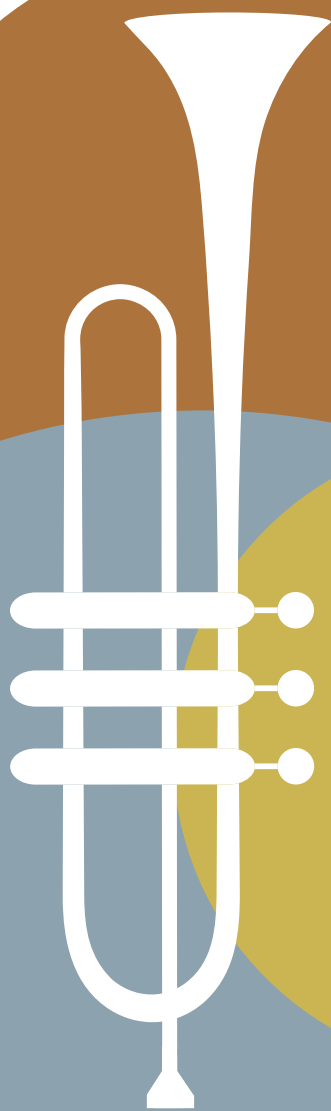


**LANCASHIRE  
MUSIC SERVICE**

# Schools

2023 - 2024



[lancashire.gov.uk](http://lancashire.gov.uk)





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[www.lancashiremusicclub.co.uk](http://www.lancashiremusicclub.co.uk)



*The Model Music Curriculum's expectation of a minimum of one hour's classroom music per week from Year 1 to Year 9 - with first access instrumental tuition, and musical ensembles in addition to that one hour - could make a substantial difference to the musical lives of our children and young people, and to the country at large.*



*Simon Toyne, President of the Music Teachers' Association*



*The importance of arts and culture in children's education cannot be overstated. Music has helped many of us through the challenges of the past year in how it connects, inspires and entertains.*



*Caroline Dinenage, Culture Minister*





# Instrumental and Vocal Tuition All Key Stages



High-quality tuition for individuals, groups and musical ensembles in your school

We offer pupils the chance to learn **woodwind, brass, strings, guitar, ukulele, singing, percussion, drums, keyboard and piano\*** with our experienced and inspiring teachers and we can lead ensembles in your school. *\*piano individual lesson only*

**The easiest way to buy in tuition and ensemble leadership is through a Service Level Agreement (SLA).**

The SLA includes loan and maintenance of instruments and free access to **Charanga resources**. for schools who buy in for 34 weeks. For full details of the SLA including all Terms and Conditions see page 16.

What you need to provide:

- A suitable space
- A designated contact person for the visiting teacher(s)
- Internet access
- Appropriate storage space for instruments
- Music stands (if required)

**You can also arrange tuition in school through our Parental Direct Payment Scheme (PDP)**

- PDP can be used for small group and individual tuition
- Invoices go directly to parents
- Commitment to one term at a time
- Lessons can be cancelled at the end of a full term with 6 weeks advance notice in writing
- Students provide their own instrument (rental available if required)
- Schools provide space and support for visiting teachers and assist with communication to parents
- Tuition may be cancelled by LMS with half a terms notice if group numbers become non-viable
- Online lessons available

## Cost: (per teacher, per visit)

### Small Group (34 weeks)

1 – 3 hours	£37.00 p/h
3 hours +	£34.60 p/h

### Large Group (10+ students)

£38.00 p/h

### PDP Scheme (per student) Including online

Group (max 4 students)	£8.20 p/lesson
20 minute individual	£13.20 p/lesson
30 minute individual	£15.40 p/lesson

Booking Form

## Schools have different ways of covering tuition costs:

- Charging full or part of the cost on to parents
- Using Pupil Premium
- Fundraising from PTA or concerts, events etc





# Whole Class Instrumental Tuition WCIT

## Key Stages 1, 2 & 3

Your whole class learning to play together with instruments provided

A specialist teacher will work with your pupils alongside the class teacher and teaching assistants. This inclusive and fun approach to music making provides pupils (and participating staff!) with a positive experience of learning an instrument, playing together in an ensemble and developing wider musical skills.

### Through WCIT, your pupils...

- Learn basic instrumental skills
- Develop their musical skills and knowledge, including reading notation
- Play together in an ensemble
- Sing together to support their learning
- Are encouraged to use ICT
- Improvise and compose
- Take part in performances
- Experience different musical styles

### What you need to provide:

- A suitable space with access to a screen, projector and sound system
- The time for the class teacher (or music coordinator) and teaching assistants to support the lessons
- Storage for the instruments
- Internet access

For full details of the Service Level Agreement including all Terms and Conditions see page 16.

### Cost:

£1637.70 per year  
(1 hour 15 minutes x 34 weeks)  
Maximum 34 pupils per class

Additional weeks                      £48.10  
One term option available 4

[Booking Form](#)

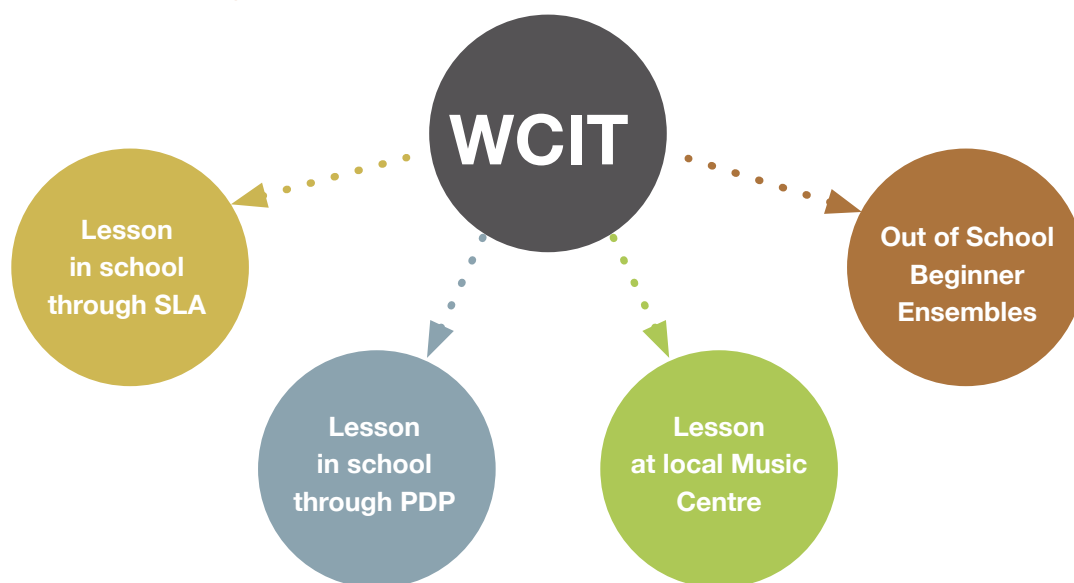


**Typical delivery pattern** is usually 1 hour contact time with 15 minutes planning/set up. There are 34 sessions over the year with a minimum of 32 teaching sessions and any remaining are used for performances, planning and evaluation, checking instruments.

Maximum group size for WCIT is 34 pupils.

For larger groups additional time can be purchased (please contact us for more details).

## Progression from WCIT



### WCIT Instruments

- Strings (violin, cello, double bass)
- Brass (trumpet, cornet, tenor horn, euphonium, trombone)
- Woodwind (flute, clarinet, saxophone\*)
- Percussion (samba drums, African drumming, classroom percussion)
- Guitar and ukulele
- Keyboard

\*Saxophone from Year 5

All schools buying in tuition (through an SLA for the academic year) get free access to **Charanga Musical School** worth £214.60 per year.

# Music Technology WCIT

## Key Stage 2, 3 & 4

Specialist support and resources to teach whole class music using Digital Audio Workstations (DAW) and Ableton Push 2.

A unique offer leading the way with teaching music technology in the classroom using Charanga YuStudio, GarageBand, and Ableton software alongside the Ableton Push 2.

At Key Stage 2, it will be delivered as Whole Class Instrumental Tuition with a visiting LMS teacher. At Key Stage 3 and 4 it can be either delivered by a visiting specialist or by school staff.

### Cost:

£578 (one term)  
£1637.70 per year  
(1 hour 15 minutes x 34 weeks)

[Booking Form](#)

# GarageBand WCIT

## Key Stage 2

A term-long project using the free Apple app GarageBand. A specialist LMS teacher will work with your pupils alongside the class teacher and teaching assistants.

### What you need to provide:

- iPads or Macs with up to date GarageBand app and headphones for each pupil
- A suitable space with access to a screen and projector, linked to a sound system
- The time for the teacher or TA to co-deliver the lessons



**Cost:****Charanga YuStudio**

£1637.70 per year  
(1 hour 15 minutes x 34 weeks)

Maximum 34 pupils per class

Additional weeks                    £48.10  
One term option available

[Booking Form](#)

# Charanga YuStudio WCIT

## Key Stage 2 & 3

LMS will provide access to YuStudio which is cloud based software – you won't need to download anything and pupils can access YuStudio at home.

A specialist LMS teacher will work with your pupils alongside the class teacher and teaching assistants. All LMS SLA contract schools have FREE access to Charanga Secondary resources so can deliver this in school too.

**What you need to provide:**

- Computers (laptop or desktop) or tablets (iPad or similar) and headphones for each pupil
- A suitable space with access to a screen and projector, linked to a sound system
- The time for the teacher to co-deliver the lessons
- Access to Wi-Fi
- Support for setting up pupils' Charanga Yumu accounts (so they can access YuStudio at home)



# Ableton WCIT

## Key Stage 3 & 4

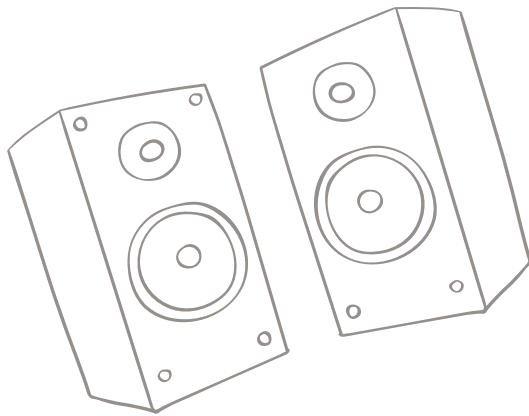


LMS will provide Ableton “Live Intro” licences for school computers and loan of one Ableton Push 2 device (additional devices can be rented at £15 per device per term).

There is also the option to buy in a specialist LMS teacher for a term to work with your pupils (additional devices are provided as part of this teaching package).

### What you need to provide:

- Computers (PC or Mac – system requirements) and headphones for each pupil
- Pupils will generally work in pairs on one Push 2 device so headphone splitters are also essential
- A suitable space with access to a screen and projector, linked to a sound system
- A set up/preparation week prior too lessons starting
- For teaching package, the time for the teacher to co-deliver the lessons
- Internet access



### Cost:

#### Ableton

£1,637.70 per year

£578 (one term)

£1637.70 per year

(1 hour 15 minutes x 34 weeks)

Ableton Push 2 rental per device £15 per term, £45 per year.

[Booking Form](#)

### Free Technology Resources and Training for Secondary Schools and Colleges

All state secondary schools and colleges in Lancashire can benefit from our unique collaboration with Ableton, accessing software licences and a loan of a Push 2 device at no cost to the school. This will be supported by ongoing training and support. Additional Push 2 units can be rented for £15 per term per device.

There are also a number of other Music Technology offers as part of our free Secondary Upgrades offer and schools buying in tuition through an SLA can access Charanga Secondary for free.





## Curriculum Delivery All Key Stages

Curriculum lessons delivered by a qualified classroom teacher

Our experienced team, all with Qualified Teacher Status, are specialists in delivering curriculum music in Primary, Secondary and Special Schools which can be used to cover PPA time. We can work with your SLT and Music Coordinator to design and deliver short and long term units of work.

For further information please contact [play.music@lancashire.gov.uk](mailto:play.music@lancashire.gov.uk)

“

*The music team provide an excellent service. They enrich our provision of music and work flexibly with staff and organisational problems that often arise. They have excellent relationships with the children and deliver an excellent event at the end of the year.*

”

### Ofsted's expectation is that:

- Schools and academies have clear, well-sequenced plans for the music curriculum that at least match the ambition set out in the National Curriculum
- These plans are delivered with sufficient time and resources, and good teaching, with teachers supported well through quality CPD
- This all has good impact as seen by secure and incremental learning of the technical, constructive and expressive knowledge that pupils need for their future participation in and enjoyment of music.

#### Cost:

£56.10 per hour  
(minimum 2 hours)

[Booking Form](#)



“

*Lancashire Rocks is a creative and engaging approach to learning that my students absolutely love. It's a journey of getting the chance to try out and play a range of rock band instruments to performing in a band that we simply couldn't provide without this initiative provided by Lancashire Music Service.*

”

## Lancashire Rocks

### Key Stage 3



A practical approach which builds upon your students' existing passion for music

Through inclusive and engaging sessions, jointly delivered by a visiting teacher alongside your staff, we create a cooperative and supportive environment for pupils with whole-group composing and improvising, workshopping ideas and small-group instrumental skill building to band work.

Lancashire Rocks includes a 1 hour weekly visit from a specialist teacher and the loan of instruments and equipment.

#### What you need to provide:

- A suitable space with access to a screen, projector and sound system
- The time for the teacher to co-deliver the lessons
- Storage and care for the instruments which includes various rock band instruments and amps
- Internet access

Full details of the Service Level Agreement including all Terms and Conditions are on page 16.

#### Cost:

£1310.10 per year (34 weeks)  
Additional weeks £38.50  
Maximum 34 pupils per class

[Booking Form](#)

#### Progression...

We can work with you to support pupils to continue their musical journey. We can provide instrumental and vocal tuition in your school through an SLA or through our Parent Direct Payment Scheme (page 3). We also provide opportunities out of school through Music Centres, ensembles, workshops and projects, which provide accessible opportunities for musicians at all levels.



# Singing

## All Key Stages

Flexible options to inspire your pupils and support your staff

The benefits of regular singing in schools, both academic and social, are widely recognised and, while there are many great resources available, sometimes you may need a little extra support.

Our singing leader for Lancashire, Emma Williams, can offer advice on developing singing in your school, from how to get started to building up choirs, and we can signpost pathways and progression routes.

Email [emma.williams@lancashire.gov.uk](mailto:emma.williams@lancashire.gov.uk)

### Six-week Sing

A weekly, 1-hour visit from a specialist for 6 weeks to kick-start singing in your school, perhaps in the lead-up to a festival or school production. A fantastic experience for pupils but also a great way to give staff more confidence to lead singing. We can work with groups of any size and can either provide appropriate repertoire or work on material provided by your school.

### Visiting Singing Teacher

Our specialist singing teachers can work with whole classes or year groups, or run your school choir. You can also arrange individual or group singing lessons for your pupils. (see page 3 for costs)

Look out for our Big Sings taking place around the county - resources, workshops and an opportunity to perform together with other schools and a live band



### Cost

Six-week Sing £231.20

One-off Workshop £56.10 p/h

Large Group (10+ students)  
£38.50 p/h

Booking Form

“

*I am so pleased that my daughter is involved in the Music Service. Her singing is fantastic and she has grown in self-confidence. Thank you to everyone involved for all your hard work and support.*

”



# Resources and Support

## All Key Stages

A range of training, resources, online tools, networking opportunities and consultancy

Stay connected with the music education sector through our termly e-newsletters. Sign up here:

**<https://www.lancashiremusicclub.co.uk/site/#newsletter>**.

These half-termly emails have details of training and conferences as well as opportunities for your pupils, interesting articles and the latest music education news.

### Training Events Programme

We offer a year round programme of training events for teachers, including conferences, networking, skills-sharing and curriculum updates. Topics covered have included The role of the Music Lead, OFSTED recommendations, the Model Music Curriculum, music theory, Garageband, composing. Look out for our monthly Training Thursdays webinar for Primary teachers.

Details of forthcoming training is on our Events page

### Training and Consultancy

Bespoke support designed to meet the needs of your individual school and staff including developing a scheme of work, assessment, using classroom instruments and school singing. We can also work with non-music specialist staff, building their confidence and skills through practical, engaging and accessible training sessions with lots of ideas to take back to the classroom.

For further information please contact Rick Kershaw, Training and Quality Manager **[richard.kershaw@lancashire.gov.uk](mailto:richard.kershaw@lancashire.gov.uk)**



### Cost

Training Thursdays FREE  
Training and  
Consultancy £165.10 per  
session

[Booking Form](#)

# Charanga



## All Key Stages

Award-winning online programmes to support Primary and Secondary School Music and instrumental teaching and learning

### **Charanga Musical School (FS – KS2)**

Teach the primary music curriculum with this multi-award-winning online programme containing full Schemes of Work with ready-made lessons for each year group in your school; a library of interactive resources, songs, courses and productions; tools to create your own Scheme and make music online; planning and assessment support; and more. Drawing together the practical skills of singing and playing, listening, improvising and composing, Musical School offers specialist music teachers and non-specialists everything they need to lead engaging music lessons. A supplementary CPD & Training programme ensures everyone gets the most from their licence.

### **Charanga Music World (FS – KS2)**

With avatars, musical games, quizzes and beginner instrumental courses, Charanga Music World offers a great way to encourage more practising outside the classroom and accelerate children's progress. The popular resource is included in Charanga's Musical School and Music Professional programmes.



**Charanga Secondary (KS3 – KS4)**

Charanga Secondary is a cloud-based programme that allows you to seamlessly integrate music tech into your music lessons while reducing your workload and further increasing your expertise. It includes YuStudio, a purpose-built digital audio workstation for schools; ready-made projects and tutorials supporting YuStudio's use; online workspaces to organise and share your teaching resources and set and assess students' work; and a Bonus Library of resources to enhance your curriculum. Everything is in one place for use in the classroom and at home. Plus, your school's subscription gives all your teachers and students unlimited access to the programme – no counting seats.

**FREE Twilight Charanga Musical School Training**

All schools are invited to send staff (music specialists and non-specialist teachers) to a comprehensive programme of webinar events and face-to-face workshop sessions held in local schools and Music Centres. Additionally, the CPD & Training Centre within the Charanga platform offers live and recorded webinars focusing on a wide range of topics. These are free to access.

**Charanga Training in Your School**

98% of teachers who attend Charanga training tell us they feel more confident in their music teaching. Please contact the Charanga team directly for more information by emailing [training@charanga.com](mailto:training@charanga.com) or calling **01273 823900**.

**Charanga Licences**

Musical School & Music World  
£214.60 per year

VIP Studio Sessions £434.80 per year (average cost)

FREE if purchasing LMS tuition for 34+ weeks

Booking Form

# Charanga Recorder World

## Key Stage 1

A great way to introduce instrumental learning in your school

**KS1 Recorder World** is a one-term programme to introduce young children to instrumental learning. An ideal lead in to Whole-Class Instrumental Tuition at Key Stage 2.

It's taught by your classroom teachers using an easy to follow, week by week online resources.

KS1 Recorder World is a rolling programme which can be extended on a term by term basis.

KS1 Recorder World includes:

- Step-by-step teaching resources for use in the classroom
- Access to Recorder World for every pupil to use at home
- 33 high-quality recorders
- Access to training, online support and help
- **FREE Twilight KS1 Recorder World Training**

To book please visit

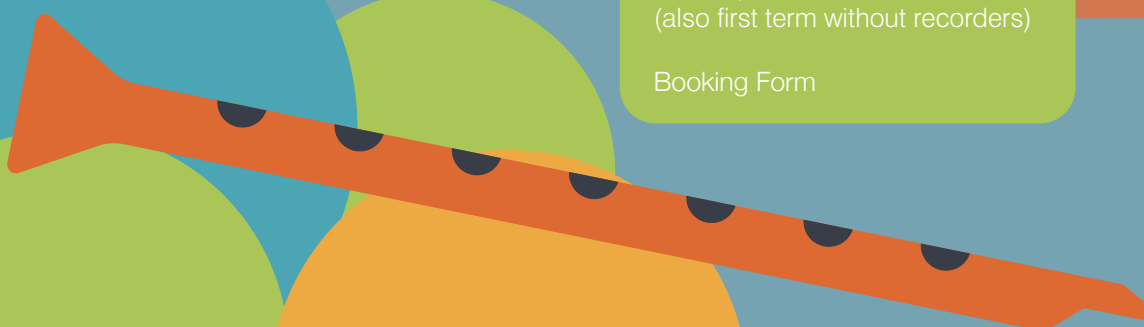
<https://www.lancashiremusicclub.co.uk/site/ks1-recorder-world-course>

**Cost**

First term (including 33 recorders)  
£181.70

Subsequent terms £71.50  
(also first term without recorders)

Booking Form



# SLA and Ts & Cs

## SERVICE LEVEL AGREEMENT 2023/2024

The purpose of this SLA is to clarify the responsibilities of client and provider and to establish the terms and conditions under which the service is delivered. This will enable both parties to move forward with trust and mutual respect for each other's point of view.

### 1. CONTEXT

- 1.1 This agreement is made between the Governing Body of the school (the client) and Lancashire Music Service, Lancashire County Council (the service provider). It is not made with any individual teacher employed by that service.
- 1.2 The purpose of this agreement is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

### 2. DESCRIPTION OF SERVICES

- 2.1 The range of services covered by charges to all schools is:  
Instrumental and vocal tuition  
Whole Class Instrumental Tuition  
Curriculum Delivery  
Lancashire Rocks  
Singing  
Workshops and Performances  
Consultancy  
Online Resources Recorder World  
Direction of ensembles in schools

#### Instrumental/vocal teaching

- 2.2 Our tuition can be delivered in a variety of ways including; whole class, large group, small group or individual tuition. All tuition is by specialist instrumental teachers who take part in regular training.
- 2.3 The group size and the duration of lessons will be determined in consultation with the school in partnership with the Music Service. Large group tuition is based on 10 pupils or more in one hour and LMS recommends that small group lessons should be of 30 minutes length with a group size of no more than four pupils. Flexibility with this figure is desirable when there is a wide range of standards and/or instruments to be taught in the allocated time. Teaching time for any instrumental/vocal lesson should be no less than 20 minutes.
- 2.4 All schools a minimum of 34 weeks of instrumental tuition is to be delivered during the year unless by prior written agreement.

#### KS2 Whole Class Instrumental Tuition (WCIT)

**This programme cannot be used as PPA cover.**

- 2.5 For the specific purposes of the delivery of WCIT the following terms and conditions apply.
- This programme will be planned to fit in with the school scheme of work to support the delivery of the national curriculum. The involvement of the music co-ordinator in the initial planning stages is essential.
  - This is a team-teaching situation and the participation of the class teacher or music co-ordinator in the delivery of the programme is recommended. The designated person will be involved in planning, evaluation and follow up activities.
  - This is a whole class activity involving the use of musical instruments and a suitable teaching space is required with access to WIFI, screen and projector linked to a sound system is required. The school will provide storage for the instruments loaned and supply enough music stands for use with the whole group. All instruments will be set up and ready to play, ongoing consumables such as reeds and strings will be the responsibility of the school. The school may be required to provide music stands (in consultation with the LMS teacher).
- 2.6 The typical delivery pattern based on a maximum of 34 children in the classroom is usually 1 hour contact time with 15 minutes planning/set up. There are 34 sessions over the academic year with a minimum of 32 teaching sessions and any remaining are used for, planning, evaluation, performances and instrument maintenance check. Additional weeks may be purchased and a Termly option is available.

#### Curriculum delivery

- 2.7 Lancashire Music Service can provide subject to availability a suitably qualified class room teacher to work in schools. They will work on a regular basis with single classes, engaging pupils in practical music making to ensure progression and continuity in the National Curriculum. During sessions any support staff timetabled to be with a pupil must remain in the lesson with that pupil.

- 2.8 Curriculum delivery is delivered for a minimum 2 hours per visit – this includes time for liaison with the class teacher, the organisation of resources and reasonable breaks where appropriate. Curriculum delivery typically follows a 38 week delivery pattern.

#### Direction of Music Ensembles in School

- 2.9 The Music Service can provide teachers to lead ensembles in schools

#### KS3 Lancashire Rocks

- 2.10 This programme has a practical approach towards music making and sessions are co-delivered a teacher from Lancashire Music service alongside a school member of staff. Musical instruments loaned to the school as part of this programme and equipment are the responsibility of the school. A suitable teaching space is required with access to WIFI, screen and projector linked to a sound system is required.

#### Workshops & Performances

- 2.11 The hall or other suitable large space will be required to deliver the workshops/ performances. Access to WIFI and interactive whiteboards or screen and projector linked to a sound system may be required. Teachers and Teaching Assistants are to be in attendance during the workshop/performance activities.

#### Training & Consultancy

- 2.12 Training and consultancy will be delivered as per agreed with individual schools.

#### IT resources

- 2.13 The use of IT resources is embedded throughout the teaching delivered by Lancashire Music Service, access will be required to the schools WIFI network for teaching, performances and assessments.

#### Recorder World KS1

- 2.14 The resource includes 33 recorders which are the property of the school. Additional recorders may be purchased. The resource requires access to WIFI an interactive whiteboard or screen and projector linked to a sound system. The programme is designed for your KS1 teacher to deliver the WCIT Recorder World Programme to fit in with the school scheme work to support the delivery of the National Curriculum.

## 3. SERVICE STANDARDS

### Lancashire Music Service Responsibilities

- 3.1 ALL Lancashire Music Service teachers are:
- Appropriately qualified and appointed in line with the Safer Recruitment guidelines after interview, audition, Right to work in the UK, Disclosure and Barring Service (DBS) enhanced checks.
  - Updated with new developments through a programme of annual training, including Child Protection, Lancashire Safeguarding Children Board (LSCB), Child Sexual Exploitation, and Disqualification by Association, Information Governance and Health & Safety. This training and guidance is regularly reviewed and updated.
- 3.2 Teachers employed by LMS DO NOT need to provide their full details to schools for the Single Central Record (SCR). The only details the school must complete on the SCR for LMS teacher(s) is their full name – all other columns are to be filled in as LCC.
- 3.3 Teaching quality is monitored and evaluated by senior managers within the Service. Responsibility for all aspects of the Quality Assurance of LMS teachers lies with the Service, rather than with individual schools.
- 3.4 All work undertaken will be in liaison with the school in order to match its own programmes of work and assessment policy.
- 3.5 LMS teachers will provide regular feedback on progress and achievement, access to the online Charanga platform and signposting to further LMS opportunities.

- 3.6 Online teaching will be via a secure platform and will comply with safeguarding recommendations.
- 3.7 LMS teaching does not necessarily cover the requirements of external graded music examinations and no specific training for such exams is guaranteed in lessons.
- 3.8 The Music Service endeavours to inform schools of LMS staff absence as quickly as possible. Every effort is made to provide supply cover for a teacher's absence due to longer term illness or maternity leave. It is not always possible however to provide cover and in such cases refunds will be made if LMS are unable to provide a teacher.
- 3.9 Teaching locations and conditions should be suitable for the purpose of music teaching. Teaching rooms should have:  
Sufficient space, appropriate to the size of the teaching group.  
Visual access, through a window or glass panelled door.  
Chairs and tables as required.  
Adequate heating, lighting and ventilation.  
A clear notice describing emergency exit routes and procedures.
- 3.10 The school has a joint responsibility with the Music Service for the organisation of lessons and pupils attendance. The school should identify a named contact person, through whom the visiting teacher can exchange information, including that on pupil attendance and progress. Times of lessons should be known by both pupils and all relevant school staff.
- 3.11 On-site responsibility for the children remains with the school, both during normal teaching hours and out of normal teaching hours. LMS staff are not available for break or lunch duty or to cover for absent members of staff.
- 3.12 At the start of each academic year, schools should provide all visiting LMS teachers with information on health and safety procedures. This will include signing in and out, fire, first aid, evacuation and other emergency procedures; lone working advice and security measures.
- 3.13 The LMS teachers should be told in confidence of any medical, behavioural and academic information or other relevant issues that may affect their pupils learning.
- 3.14 During the Summer Term, LMS will send details to enable requests to be made for the following academic year. It is to the mutual advantage of schools and Music Service that schools are asked to submit their request by a specified date. Whilst LMS welcomes specific requests regarding the teacher provided and the timings of visits, schools are asked to remain as flexible as possible. Any requested adjustments to timetables will take place from the following September.
- 3.15 LMS provides a calendar of standard teaching weeks for the academic year. Any variation to the schedule must be in agreement with school and LMS teacher.
- 3.16 Annual data collation of musical engagement is a statutory requirement by the Department for Education. This ensures the continued subsidy of services offered by LMS. Schools are required to provide data to LMS for subsequent reporting.
- 3.17 Once submitted, the service order represents a binding request from the school for the required teaching for the academic year. Any reduction in teaching time can only be implemented at the end of a full term, with 6 weeks notice in writing to [lancs.music@lancashire.gov.uk](mailto:lancs.music@lancashire.gov.uk)
- 3.18 Where a school passes on any element of the cost of tuition to parents, the governing body is responsible for ensuring compliance.
- 3.19 The school should inform LMS immediately of any unexpected absence of LMS staff.

#### Charges

- 3.21 The charge for weekly timetabled teaching and ensemble directing will be based on an hourly rate. Charges for teaching will be set to cover the cost of providing that service and do not relate to an individual teacher. Different charges will however be made for instrumental and class teaching, to reflect the cost of providing these different services.
- 3.22 If LMS is unable to provide an agreed service, its liability is limited to the cost of that service and the school will not be invoiced for service not delivered.

#### Discontinuation of Services

- 3.23 Where a teacher has been introduced to a school by LMS to deliver services and is then subsequently offered similar work by this school on an independent basis within 12 months of the end of this teacher's present contract, an introduction charge of £1800 will be applied and an invoice/ journal raised to the school.

#### Staff cover/absence

- 3.24 Every effort is made to provide supply cover for LMS teacher absence due to longer term illness or maternity leave. Schools will not be charged if LMS do not deliver tuition due to LMS staff absence.

#### School closure

- 3.25 Arrangements should be made and agreed with the LMS teacher at the beginning of each Academic Year /Term to deliver the required amount of visits scheduled on the LMS Calendar. PLEASE CHECK and notify the LMS office of any variation to the dates listed.
- 3.26 When pupils are not available for teaching due to school closures, including adverse weather conditions, school visits, examination periods, school INSET days etc. then the school will be charged for the hours timetabled as Music Service staff will be available to teach on these days.

#### Instrument Loan Agreement

- 3.27 Lancashire Music Service instruments/equipment must be entered in the school asset register showing that they are on loan from the Music Service.
- 3.28 The Music Service will meet all service and repairs due to normal usage excluding replacement of consumables i.e. strings, reeds, Valve oil.
- 3.29 Consideration of plug sockets for keyboards and electronic instruments is the responsibility of the school.
- 3.30 Schools/parents will be charged the full replacement cost due to malicious damage.
- 3.31 Lost instruments/equipment will be charged at full replacement cost.
- 3.32 Electrical equipment supplied is PAT tested. Future PAT testing is the responsibility of the school.
- 3.33 Schools will be charged £25.00 or 10% of the cost whichever is greater for the repairs or replacement costs due to accidental damage.
- 3.34 A charge of £50.00 will be made to any school that refuses the scheduled delivery of instruments.

#### Billing and Payment Method

- 3.35 Charges for all activities/services will be payable in retrospect at the end of each term.

#### 4 CANCELLATION AND REDUCING TIME

- 4.1 This Service Level Agreement will run for the current academic year unless varied by agreement between the parties. A school can reduce time or terminate this agreement at the end of a full term by providing 6 weeks' notice in writing to [lancs.music@lancashire.gov.uk](mailto:lancs.music@lancashire.gov.uk)

#### 4.2 CUSTOMER CARE

- 5 If any aspect of the service causes dissatisfaction this should be notified to the Head of Service as soon as possible so that actions to rectify the situation can be taken.
- 5.1 Any request for a change of teacher should be notified to the Head of Service and will be investigated by a senior manager over a maximum period of four working weeks.
- 5.2 Customers who feel they have not received an adequate response from the Head of Service may appeal in writing to: Steve Lloyd Interim Head of Cultural Services [steve.lloyd@lancashire.gov.uk](mailto:steve.lloyd@lancashire.gov.uk) If mutual confidence in the continuation of this Service Level Agreement cannot be restored, it may be terminated by twelve weeks' notice in writing.
- 5.4 Responses to urgent requests will be made within one working day. It will be the responsibility of the school, in making the initial contact to explain the urgency for the response. These should be sent to [lancs.music@lancashire.gov.uk](mailto:lancs.music@lancashire.gov.uk)
- 5.5 Non urgent requests will be dealt with within one week, or as agreed with the school.
- 5.6 Monitoring of all work and quality assurance is a continuous process undertaken by the Music Service in partnership with the school.
- 5.7 During each academic year there will be an annual school survey to review performance of the service.
- 5.8 The Music Service may undertake other forms of evaluation. All matters arising from this agreement should be referred to: Tim Rogers, Head of Service
- 5.9 Lancashire Music Service
- 5.10 [lancs.music@lancashire.gov.uk](mailto:lancs.music@lancashire.gov.uk)



# Contacts

For general enquiries **01257 234450** [lancs.music@lancashire.gov.uk](mailto:lancs.music@lancashire.gov.uk)

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