

## Music Hub Services for Schools, 2022-23 Academic Year

This document contains the Terms and Conditions the free and traded services for schools for the 2022-23 academic year, provided by the Music Hub. To ensure September start, all requests must be made by 31<sup>st</sup> March 2022 <https://tbmh.wufoo.com/forms/z8mpp4a0gr5c09/>

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### How the Tri-borough Music Hub works with schools

To keep things very easy to follow for schools, we simply split our work with schools into two categories:

1. Free services for every school - the free services are open to any state-maintained school – ranging from access to the Virtual Music School, curriculum guidance documents, whole class teaching resources, network meetings, performance events and wider partnership opportunities
2. Charged-for services (instrumental/vocal teaching; some performance events etc)

### Funding for Music Education and Music in Schools

The Department for Education (DfE) funds Music Education Hubs (MEHs) in England, with the Arts Council England (ACE) acting as the fund holder. The DfE/ACE specify that the funding for MEHs **augments and support schools' music curriculum** provision. However, it is for each school to devise a broad, balanced, and relevant music curriculum that meets the needs of all its learners.

Therefore, schools and MEHs should work together to offer a joined up and positive musical learning experience for pupils, the school community, and teachers. The TBMH is here to support each school in the three LAs and actively wishes an engaged relationship with each school music leader.

**“We are extraordinarily lucky to have a team like yours at the Music Hub for our schools.”** Headteacher

The Music Hub is acutely aware of the pressures facing schools now, and in the planning for the new academic year, but we can be helpful to schools in a number of ways. We are a LA service with a team of **qualified teachers** and **music professionals** who are **committed to supporting schools** in delivering a **rounded curriculum**, and in **supporting the music education development for all** pupils.

We believe that the Music Hub can help every school in the delivery of music education in the curriculum, and in extra-curricular activity. We **believe** that music can be an **integral part** of your **school's life** and that it can be a **vehicle for helping rebuild the wider school community** following the pandemic.

In the coming academic year, the Music Hub is able to support the curriculum delivery with advice on **Deep Dives**, **broadening** the curriculum, and **diversifying the curriculum**. In addition, our services can **directly support pupil mental health** and **wellbeing** with a **range of programmes** that schools can engage with. Schools may consider using commissioning money for musical activity.

We offer a large **range of free opportunities** delivered by ourselves and through our varied partner organisations, and also a **set of full traded services**.

We are **committed** to having a **positive relationship with every setting** in some way and would encourage your school to look at the opportunities and services that we can provide.

### Timeline

We are launching the 2022-23 academic year programme to schools in February 2022. This is the time when schools can make a commitment to their music provision for the coming academic year. We ask that all school provision requests are submitted to the Music Hub by 31<sup>st</sup> March 2022. This will allow time to properly plan the arrangements for September. We strongly encourage all schools to engage with the Music Hub in some way so that together we can collectively make the best use of the skills and opportunities for the benefit of school communities and pupils.

### Contact

Stuart Whatmore, Head [Stuart.Whatmore@rbkc.gov.uk](mailto:Stuart.Whatmore@rbkc.gov.uk);  
Jane da Costa, Deputy Head (T&L) [Jane.DaCosta@rbkc.gov.uk](mailto:Jane.DaCosta@rbkc.gov.uk)  
General Enquiries, [info@triboroughmusicclub.org](mailto:info@triboroughmusicclub.org)

### **FREE for Every School provided by TBMH**

Every school can access the following for free. **How does my school access this?** Simply send us the name/contact details of your Lead for music to [info@triboroughmusic hub.org](mailto:info@triboroughmusic hub.org) and we will then be in touch with more details

1. **Whole Class Instrumental Learning (KS1/2/3):**  
Free Whole Class lifetime licence for ONE groove'n'play programme (for school's own delivery), plus free centralised CPD for 1 teacher, and programme resource, worth £200.  
NB: this excludes Rastamouse
2. **Resources:**
  - a. Free access to [TBMH Virtual Music School](#) (more than 1500 resources)
  - b. Free music education school [self-evaluation tool](#)
  - c. Free [SEND-Friendly Vocal Resource](#) (20 songs)
  - d. Free guidance on [Ofsted Inspection Framework and School Music Education Plan](#)
  - e. Free create your own [school/setting music policy](#) tool
  - f. Free Music Education [Recovery Curriculum framework](#)
3. **Professional Music Network Meetings:**  
Free unlimited staff access to specialist termly Music Good Practice Network twilight meetings; at least 2 per term for different EYFS / Primary / Secondary phase groups
4. **Performance Events:**  
Free access to participate in at least one multi-school performance event across all Key Stages (exact events to be determined), e.g. Infant Voices (KS1); Instrumental playing days (KS2/3); Future Sounds (KS3/4/5)
5. **Music Mark:**  
Free Membership of [Music Mark](#) the national School Association for Music Education (paid for by TBMH, real cost of £50 per school)
6. **Network of Opportunities:** Twice termly e-newsletter with all key opportunities

### **Charged-for Music Education Opportunities and Traded Service**

We ask that all requests are made by **31<sup>st</sup> March 2022**. **To discuss the services your school would like, please email [MusicSLA@triboroughmusic hub.org](mailto:MusicSLA@triboroughmusic hub.org).**

1. **Traded Services**
  - a. [Instrumental/Vocal teaching in-school:](#)  
£44 per hour – individual, paired, small group teaching, whole class instrumental teaching, and/or ensemble leadership
  - b. [One day Music teaching programme \(Primary phase\):](#)  
£300 per 7-hour day – (any additional hours at standard tutor hourly rate of £44)
  - c. [Strategic Consultancy for Music provision:](#)  
£500 daily rate or pro rata.  
This can include - School Music Quality Assurance; Audit of Provision; Deep Dive advice
  - d. [Instrument Hire:](#) Options available
2. **Professional Development (CPD):**  
Targeted CPD sessions curated by TBMH and/or partner organisations charged at:
  - a. Online CPD charged at £10 per person
  - b. In-person CPD: Half-day £40 per person
  - c. In-person CPD: Whole day £80 per person
3. **Performance Events:**  
Throughout the year a range of Performance events will be programmed according to need and circumstance. Some events may involve a small participation charge (e.g. Christmas Festival (KS2) - £50 per school, plus optional support visit £50) – more details will be published when they are known.

## Services offered

To discuss new Music Hub Service requests please email

[MusicSLA@triboroughmusicub.org](mailto:MusicSLA@triboroughmusicub.org). All requests need to be made by **Weds 31<sup>st</sup> March 2022** using this online form <https://tbmh.wufoo.com/forms/z8mpp4a0gr5c09/>

### 1. FREE Whole Class Instrumental Learning (WCIL) GnP licence

(for state-maintained schools)

Over many years, the TBMH has developed its own Whole Class Instrumental Learning (WCIL) resources through the commission of bespoke programmes from composer Sally Greaves. The **groove'n'play** (<https://www.groovenplay.com/>) class ensemble series give pupils the opportunity to develop their music skills, knowledge, language and understanding, as well as developing instrumental technique. See [HERE](#) for more information about GnP.

The TBMH will provide one FREE Whole Class lifetime licence for ONE **groove'n'play** programme (to be delivered by the school), plus free CPD for one teacher online or at a centralised venue, and the programme resource. This is worth £200 to the school - £150 for the license, and £50 for the CPD. The resource will only be provided following attendance at CPD. Please note that due to licensing agreements, the Rastamouse programme does not form part of this offer.

The programmes:

- are a progressive series of first-access musical learning resources from Years 1 to 7
- take a comprehensive approach to the initial stages of learning to play an instrument
- are the starting point of a long-term progression route and access to pathways beyond the programmes
- are resource packages that include high-quality visual and audio resources with a teaching book including session plans, teaching notes and learning outcomes
- are resources which are flexible and can be used according to the skill and experience of the person(s) delivering the programme.

Programme	Year Group	Delivery Focus	Minimum Tutors
Ukulele, Sticks and Songs	2/3	Curriculum / Instrumental and voice	1
Fiddle, Sticks & Songs	2/3	Curriculum / Instrumental and voice	1
Recorder, Sticks and Songs	3/4	Curriculum / Instrumental and voice	1
FIFTHS	4/5	Curriculum/ multi-instrumental and voice	1
FIFTHS 2	5/6	Curriculum / multi-instrumental and voice	1
*Brass (mixed)	4/5/6/7	Multi-instrumental	2
*Guitar and Mini Bass	4/5/6/7	Multi-instrumental	2
*Strings (mixed)	4/5/6/7	Multi-instrumental	2
*Woodwind in C (mixed)	4/5/6/7	Multi-instrumental	2

N.B. Samples of each of these outstanding resources may be reviewed at:

<https://www.triboroughmusicub.org/school-services/whole-class-instrumental-learning-programmes/>

N.B. \* for programmes asterisked above, a minimum of two staff members with the required instrumental skills is required

### To redeem your free programme:

1. Complete the online form <https://tbmh.wufoo.com/forms/z8mpp4a0gr5c09/> indicating which programme your school chooses
2. Provide name and email details of contact person that will be attending the training
3. Check that you have the requisite instrument resources to deliver the programme. More details about this can be found here: <https://www.triboroughmusicub.org/school-services/whole-class-instrumental-learning-programmes/>

## 2. Buy in instrumental and vocal tuition £44 per hour

- Lessons can be delivered in school by a tutor
- Lessons can be delivered via online digital platform
- Small group (up to 4 pupils), paired or one-to-one lessons depending on the needs of the school
- In 30-minute lesson slots
- In school curriculum time, or in some cases after school
- Runs for 10 lessons per term (additional lessons available on request)
- Schools must provide adequate and appropriate teaching spaces
- It is at the discretion of each school if charges are passed to parents/carers, but please note that schools should consider PPG funding to support students.

Cost for independent schools is £51 per hour

## 3. Buy in our tutors for ensemble/choir leadership, or enrichment £44 per hour

- Each separate ensemble must include an additional 30 minutes of paid non-contact time for the tutor to plan, set up and pack down.
- This applies to all provision where the tutor is working with five or more pupils.
- Runs for 10 lessons per term (additional lessons available on request)

Cost for independent schools is £51 per hour

## 4. Whole Day Music Teacher for primary schools, £300 per day

**Cost: £300 per day**, any additional hours at standard tutor hourly rate of **£44**

*Please note that this offer is subject to detailed agreement of a bespoke programme for the school. In some circumstances more than one tutor may fulfil this whole-day offer.*

Buy-in a music tutor from the Tri-borough Music Hub to deliver a bespoke package of school music. Where possible, the tutor(s) deployed will hold QTS, but this is not guaranteed.

- The teacher is in school for **eight hours**, but school only pays for seven
- Start at any time from 08:00 to 09:00, depending on the school day
- **Six hours** of contact time
- **One-hour** scheduled non-contact time (to include set-up, pack down and PPA time)
- Must include a total of one hour of breaks with 45 min minimum lunch (at **no cost to school**)
- Runs for 10 lessons per term (additional lessons available on request)

**Contact time** is tailored to school requirements and can include:

- Whole Class curriculum lessons
- Whole Class Instrumental Learning.  
N.B. Resources licences for our **groove 'n' play** and **Rastamouse** series are **included when using our tutors**
- Ensemble tuition
- Choir and/or singing assemblies

Cost to Independent Schools: £350 per day, £51 for additional hours.

## 5. Whole Class Instrumental Learning (WCIL) programmes (Year 1 to Year 7) Buy in delivery from our tutors

**Cost: All costs are calculated** at the standard tutor hourly rate of **£44** plus additional 30 mins PPA for Lead teacher, and 15 mins for support tutor.

Buying in TBMH tutors - indicative cost **per ten-week term**, per class

- 45 mins contact time:
    - \*£550 per ten-week term, per class – 1x tutor
    - \*\*£990 per ten-week term, per class – 2x tutor
  - 60 mins contact time:
    - \*£660 per ten-week term, per class – 1x tutor
    - \*\*£1,210 per ten-week term, per class – 2x tutor
- \* includes 30 mins per week for PPA, plus set-up/pack-down time for the Lead Tutor  
\*\* includes 30 mins per week for PPA, plus set-up/pack-down time for the Lead Tutor; and 15 mins per week instrument maintenance and set-up/pack-down for the Support Tutor.
- Resource licence is free when buying in TBMH tutors for duration of SLA

### WCIL Programme Delivery Options

- Programmes run 10 weeks per term in school curriculum time
- can be delivered in three different ways
  - by two TBMH tutors; or
  - by one TBMH tutor (working alongside a school-based adult); or
  - the resource licence can be purchased from the hub and delivered by the school.
- Some programmes need a minimum of two hub tutors, or school staff with the required instrumental skills.

Delivery model (and class length):

- 30 mins – suitable for KS1 only
- 45 mins – for KS1 or KS2
- 60 mins – for KS2 or KS3

### Programmes

Programme	Year Group	Delivery Focus	Minimum Tutors
Rastamouse	1/2	Curriculum / Instrumental and voice	1
Ukulele, Sticks and Songs	2/3	Curriculum / Instrumental and voice	1
Fiddle, Sticks & Songs	2/3	Curriculum / Instrumental and voice	1
Recorder, Sticks and Songs	3/4	Curriculum / Instrumental and voice	1
FIFTHS	4/5	Curriculum/ multi-instrumental and voice	1
FIFTHS 2	5/6	Curriculum / multi-instrumental and voice	1
#Brass (mixed)	4/5/6/7	Multi-instrumental	2
#Guitar and Mini Bass	4/5/6/7	Multi-instrumental	2
#Strings (mixed)	4/5/6/7	Multi-instrumental	2
#Woodwind (mixed)	4/5/6/7	Multi-instrumental	2

#two tutors or staff members needed

## 6. Buying a GnP Programme License for in-house school delivery

**Cost: £150 per licence, plus £50 for centralised INSET**

Schools can purchase a **groove'n'play/Rastamouse** lifetime licence for each programme as a one-off cost and deliver it in-house. The cost of each licence is **£150**, plus **£50** for the accompanying CPD session (highly recommended).

**NB:** There is **no licence cost for schools buying-in Tri-borough Music Hub tutors** to deliver the programmes. The licence expires at the end of the TBMH delivery period so if you choose to move to in-house delivery, a charge of £150 per lifetime licence will be made.

Schools may also wish to purchase additional **Groove@Home** resources – more information [HERE](#).

## 7. Quality and Standards: Strategic advice on music provision in your school

**Cost: Daily rate or pro rata, £500**

Buy in the expertise of senior Tri-borough Music Hub staff (or associated consultants) to offer guidance on enhancing your music provision, e.g.

- Review of the quality and standards of school music curriculum and delivery;
- Support and advice on, or quality-assurance of, non-TBMH music provision;
- Deep Dive advice; or
- A bespoke package of support based on your school's needs.

**Cost to Independent Schools: £600 per day or pro rata**

## 8. Instrument Hire for schools

The Tri-borough Music Hub has a stock of instruments that can be hired by state-maintained schools in the Tri-borough area. This heavily subsidised scheme is subject to availability, is not guaranteed. We only hire to Independent Schools in exceptional circumstances, with price negotiated based on request.

Cost	Class set (25-30 pupils) for WCIL programmes	Individual instruments for individual or small group lessons
When using TBMH tutors for delivery	£100 per class set per term	£10 per instrument per term
If not using TBMH tutors for delivery	£300 per class set per term	£20 per instrument per term

## 9. Professional Development

Targeted CPD sessions curated by TBMH and/or partner organisations charged at:

- Online CPD charged at £10 per person
- In-person CPD: Half-day £40 per person
- In-person CPD: Whole day £80 per person

We deliver a large programme of CPD from EY to Secondary, and tutor training. See TBMH Events <https://www.triboroughmusicclub.org/events/> page.

**Cost to Independent Schools: £60 half-day/twilight; £120 full-day.**

## 10. Performance Events

NOTE: In light of on-going Covid issues, our performance programme is still subject to change. We will only reinstate performances when it is safe to do so for all involved. This means that we may either shift some planned events to later in the academic year, move them online in a digital format, if appropriate, and/or suspend them for the 2022-23 academic year. We will keep schools updated.

Throughout the year a range of Performance events will be programmed according to need and circumstance.

- Some are free to access to participate across all Key Stages (exact events to be determined), e.g. Infant Voices (KS1); Instrumental playing days (KS2/3); Future Sounds (KS3/4/5).
- Some events may involve a small participation charge (e.g. Christmas Festival (KS2) - £50 per school, plus optional support visit £50) – more details will be published when they are known.

**Due to capacity, we are unable to invite Independent schools to access the performance programme, unless through a specific strategic agreement.**

## Additional Supporting Information

### [Benefits of working with the Tri-borough Music Hub](#)

The TBMH offers a high-quality and inclusive music education service with a proven track-record over the past ten-years since its formation in August 2012. The TBMH supports the strategic development of music education in and out of schools through a range of world-class partnerships that offer an extensive programme of musical learning working with schools, pupils, the workforce, and the community.

The TBMH works with schools:

- By supporting the curation of the school's own curriculum through a varied programme of termly workforce development and bespoke advice on in-school programmes;
- By providing a varied programme of large-scale performance and playing/singing events;
- By providing links to quality-assured partner organisation opportunities;
- By providing pupil progression pathways beyond school;
- By offering a traded service for instrumental, vocal, curriculum or ensemble tuition;
- By facilitating peer to peer learning networks between schools.

The TBMH provides a professional service:

- By ensuring that all tutors are quality-assured; undergo a rigorous interview and selection process; have Enhanced DBS checks; receive termly bespoke continuing professional development; receive annually updated Safeguarding and Child Protection training; and are part of a quality, high-profile music network.
- By co-ordinating all aspects of management in relation to tutor employment (administration of pay claims, payment, tax, National Insurance, pension, IR35).
- By managing and administering all instrumental stock.
- By providing discounts, giving access to a wide range of services provided by the TBMH. Discounted services, using core-funding from DfE & Arts Council, include access to a full CPD programme, performance opportunities, and whole class instrumental programme offers.

### [Enhancing Whole Class Instrumental learning \(WCIL\) in your school](#)

WCIL is most successful when the class or school-based music teacher plays an active part alongside our tutors to support the progression and development of the pupils. This also builds capacity for your staff. If a class teacher is not able to be involved in this learning, then another school-based adult (e.g. TA with the required instrumental skills) will be expected to actively participate in all learning alongside the pupils and assist with classroom management.

- The most appropriate programme for your school can be discussed with managers at the hub.
- Encourage pupils to take their instruments home, where possible and appropriate.
- An interactive whiteboard (or computer linked to projector) and good quality sound system is needed for all programmes;
- An appropriate teaching space is needed with room for pupils to play and handle instruments and where the sound will not disturb other pupils and staff. The teaching space set-up prior to a session is a school responsibility (i.e. TBMH tutors should not move hall/gym equipment). If multiple whole-class lessons are taking place within one day, considerations in this regard will need to be made when timetabling and using teaching space(s).
- A space where instruments can be safely stored between sessions, if instruments are not going home with pupils.



## Tell me more about groove'n'play

**groove 'n' play vocal and instrumental programmes provide a music curriculum** that supports musical progression in line with the National Curriculum for Music and includes:

- performance through playing and singing (sticks & songs, multi-instrumental programmes)
- reading and playing from notation with an understanding of the inter-related music dimensions (e.g. dynamics, tempo, structure)
- range of music styles, genres and traditions to increase knowledge and understanding of music
- extended listening and extension activities related to music and other curriculum areas

The high-quality curricular resources are intended to support the development of a child's musical talents and skills as performer, creator, and listener. This is achieved through the scaffolded learning that groove 'n' play classroom programmes provide.

Children will be able to:

- understand and demonstrate initial instrumental and playing technique
- sing in a range of musical styles both in unison and parts (sticks & songs, multi-instrumental programmes)
- respond to musical directions and notation linking sound and symbol
- perform as part of a whole-class ensemble

Children will also:

- develop their ability to work effectively as part of a team
- build increased confidence and self-esteem through engagement in varied activities and performance
- gain experience in how to attain high standards of performance and an improved understanding of the process and the work that is necessary in order to achieve this

Through self-evaluation, analysis and increased musical understanding each child is supported to reach the attainable and challenging goals.

**Lifetime licences for groove 'n' play classroom programmes** include:

- teacher's book (print resources) including: permission to photocopy/print materials
- teaching classroom delivery assets (electronic resources)
- access to National Curriculum related information
- access to groove 'n' play planning and progression curriculum support materials

## Tell me about groove@home

**groove@home provides additional resources** to support a child's learning beyond the groove 'n' play classroom in order to support individual independent practice resulting in the further raising of music standards. It is recommended that groove@home be used:

- by individual children as a follow up to work in the classroom
- as additional resources to complement groove 'n' play whole class programme delivery

**Annual licences for groove@home online** include:

- access to easy to use online animated programme resources
- scaffolded imaginative and engaging learning tasks
- unlimited access at home and school

### Buying a Programme License for at home use

Schools can purchase an annual license for £30 per programme for unlimited use across their school.

## Terms & Conditions of the Music Hub Service Level Agreement

### PARTIES

This Music Service Level Agreement (SLA) is made between the school (the Client) and the Tri-borough Music Hub (the service provider, TBMH). Both parties agree to act in good faith and in a reasonable and timely manner with regard to the operation of the Agreement.

### DURATION

By signing to undertake this SLA with the TBMH, the school understands that tutors will be booked based on their requests, and must agree to honour the commitment. The TBMH provides a professional service for all involved – the school, the tutors who are booked to deliver the teaching, and the TBMH itself.

When the TBMH receives requests from school they will undertake timetabling of tutors, from which tutors are issued employment contracts. Schools must recognise that employment contracts must be adhered to and it is not possible to change the agreed teaching hours within a term. Any changes in provision can be made by the School by giving notice before the preceding half-term break, and these changes will come into effect at the start of the next term.

In the unlikely event the TBMH is unable to meet the SLA request with available tutors, they will engage in conversation with the school to find a resolution.

The duration of this SLA is effective for **one academic year** unless agreed otherwise between TBMH and school.

There will be 10 lessons taught per term, unless otherwise agreed in advance between the school, the Music Hub and the tutor.

***Note:** any additional teaching hours or weeks above the agreed service provision must be arranged in advance between schools and Tri-borough Music Hub Managers. Schools must not engage Hub tutors in private arrangements.*

### INTENT

The purpose of this arrangement is to provide schools with the opportunity to purchase additional high quality instrumental/vocal tuition, support, training and/or advice on all aspects of music provision. The Tri-borough Music Hub will work collaboratively with schools to support the selection of instrumental tuition programmes that best meet the needs of the individual school.

### SERVICES OFFERED TO THE CLIENT

- A full range of services offered to clients has been shown
- To ensure September start, all requests must be made by 31<sup>st</sup> March 2022 <https://tbmh.wufoo.com/forms/z8mpp4a0gr5c09/>. The programme of tuition selected will be agreed between the school and the service.

*Note: Provision may be dependent on the availability of tutors with the appropriate lead or support skills necessary for the specific roles, and instrument stock.*

### TRI-BOROUGH MUSIC HUB RESPONSIBILITIES

The Tri-borough Music Hub shall:

- a) Ensure that all programmes will be planned and monitored.
- b) Ensure that the agreement between the school and the service provider with regard to the programme required is fully understood.

- c) Ensure that the school is kept fully informed of any changes or concerns that may arise in order that action can be taken as soon as possible. This is particularly important if it is perceived that additional support be needed.
- d) Provide the school with high quality instrumental tuition, support, advice and/or training through the provision of a well-trained, well-informed and professional team.
- e) Commission additional services/providers if required to meet the needs of the school.
- f) Support rigorous self-evaluation and continuous improvement in each school.
- g) Promote high quality teaching and learning.
- h) Facilitate collaborative partnerships between schools which identify, build upon and disseminate excellent and effective practice.
- i) Ensure that all staff have satisfied the required safeguarding checks for work with children and young people.
- j) Ensure the school is notified, when a tutor is ill and unable to attend, by 9.30am on the named day.

### DELIVERING THE SERVICE

The services will be delivered by Instrumental / Vocal Tutors from the Tri-borough Music Hub tutor pool, TBMH Lead Teachers or TBMH Provision Managers.

- a) The TBMH will attempt to provide cover when a tutor absence is known in advance (e.g. if they are self-isolating) but this cannot be guaranteed; however, the TBMH is not able to provide same-day cover / a deputising tutor in instances of last-minute illness.
- b) In most cases missed lessons can be made up by the usual tutor later in the same term, or the next term. In instances where this is not possible the school will only be billed for the lessons that took place.
- c) The TBMH will always strive to minimise impact on schools due to tutor illness / absence.

### SCHOOL RESPONSIBILITIES

To enable the service provider to deliver a service of the highest quality, the Client shall:

- a) Ensure that the exact requirements of the service purchased are agreed in advance with the TBMH by at least the end of the term prior to the commencement of the provision.
- b) Agree all teaching dates in advance with the TBMH tutors – please refer to recommended TBMH teaching dates.
- c) Ensure that agreed dates are honoured, and that notification of essential cancellation is reported at least one week in advance via email to the TBMH and affected tutors. Schools will be charged for late cancellation (less than 7 calendar days).
- d) Comply with any requests for information to enable the monitoring and evaluation of the service
- e) Ensure that the requirements of the tutor are met so that the service can be delivered effectively and efficiently. These requirements are listed below:
  - i. a designated fixed school-adult (preferably a class teacher) with the required instrumental skills to be present at all times during delivery of whole class sessions and actively involved with the learning
  - ii. learning support assistants remain in the class during the session to support the music learning of their pupils
  - iii. a suitable room be provided for the delivery of the tuition, that is of adequate size for the activity, free from distraction and any obstacles, where it is appropriate to play music without disturbing other activities in school
  - iv. the room provided to be consistent every week, with prior notice of any room changes, and suitable alternatives provided if strictly necessary
  - v. An interactive whiteboard (or computer linked to projector) and good quality sound system is needed for all programmes
  - vi. a suitable space be provided where instruments can be stored safely away from any risk of damage through heat, damp and obstruction. (Schools will be expected to reimburse the cost of repairing or replacing loaned instruments or instrument parts that are either lost or

- damaged due to wilful neglect or poor handling by pupils, or inadequate storage arrangements.)
- vii. follow-up tasks, as can be reasonably expected to be performed by the class teacher before the start of the next session, are completed on time to allow the smooth running of the next session. Some examples may be: labelling instruments; providing children's name stickers; copying of written resources
  - viii. the school will undertake to meet the cost of replacement accessories (e.g. clarinet reeds, violin strings) incurred during the course of tuition
  - ix. the school will undertake to meet the cost of damage or repair to TBMH loan instruments caused by wilful neglect or inadequate storage arrangements during the period of the loan
  - x. use of school Wi-Fi to access online teaching resources
- f) Respond as may reasonably be expected, to requests for the submission of data required for the purposes of monitoring and self-evaluation of the service, and for Arts Council returns for which continued central funding depends.
  - g) Honour the agreement between the school and the Tri-borough Music Hub for the provision of rigorously selected, skilled tutors.
  - h) Not inappropriately seek to employ the same TBMH tutors by private agreement to work directly for the school, within an 18-month period of the tutor(s) working in the school.

## QUALITY AND REVIEW

Schools' feedback is actively sought and schools are encouraged to feedback directly to the Tri-borough Music Hub Leadership team.

## CHANGE CONTROL

- This Service Level Agreement will be reviewed on an annual basis to ensure it remains appropriate for the service it provides and the requirements it places on the wider organisation.
- Further activities may be incorporated into the SLA as the needs of both parties develop, and the service has to adapt to accommodate changes in need, or to take on additional roles.

## BILLING AND PAYMENT

- The school will be invoiced in advance on a termly basis.
  - Invoices for additional services bought during the year, will be sent separately by the TBMH.
- Any enquiries regarding school finance should be directed to the TBMH Business Manager, Alex Wood, [alex.wood@rbkc.gov.uk](mailto:alex.wood@rbkc.gov.uk)

## CHARGING PRINCIPLES

Please note that Tri-borough Music Hub charges cover all personal on-costs involved with recruitment of staff and reflect the specialist training, experience and skill of the tutors.

## RESOLVING DISAGREEMENTS

Any concerns or complaints about the level or quality of the services should be made to:

Jane Da Costa, Tri-borough Music Hub Deputy Head  
Lyric Hammersmith, King Street, London, W6 0QL  
Tel: 020 3745 6024 Email: [Jane.DaCosta@rbkc.gov.uk](mailto:Jane.DaCosta@rbkc.gov.uk)

If the school wishes to, they can contact:

Stuart Whatmore, Head, Tri-borough Music Hub  
Lyric Hammersmith, King Street, London, W6 0QL  
Tel: 020 3745 6027 Email: [stuart.whatmore@rbkc.gov.uk](mailto:stuart.whatmore@rbkc.gov.uk)

Any concerns or complaints by school staff or children and young people about treatment by Tri-borough Music Hub staff should be made in the first instance to the TBMH Head or Deputy Head by a Senior member of School staff. If mutual confidence in the continuation of the SLA cannot be



restored, either party may terminate it by giving three months' notice (or have given notice by the half-term break).

### CONTACT DETAILS

The Tri-borough Music Hub is based at the Lyric Theatre, Hammersmith and can be contacted as follows: 020 3745 6024, [@TBMHMusic](#), [www.triboroughmusic hub.org](http://www.triboroughmusic hub.org)