Hampshire County Council

Music Service

Services for schools

Hampshire Music Service

Service Level Agreement for maintained schools

Academic year 2026 - 2027

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Introduction

Hampshire County Council's Music Service (HMS) is passionate about music. Our mission is to encourage engagement, empowerment, and excelling in music, by promoting the highest quality learning experiences.

As one of the highest quality music services in the country, teaching over 25,000 pupils each week, we use our experience and range of resources to provide the maximum benefits to your pupils.

Our work is enhanced by the collective approach of established partnerships with musical organisations in the Hampshire Music Education Hub, within which HMS is the Lead Partner.

Together we deliver the aims and objectives of the National Plan for Music Education.

Through the teaching and music making opportunities we provide, we can help you unlock the musical potential of your pupils, helping to develop their musical knowledge and understanding, whilst increasing their confidence and self-esteem.

There is no charge or subscription for signing up to this SLA. All our work is charged as per the payment arrangements identified from page 10.

Service Overview

- **Instrumental and Vocal teaching** - provides individual, paired or group teaching on a wide variety of instruments, including Music Production.
- **Class Curriculum teaching** for Primary schools and Special setting.
- **Listen2Me -** whole-class teaching for Primary schools using first-access instruments. Teaching is curriculum-aligned and supports the National Curriculum for Music.
- **Beyond the Beat** – whole class instrumental teaching on traditional instruments (woodwind, strings and brass) for Primary schools, that includes small-group teaching and an ensemble opportunity every week.
- **Rock 2 the Beat** – A structured rock/ pop band provision delivered through a combination of small-group and ensemble band sessions. This provision requires minimal administration from schools and carries no cost to the school, as parents are billed directly.
- **Music Production** - for secondary schools, designed for small-groups with a focus on developing technical skills in composition, audio engineering and sound creation.
- **World Music workshops** – interactive sessions that engage pupils in the musical traditions, instruments, and cultural contexts of global music.
- **Direction of music ensembles** within schools.
- **Instrument hire** for pupils learning within your school.
- **CPD -** Training opportunities are offered for both non-specialist and specialist music teachers, Music Leads and Heads of Department.

Alternative Provisions:

- **Music Makers** - for infant / primary / special schools to support transition from nursery to reception class.
- **Good Vibrations** - a project supporting the development of social communication and interaction through music.
- **Sounds Aloud** – an intervention to support Y3 phonics for pupils using music to engage and inspire.
- **The Tunnel Project** – a support programme for vulnerable and disadvantaged children and young people struggling to connect with their learning.
- **MusicLinc** – bespoke 1-to-1 support for autistic children to build strategies to enable greater access to learning in mainstream and special settings.

Additionally, Special settings can buy into a range of options for curriculum development and pupil events.

Our services are offered in support of National Curriculum requirements for music, and individual schools' music programmes. Hampshire Music Service teaching is provided in line with Hampshire County Council's school term dates.

For further information on all our provision please visit:
www.hmsprovision.hantsmusic.org.uk

The Benefits of Using our Services

We work closely with schools and colleges to provide a comprehensive music education service and a wide range of additional music-making opportunities beyond the school day.

- As the lead organisation for the Hampshire Music Education Hub, you can be assured that our services meet Government expectations on the range and quality of music education and are in line with national developments and policies.
- We share your commitment to maximising the learning outcomes for your pupils.
- Our team of experienced and appropriately qualified teachers receive regular, high quality CPD to support service delivery.
- The range and breadth of our provision is comprehensive and provides excellent value for money.
- We have a long track record of working effectively with Hampshire schools.
- We undertake regular evaluations and review our services using feedback from headteachers from all phases of education.
- Our staff are appointed following interview and audition and are subject to medical and enhanced Disclosure and Barring Service clearance.
- We will provide an annual school-based report on each instrumental/vocal pupil, reflecting statutory requirements.

Our Service Commitment

- Monitoring of all work and quality assurance is a continuous process undertaken by HMS in partnership with the school.
- A review between HMS and schools is conducted each year, which will consider the performance of all aspects of the service, especially the input from our teachers.
- We may undertake other forms of evaluation as agreed with the Hampshire Music Education Hub Strategic Hub Board, which comprises of representative headteachers.
- We will respond to all urgent requests within one working day.
- Non-urgent requests will be dealt with within one working week, or as agreed with the school.

Delivering the Service

Requests for Service provision

During the spring term we will send provision forms to every school to enable provision requests to be made for services for the following academic year.

Prompt return of the forms enables us to timetable our teaching staff effectively. Whilst we make every effort to accommodate schools' wishes, it may not always be possible to do so and therefore we ask you to be as flexible as possible.

Amendments to timetables are not usually possible during the academic year due to the complexity of our staff timetables and contracts. Therefore, any changes requested will be subject to negotiation and prior agreement by both parties.

Our Staff

To ensure the services we deliver reflect the highest standards we strive to achieve, our staff are:

- Kept up to date with developments through a programme of in-service training, including child protection and health and safety
- Supported and developed through a continuous programme of performance management
- Required to attend regular staff briefings in order to coordinate and develop their work
- Required to carry out teaching in accordance with guidelines set by HMS.

Teaching is monitored, evaluated and reported on to senior leaders within HMS Responsibility for all aspects of performance management of HMS teachers lies with HMS rather than the individual schools. Schools are able to provide feedback on the work of HMS staff through established review mechanisms.

Hampshire Music Service teachers will provide the following directly to pupils:

- Practice aids and resources to support their learning.
- Information about HMS ensembles, festivals, concerts and events, and further opportunities.

Staff Absence

Hampshire Music Service undertakes to inform schools of HMS teacher absence as quickly as possible. It is not always possible to provide short-term cover teaching, however efforts are made to cover longer term illness or maternity leave. Refunds will be made if supply cover is not provided (see charges section). In the instance of staff resigning mid-year, HMS will endeavour to fulfil teaching commitments. This will be subject to capacity and recruitment.

Registers and Reporting

- Each HMS teacher maintains an electronic pupil register on their HMS laptop, that records pupil name, date of birth, teacher, instrument, attainment and attendance. Unique pupil number (UPN) data collection is vital to our work.
- We provide accurate data to the Department for Education, HCC Children's Services Department, and the Arts Council.
- Data supports our self-evaluation and organisational planning.
- We provide an electronic report on each instrumental and vocal pupil, reflecting statutory requirement for reporting. HMS teachers are unable to provide written reports for whole-class instrumental teaching.
- HMS teachers should be asked to complete reports in time for each school's reporting schedule; a minimum of three weeks' notice is required.
- If a school requires more than one report in an academic year, any additional reports will be prepared during the time normally allocated for teaching in the week the report is requested.

Pupil Achievements

Pupil achievement can be recognised through the awarding of a school-based certificate of achievement. We provide each certificate at no additional cost to the school or parent.

The HMS instrumental/vocal curriculum framework does not cover the specific requirements of external graded music examinations and no specific training for such examinations is provided in lessons. Should a school require exam entry, this discussion should take place with the HMS teacher.

HMS teachers cannot handle money for exam entries. These need to be submitted by the school or the parent. Full consideration must be given to the whole teaching group, whether or not they are entered for an exam. Attendance at the exam, accompaniment, tuning etc. cannot be assumed to be undertaken by the HMS teacher. Exam music, exam fees and accompanist costs are the responsibility of the school or the parent..

Customer Responsibilities

Health and Safety

Detailed information on health and safety procedures should be provided by the school to HMS visiting teachers at the start of each academic year, including:
signing in and out processes, fire, first aid, evacuation and other emergency procedures, lone-working advice and other security measures.

In addition, HMS teachers should be advised in confidence of any medical, behavioural, academic information or other issues that may affect their pupils' learning.

Once in a school, visiting HMS teachers are members of the school staff. They should be helped to feel as much a part of the school as others. Schools' welcoming, recognition, and valuing of these staff is very important to this process. Other staff should know the days on which visiting HMS teachers are in the school.

Pupil Attendance and Progress

The school has a joint responsibility with HMS for the organisation of lessons and pupil attendance. The school should identify a named contact person, who the visiting teacher can exchange information, such as pupil attendance and progress. Teaching timetables should be clearly displayed for both pupils and teachers.

Teaching Spaces and Resources

All teaching must take place on school premises. Teaching locations and conditions should be suitable for the purpose of music teaching.

The rooms should have:
- Sufficient space, appropriate for the size of the group and the activities being undertaken
- Visual access, through a window or glass-panelled door
- Sufficient chairs and tables
- Adequate heating, lighting and ventilation
- A clear notice describing emergency exit routes and procedures

All resources necessary for teaching should be provided, including:
- Instruments, where applicable such as a piano or drum kit
- Music stands
- Photocopying facilities for teachers' own worksheets, practice exercises and registers

Ofsted Inspections

Statutory inspections of schools, commissioned by Ofsted, may include the inspection of music and instrumental teaching. Following an Ofsted inspection, when schools receive feedback on any aspect of HMS provision, this information should be shared, in confidence, with a senior leader or the Head of Service.

Charging Parents for Tuition

Where a school passes on any element of the cost of instrumental tuition to parents, the governing body is responsible for ensuring compliance with the latest statutory requirements. Our teachers will only be available for teaching where a school's charging arrangements comply with these statutory requirements. Charges may be made for each individuals or groups of any appropriate size (provided the group size is appropriately balanced) to play a musical instrument or to sing. Guidance can be found on our website.

Charges may only be made if the teaching is not an essential part of:
• Either the National Curriculum or a public examination syllabus being followed by the pupil(s)
• First access to whole class instrumental and vocal tuition provision via our Listen2Me (L2M) teaching programme

Staff Absence and School Closures

The school should inform HMS:
- Immediately of any unexpected absence of HMS staff
- In advance of any day closures. HMS teachers are available for teaching as usual but the responsibility of children on site remains with the school

Charges

The SLA is an annual agreement between HMS and the customer for the provision of music education across a whole academic year. Amendments to timetables are not usually possible during the academic year due to the complexity of our staff timetables and contracts. Therefore, any requested changes will be subject to negotiation by both parties.

The charge for weekly timetabled teaching and ensemble directing will be based on an hourly rate and charged on a 13-week termly basis over a 39-week academic year. Charges for teaching will be set to cover the cost of providing that service, and do not relate to an individual teacher.

If HMS is unable to provide an agreed service, its liability is limited to the cost of that service, and the school will be credited with any charges already paid.

Timetabled Teaching and PPA

The teaching time for HMS teachers includes statutory planning, preparation and assessment (PPA) time. The allocation of specific in-school time for this purpose will be through discussion between the teacher and the school. It is expected that this will normally include a termly opportunity for liaison between the HMS teacher and the school music manager/head of music.

Professional Development

Hampshire Music Service staff receive up to five days professional development per year. The days are organised, as much as possible, for different days in the week. No refund is made to schools for professional days, as long as there is only one of each week day used during the year.

Supply Cover/Absence

Every effort is made to provide supply cover for when HMS teacher absence is due to longer term illness or maternity leave. Refunds for absence due to staff sickness are made at 100% of charges paid.

School Closures

When pupils are not available for teaching due to school closures, school visits, school INSET days etc, the school will be charged for the hours timetabled. Hampshire Music Service staff will be available to teach on these days.

Charges for the Academic Year 26-27

Charges for the following academic year are announced in March, within the annual provision request mail-out.

Service Provision	Cost
Weekly timetabled instrumental, vocal and direction of school music ensembles	£51.50 per hour
Class teaching	£2,203.50 annually (per 1 hr/week)
Listen2Me (Primary and Special Settings)	£2,028 per class per academic year. £700 for 'One Term Only' model (subject to availability)
Beyond the Beat	**Model A** - £1,350 Autumn term charge to school. (Spring and summer term charges are direct billing at £38.50 per month January to August). **Model B** - £2,028 per class per academic year
Rock 2 the Beat	Charged as direct billing at £36.50 per month for 12 months
Good Vibrations	£850 per term
Music Makers	From £720 per programme
MusicLinc	£250 per half term, £420 per term
Tunnel Project	£670 per term
Sounds Aloud	£1,875 for 5 x half terms of delivery
World Music workshops	£480 per day / £265 per half day (including instruments) £1,375 per residency (six half days). A delivery and/or collection charge of £50 applies for each journey.
Instrument hire for pupils and schools	£41 per term (HMS pupils) £56 per term (non-HMS pupils)

Financial Assistance Policy

Hampshire Music Service is committed to ensuring that its range of provision and opportunities are equitably available to all children and young people. We strive to remove the barriers and financial challenges that prevent participation in music education by offering reduced fees for instrument hire, ensemble memberships, and music lessons to eligible families based on income criteria. For more information about our Financial Assistance Policy, please visit our website.

Memorandum of Agreement

Parties
This agreement is made between the governing body of the school (the customer) and Hampshire Music Service, Hampshire County Council (the service provider). It is not made with any individual teacher employed by that service.

Intent
The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

Duration
This agreement will run from 1 April 2026, on an ongoing basis.

Termination
A school can terminate this agreement by giving six months' notice in writing to the Head of Hampshire Music Service.

Billing and Payment Method

Schools are billed for the 39-week teaching year as 13 weeks per term. Charges for weekly timetabled instrumental and vocal teaching, class teaching and ensemble directing will be payable in advance via internal transfers, taken directly from school cost centres.

Transfer dates will be as follows:

- September for the autumn term
- January for the spring term
- April for the summer term

Advisory visits, consultancy and additional work will be payable in arrears via internal transfer.

Resolving Disagreements

Any concerns or complaints about the level or quality of service should firstly be made to a member of the Leadership Team within Hampshire Music Service.

If after five working days there is no satisfactory outcome, the matter should be referred to the Head of Hampshire Music Service.

Customers who feel they have not received an adequate response from the Head of Service may appeal in writing to: Jenni Davies, Head of Business Operations, Education and Inclusion, Children's Services, Hampshire County Council.

If mutual agreement that the continuation of this service level agreement cannot be fulfilled, it may be terminated by either party by giving six months' notice in writing.

All matters arising from this agreement should be referred to:

Jonathan Cranston
Acting Head of Hampshire Music Service
Hampshire Music Service
Bar End Road, Winchester SO23 9NR
023 8065 2037

Data Protection

Hampshire Music Service will provide the services in this agreement in line with Hampshire County Council policies and will work in a way which is compliant with the General Data Protection Regulation and Data Protection Act 2018.

Our Privacy Notice can be found here: Hampshire Music Service | Education and learning | Hampshire County Council

Office Hours
We operate standard office hours as follows:
Monday to Thursday 8:30am – 5:00pm
Friday 8:30am – 4:30pm

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