



Solihull Music

Service Level Agreement

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1. Overview

This SLA is between Solihull Music and your school for the provision of music delivery.

This SLA remains valid for the duration of the contractual period as referred to below unless superseded by a revised agreement mutually endorsed by the School and Solihull Music.

The range of services covered by charges to all schools are:

- Instrumental/vocal lessons
- Whole Class Ensemble Tuition (WCET)
- Singing Workshops and Performances
- Delivery of ensembles during and after the school day
- Instrumental/Vocal Teaching
- Inclusive/SEND Music programmes
- Music technology programme for SEND and Alternative Provision

2. Timeframe and Review

The duration for this SLA is from 7th September 2026 - 31st July 2027. All products and prices quoted cover this period. This SLA will remain in effect for the duration of this period.

3. Appointment

The school engages Solihull Music to provide instrumental/vocal music services in line with the terms and conditions of this SLA and the enclosed schedules within.

The school and Solihull Music agree to work in accordance with Service Level Agreement.

The school appoints Solihull Music to provide music services in accordance with the booking made using the Speed Admin portal.

4. Safer Recruitment

All teachers working for Solihull Music are appropriately DBS checked and do not need to be entered on the school's own Single Central register.

For further information on safer recruitment of Solihull Music employees please refer to the Education extranet.

5. Subsidised services

Solihull Music Hub offers the following subsidised services for Solihull schools:

Key Stage 1	Key Stage 2	Key Stage 3	Key Stage 4
	Whole Class Ensemble Teaching programme		
	1:1 Small group Instrumental lessons	1:1 Small group Instrumental lessons	1:1 Small group Instrumental lessons

This subsidy is provided through funding allocated by the DfE (The Music Education Hub Grant) disbursed by Solihull Music, lead collaborative organisation for Heart of England Music Hub.

6. Responsibilities

Solihull Music will:

1. Coordinate delivery timetables for all Solihull Music teachers.
2. Provide all Solihull Music teachers with the appropriate professional development & training and offer access and support for CPD.
3. Undertake regular and comprehensive monitoring of Solihull Music teachers.
4. Ensure that all Solihull Music teachers have undertaken the appropriate level of checks by SMBC Human Resources to work in an unsupervised capacity with children and young people.
5. Provide all Solihull Music teachers with SMBC Identification badges.
6. Inform the school of any planned absence at least 7 days in advance and to inform schools of any unplanned absence as soon as possible.
7. Hold all pupil data on secure databases, accessible only by password in compliance with SMBC Data protection regulations.
8. Investigate all concerns or complaints directly referred to Solihull Music, and to provide follow up and resolution where appropriate and possible.

Solihull Music teachers will:

1. Teach individual, small group and whole class lessons in chosen instruments/ specialisms to pupils as required in accordance with the agreed guidelines.
2. Lead and direct school ensembles and ensure all taught pupils have the opportunity, and are encouraged, to attend Solihull Music ensembles.
3. Monitor and assess pupils' progress as required by school and Solihull Music policies.
4. Provide high quality progressive pathways to increase engagement and participation for all children and young people.

5. Promote and safeguard the welfare of children, young people, vulnerable adults and staff with correct concern for pupils' health and safety and safeguarding.
6. Attend meetings and CPD training days as directed by the senior leadership team
7. Manage timetable and maintain accurate and detailed records of pupils' attendance and progress.
8. Create and maintain a good professional working relationship with staff, pupils and parents in schools and communities in line with Solihull Music ethos and aims.
9. Participate in required quality monitoring performance management procedures.
10. Adhere to all SMBC and Solihull Music policies and guideline, including SMBC Data protection regulations.

School will:

1. Undertake all reasonable steps to ensure that Solihull Music teachers are supported in carrying out their duties effectively.
2. Provide the Solihull Music with all reasonable information required to carry out their duties including such pupil data as is required for reporting to DfE through Arts Council England.
3. Provide suitable teaching spaces for instrumental/vocal lessons with clean, adequate space, heat, light and ventilation.

N.B. It should be possible for school staff to observe activity in all teaching spaces via a line of sight (window) for safeguarding purposes.

4. Notify Solihull Music in writing of any activities or events which may result in the cancellations of lessons (e.g. INSET days, school trips, exams) giving a period of notice of 10 clear working days.
5. Accept joint responsibility with Solihull Music for the organisation of lessons and pupil's attendance.
6. Identify a named contact person, through whom the Solihull Music teacher can exchange information, including that on pupil attendance and progress.
7. Clearly display teaching timetables both for pupils and for teachers.
8. Make pupils available for the agreed lessons. Any school instigated absences not agreed within a reasonable time before hand will still count as a lesson. If a school consistently doesn't make pupils available, the purchased product service will be removed from the school.
9. Provide all Solihull Music teachers with detailed 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.
10. Provide information to Solihull Music teachers any medical, behavioural and academic information or other issues that may affect their pupils learning.
11. Provide an area where teaching registers can be stored for the purpose of GDPR compliance where necessary.

7. Delivery Weeks 2026-27

2026/27 Solihull Music Teaching Weeks

August 2026							September 2026							October 2026							November 2026						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1			1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31	29	30					
30	31																										

December 2026							January 2027							February 2027							March 2027						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5						1	2		1	2	3	4	5	6		1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28	29	30	28							28	29	30	31			
							31																				

April 2027							May 2027							June 2027							July 2027						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3							1			1	2	3	4	5					1	2	3
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31
							30	31																			

Solihull Music Key:	
Blue Weeks	School Holidays
Green Weeks	Teaching weeks
Red Weeks	Catch up teaching and live music weeks
Yellow Weeks	Staff CPD
Black Weeks	SMC (Saturday Music Centre)

Solihull Music offers a wide range of instrumental and curriculum music provision to schools. For full details of services and instruments available, please refer to our website www.solihullmusic.org

Solihull Music provision is delivered over 34 weeks in the academic term in line with the Music Service calendar. This allows schools some flexibility in service over the 39-week academic year for any lessons missed which can be delivered in the red catch up weeks.

8. Booking of provision for 2026-27 Academic year.

Services provided by Solihull Music are set out on www.solihullmusic.org and a link to a Microsoft form to book in provision for September 2026. Following the booking this will revert to your Speedadmin account for further information and amendments.

The minimum amount of time ordered for one teacher visit must **not be less than 60 mins**.

It is the sole responsibility of the school to ensure the services set out in the initial booking meets its requirements.

It is the sole responsibility of the school to ensure that it has the financial resources to fulfil its obligations under the terms of this contract.

Solihull Music may not be able to fulfil teaching requests if the submissions is made after the deadline. This enables Solihull Music to ensure fair and full deployment of employees (see 9. Booking deadline below)

9. Booking deadline

Instrumental and Whole Class Ensemble Tuition (WCET) Singing Workshops and Performances Delivery of ensembles during and after the school day	Friday May 1 st 2026
Instrumental/Vocal 1:1 /small group delivery	Friday 15 th May 2026

10. Charges 2026-27

Charges for all booked music provision including Pupil Premium delivery will be payable in retrospect at the end of each term in arrears. The charges can be found on your Speedadmin portal.

11. Billing and Payment method

Solihull Music will invoice schools termly for provision in arrears around the following dates:

Autumn Term January 2027

Spring Term April 2027

Summer Term July 2027

It is the responsibility of all schools to check the issued invoice and raise any billing enquiries within 10 working days.

Maintained LA Schools

Charges will be debited from school budgets through journal transfer 21 calendar days from the date the invoice was issued.

Academies

All Solihull Music invoices will request payment to be made within 21 days via BACS.

If payment is not received within 21 days of your original invoice due date schools will receive a formal letter advising that lessons will be suspended if payment is not made.

Solihull Music reserves the right to suspend delivery for non-payment beyond 21 calendar days of the invoice due date. In such circumstances, the school will remain liable for all charges until payment is received.

Solihull Music will not accept any responsibility for disruption to lessons because of late payments.

12. Purchase of additional/ increased services

Additional services may be requested at any point during the academic year. It is the responsibility of the school to ensure that all increases have been authorised by the school finance manager.

From September 2026 all requests to increase music provision should be made by via your SpeedAdmin portal. We cannot accept emails from schools/academies.

From September 2026 any additional provision will not be considered until it has been requested via your school SpeedAdmin portal.

Requests for additional services will only be agreed subject to the availability of teaching staff.

While schools may discuss the purchase of additional / increased services from Solihull Music, this does not guarantee that provision is available on demand and notice may be required to identify teacher availability.

Any agreed additional or increased services will be scheduled to start if Solihull Music staff are available, if this is not the case, we will aim to reflect the change at the beginning of each half term. Any variation to this will be only considered in exceptional circumstances.

13. Reduction / termination of purchased services

Reduction or termination of purchased services will only be accepted from the school finance manager giving half a term's notice via the SpeedAdmin portal.

Any reduction or termination of provision will only be applied and effective from the start of each academic term.

Any variation to this will be only considered in exceptional circumstances.

Reduction of services must be done via your school SpeedAdmin portal by the following cancellation dates below:

Changes effective for Spring Term 2027 **Friday 23rd October 2026**

Changes effective for Summer Term 2027 **Friday 12th February 2027**

14. Solihull Music Teacher absence

Teacher absence – sickness or emergency dependent leave

In the event of short-term teacher absence, all Solihull Music employees are expected to contact the first school of the day they attend to report their absence.

Solihull Music will confirm cancellation of any delivery via email on the day of each new or continued reported absence.

In the event of a Music Service teacher being absent due to illness the Music Service **will not routinely provide cover.**

Every effort is made to provide supply cover for teacher absence due to longer term illness or maternity leave. Where this is not possible Solihull Music will credit all cancelled provision (**See 16. Credits**)

Teacher absence – cancellation /rescheduling of delivery

In the exceptional circumstances that a lesson is cancelled for any other reason Solihull Music will reschedule the lesson on the same day /time at the end of each term in the yellow weeks (see 7. Delivery weeks).

If rescheduling of lessons is not possible Solihull Music will credit school accounts. (**See 16. Credits**)

15. School Cancellations

Where visits are cancelled by the customer due to adverse weather, polling, unplanned and/or special circumstances and the Music Service teacher has either attended or was available to attend, the school will be liable for the cost of those visits and the visit will be counted as a delivery week. If appropriate an online lesson can be offered.

'One off' visit cancellations (e.g. school trips, exams, closures, etc.)

It is the responsibility of the school to provide as much notification to Solihull Music of any dates where delivery may not be possible.

Notification of cancelled visits must be submitted in writing to Solihull Music giving a period of notice of not less than 10 clear working days prior to the lesson or the week will count as one of the contracted weeks of delivery.

Where possible, Solihull Music teachers will use allocated **RED** weeks at the end of each term to reschedule any lessons missed due to school cancellations where due notice has been given. (10 clear working days) (see 7. Delivery weeks)

16. Credits

Where possible, Solihull Music teachers will use allocated red weeks at the end of each term to reschedule any lessons missed. If this is not possible due credits will be automatically applied to school accounts if a cancellation is due to the following reasons.

1. Teacher absence- sickness
2. Emergency dependent leave (Paid leave)
3. Teacher arrived late to school due to unforeseen circumstances (e.g. traffic accident)

All credits given to a school account during the term will be automatically applied against the following term invoice.

Credits will not be given for any individual pupil absence if the teacher has delivered at the school as part of their contracted timetable. This includes activities organised by the school such as cycling proficiency, school trips, or any other school organised activity which impacts on attendance during the school day.

Schools who wish to request a credit for any other reason must apply in writing to solihullmusic@solihull.gov.uk . Solihull Music reserves the right to refuse any request considered by customers and will only authorise credits for exceptional circumstances.

17. Refunds

Solihull Music will process a refund to schools if there is outstanding credit all issued summer invoices account at the end of the summer term.

Schools who wish to request a refund at any other time must apply in writing to solihullmusic@solihull.gov.uk .

18. Request for change of teacher

In cases of reported teacher underperformance, a member of the Leadership Team will arrange to observe the Solihull Music teacher in their practice.

Any such support visit will outline measures for support and/or set objectives for improvement within one half term. This will be monitored by the Leadership Team in close liaison with the school.

If the school remains unsatisfied by the performance after this period of one-half term, the Music Service will agree to remove the teacher.

Where a teacher is removed from a school due to underperformance, the Music Service will endeavour to replace the teacher. Where this is not possible, the school will not be liable for any charges associated with the provision in question.

19. Complaints/ Dispute resolution

Any matters concerning the duties or conduct of Music Service staff working within your school should, in the first instance, be discussed with that member of staff at the first available time.

If there is no satisfactory outcome, the matter should be referred to the Solihull Music Leadership Team, who are accountable for the organisation, management, conduct and effectiveness of Solihull Music. The Leadership Team will work with you to resolve the issue.

Solihull Music Service Leadership Team

Claire Batty	Team Manager	claire.batty@solihull.gov.uk
Richard Jones	Team Manager	richard.jones@solihull.gov.uk

20. DfE Data Collation

Solihull Music is the lead organisation in the Music Education Hub and must process data to comply with contractual/regulatory obligations in their role for DfE on an annual basis.

Schools purchasing Solihull Music services shall disclose to the Solihull MBC Data Hub on request and within a reasonable period, attendance registers and/or class lists containing:

- The first name and surname of the pupil.
- The year group of the pupil
- The date of birth of the pupil
- The pupil's URN (unique reference number)

21. Whole Class Ensemble Teaching Programme (WCET)

This is a whole class activity involving the use of musical instruments and a suitable teaching space which will require access to Wi-Fi an interactive whiteboard or screen and projector linked to a sound system. This requirement will be discussed directly with the school. The school will provide storage for the instruments loaned and supply enough music stands for use with the whole group if requested.

This programme cannot be used as PPA cover.

The typical delivery pattern is based on 32 children in the classroom is 1 hour contact time, or 45 minutes delivery time with 15 minutes set up/tuning allocation time to ensure each lesson outcomes are focused on pupil progress. Schools who wish to discuss a variation to this delivery model may request this in writing at the time of booking.

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. (This takes place usually in place of the first or last session of the year)

Class sizes for WCET programmes should not exceed 32. Larger groups should be split into smaller, more manageable groups. This may incur further charges due to the increase in lesson length.

It is essential that the **class teacher or another suitable member of teaching staff is present** during whole class lessons to ensure the safety of children and sound classroom management while using musical equipment.

Performance is a key part of WCET and we encourage **each class to prepare for at least 2 performances** in school where possible. These should be delivered during the usual weekly lesson time or at a mutually agreed time with the Solihull Music teacher. Where a second visit must be made to lead a concert, in addition to the usual lesson time, teaching staff may count this towards the allocated 34 sessions.

Solihull Music will expect the class teacher to provide information of the educational needs of all pupils to ensure any barriers to learning and participation can be identified, and reasonable adjustments made when booking the WCET programme.

WCET Programme ~ Provision of instruments

Instruments for WCET are provided free of additional charge to all schools who buy in the WCET programme.

Solihull Music encourages all children to take instruments home for weekly practice and progress.

All instruments remain the property of the Solihull Metropolitan Borough Council.

Costs associated with accidental loss or damage, general wear and tear or routine maintenance will be met by Solihull Music. In cases of apparent malicious damage or loss of the instrument through negligence, a contribution from parents/carers will be sought in liaison with the school.

Instruments should be stored by the school in a secure location when on the school premises and schools should take reasonable steps to prevent instruments from becoming damaged.

Consumables – clarinet reeds, violin, viola and cello strings, guitar and ukulele strings and brass valve oil are all provided free of charge, when necessary, by Solihull Music.

Condition of instruments will be monitored weekly by Solihull Music teachers. Pupils failing to bring their instrument to weekly lessons will be asked to leave it in school. This will be reviewed in consultation with the class teacher.

Solihull Music teachers will keep a record of which instruments have been assigned to pupil using SpeedAdmin.

It is the responsibility of the school to ensure the safe return of instruments at the end of the WCET programme each academic year.

22. Instrumental /Vocal Provision

Solihull Music will work in partnership with schools to determine the lesson length and format that best meets their individual school needs.

However, we recommend the following as the most sustainable model for schools:

- 20 minute paired or individual lessons.
- 30 minute group lessons (3-4 pupils*).

*Schools should consider the size and safety of their practice rooms when determining group size.

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.

23. Pupil Premium

Schools may use pupil premium for eligible students and Solihull Music will charge schools for lessons at the end of each term. School will apply for pupil premium lessons via solihullmusic@solihull.gov.uk

24. Children in Care

Schools may request instrumental lessons and instrumental hire for any child under the care of the Local Authority.

These will be provided free of charge funded jointly by Solihull Music and the Virtual School. To request lessons for CIC please complete the [Microsoft form here](#).

25. Trinity Instrumental examinations

It is Music Service policy to support students in working towards public examinations attainment. This is seen as mutually beneficial to schools and Solihull Music.

External examination dates are provided to us by the Trinity College Examination Board and cannot be changed.

Solihull Music teachers often support examinations candidates, either as accompanists, or to ensure that candidates give of their best on the day.

Where Solihull Music teachers are required to be released from teaching to support candidates at examinations, this will be done through agreement with the affected school.