

Appendix Q – Music Support

1. Music support service

As defined by the Federation of Music Services which represents 98% of LEA or contracted music services in GB, the quality of delivery of services should be judged against the following core values; access – opening the world of music to every child, progression – provision of innovative, sustained programmes that enable young people to realise their full potential, expertise – the provision of well trained professional staff, and diversity, the provision of and support for music that matches all tastes and backgrounds.

2. Response rate

The total number of schools responding to this question is shown below in Table 1 from 2004/05 to 2009/10. It also shows how this figure equates to the total survey population. The details are listed below in Table 1.

Year	Number of responses	% of Leeds Schools
2004/05	124	45.58%
2005/06	58	21.32%
2006/07	77	28.30%
2007/08	78	28.88%
2008/09	104	38.52%
2009/10	95	35.18%

Table 1: Total number of responses by year.

3. Service providers

The table below lists the total responses for 2005/06, 2006/07, 2007/08, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2009/10.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Artforms – Music and Arts Initiative, Education Leeds	58	77	78	102	80	10	0	90

Table 2: Total number of responses by service provider.

All the schools that responded to this question procured their music services from Artforms provided by Education Leeds.

4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg.	Performance Level	Avg.	Performance Level	Avg.	Performance Level	Change
Artforms – Music and Arts Initiative, Education Leeds	2.15	Good	2.31	Good	2.19	Good	Better

Table 3: Performance level by music service providers

Artforms average performance score improved this year and remains in the good category. The performance score has returned to the level of performance in 2007/08

The full list of unedited comments is available in [Annex Q](#)

5. Service providers – value for money

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4. The table sub-divides the responses into primary and secondary phases.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Artforms – Music and Arts Initiative, Education Leeds	57	6	17	6	3	1	63	9	18

Table 4: Value for money by service providers

The majority of schools both in the primary phase recorded that the service was delivering value for money.

6. Service providers – improvement

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place. Table 5 lists the response to this question.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Artforms – Music and Arts Initiative, Education Leeds	41	11	28	7	2	1	48	13	29

Table 5: Expected improvement by service providers

The majority of schools suggested that the service could be improved. The main concern appears to be that the service is expensive.

The full list of unedited comments is available in [Annex Q](#)

Annex Q – Music Support

Artforms – Music and Arts Initiative, provided by Education Leeds

1. Please explain why you rate the service provider this way?

Positive responses

- Better and more reliable now we have a new guitar teacher.
- We have used some services eg workshops. Good but costly.
- Some excellent teachers. Opportunities for students to participate in a wide range of other activities. Improved communication especially for covering absence could improve the quality of the service.
- The score represents an overall grading. Some elements exceed this and some are satisfactory.
- No problems.
- Dedication of the teachers is good.
- Staff support has varied due to sickness absence which is obviously unavoidable. Lots of provision offered.
- Provide excellent music peripatetic teachers for additional music support.
- Always brilliant whatever service we buy off them.
- Some peripatetic tutors have been late and have not always tracked pupil progress effectively. There is certainly diversity and a good provision available as well as lots of opportunities for students. However, the service is becoming very expensive.
- We are very pleased with the service provided by the peripatetic music teacher.
- There are so many aspects to this service its hard to give an overall judgement. Cover needs to be provided quickly if peri musicians are not attending.
- The service has been high quality and we continue to use them a great deal.
- We receive a good standard of support from the music service with good relationships and communication.
- Artforms have a clear vision and ensure staff share that. Staff are well trained.
- Good quality teaching.
- Just started using them - ok so far.
- We have excellent teachers (with one exception).
- Peri musicians are punctual and encouraging to pupils and participate in showcasing the pupils talents.
- Well qualified teachers who arrive on time and act in a professional manner. Good liaison with school on student progress. Service is expensive though.
- Artforms provide only one of our 5 teachers. We find Artforms service expensive and often better value by employing our own tutors.
- Staff of variable quality - some are very good and some are not.
- Music service provide excellent music lessons for our children and provide the instruments.
- Peripatetic staff who have visited here are in the vast majority very good practitioners who inspire our students in many areas. The waiting lists for lessons are lengthy. There have been occasional instances where concern has been expressed that progress has been slow in a group lesson, but overall we are very satisfied. Additional visiting sessions and concerts have been diverse, extremely professional and completely inspiring!
- Professional. Enthusiastic. Culturally aware. Accessible. Friendly, innovative and proactive.
- We have good provision of peri staff and use the one-off music days quite a lot. I wonder if it is not a rather large and unresponsive organisation for what it does. Not much in the way of customer service or response to customer need perhaps.
- Children have benefited from an enhanced curriculum because of the services provided by Artforms.
- This year our peri pianist has been excellent as are our providers of tuition from woodwind and guitar.
- Very good peri teachers - supportive to school.

- Have two music peris and an accompanying pianist. All are very nice and do a good job. One issue was when a replacement peri came as one was sick and he did not have a current CRB so we had to send him away and the children were disappointed.
- Very good service. Peripatetic's are enthusiastic about their subjects.
- High quality teaching, flexible service, strong commitment to school.
- Have just bought back into the piano player service and we are very pleased with this. The peri service has very responsive managers and some excellent staff, some individual teachers still seem to find teaching young children a chore.
- Some instrumental teachers need better training re whole class management, motivation, Pace etc.
- Project work very good.
- No issues, good quality support.
- Pianist excellent. Steele Pan excellent. Trumpets excellent.
- A good specialist service.
- Depends on member of staff allocated - currently good, but only does the minimum.
- Quality variable. Some teachers are outstanding but last year was very difficult year.
- Need to monitor the of musical instruments more.
- Been pleased when we have used them.
- Provision and support good.
- Always come well prepared, deliver exciting sessions and are flexible in their support.
- Reliable and effective staff. Good range of services.
- Good quality teachers provided.
- Service has improved throughout the year. Communication with schools music coordinator has improved.
- Regular accompanying pianist. Would appreciate details of other services for use in schools.

Negative responses

- But I dislike the basis of a system that requires schools to commission the service, rather than enabling an agreement between music teachers and parent as is the case elsewhere. The school has to make a judgement as to how popular teachers' service will be and then arrange these for the year; then the school has to ensure parents pay the school for lessons the children receive. If a child gives up an instrument, the school has to insist on a full years fees from the parents or risk losing money on the arrangement. It would be better if the administration was all handled by Artforms.
- Depends on the person workshop some have been less than satisfactory. is excellent.
- Problems with keyboard teacher this year.
- Dependant on peripatetic teacher working in school.
- Pupils have lessons for 3 years. No external exams taken, very little music played in school re bands etc.
- Expensive for service provided.
- Expensive for a small school. One off sessions fabulous. Long term commitments difficult to budget for.