



**ArtForms**

# **Arts**

**Service Level Agreement**

**April 2016**



# Service Level Agreement

## For service delivery commencing April 2016

### Memorandum of Agreement

The ArtForms ARTS SLA can be purchased through the [Leeds for Learning](#) website. In addition, please complete this form and return to Sarah Botterill by email or at the address below. Thank you.

<b>Service Title</b>	<b>ArtForms ARTS</b>		
<b>Head of Service</b>	<b>Sarah Westaway</b>		
<b>Purchaser:</b>			
Name of School:	<input type="text"/>		
Address:	<input type="text"/>		
Contact number:	<input type="text"/>	Contact email:	<input type="text"/>
Headteacher:	<input type="text"/>		
<b>By signing this form I agree to the cost of <u>£500</u> for the ARTS Service Level Agreement as outlined to be charged directly to my school account by Internal Recharge.</b>			
Signature:	<input type="text"/>		
<b>Service Provider:</b>	<b>ArtForms ARTS</b>		
Address:	ArtForms Leeds City Academy Bedford Field Woodhouse Cliff LS6 2LG		
Contact number:	0113 378 2855	Contact email:	sarah.botterill@leeds.gov.uk

# ArtForms ARTS - Primary School Service Level Agreement

## Inspire, Engage, Achieve

The arts have a fundamental role to play in supporting children's learning. The arts help to develop core skills, raise pupil's confidence and self-esteem and can impact positively on pupil's health and wellbeing.

The **ARTS** SLA has been designed to support schools to deliver a rich and engaging curriculum. For **£500**, schools can access:

1. Professional development opportunities for teachers and support staff, delivered by arts specialists. This includes bespoke advice and guidance sessions delivered by the **Arts** team in school.
2. Discounted creative projects delivered by skilled and experienced artists. Creative projects are available across art forms and support teaching and learning in all curriculum areas.

2016/17 <b>ARTS</b> SLA for Primary Schools		
For <b>£500</b> schools can access:		
<b>Support and Guidance</b>	<b>Bespoke support, delivered in school</b>	<b>Up to 2 half days</b>
<b>Skills Development Workshops</b>	<b>Creative ideas for teachers and support staff</b>	<b>3 twilight sessions</b>
<b>Cross-Curriculum Development</b>	<b>Arts to support cross curricular approaches</b>	<b>1 half day session</b>
<b>Curriculum Training</b>	<b>Developing outstanding teaching in the Arts</b>	<b>1 full day training</b>
<b>Additional staff from SLA schools can attend training at a discounted rate.</b>		
<b>SLA schools can also access Creative Projects at a 20% discounted rate</b> Our creative projects support teaching and learning in all curriculum areas. Responsive to curriculum needs they are delivered in collaboration with the class teacher by experienced artists and arts organisations. Our menu of creative projects changes throughout the year.		

For further information please contact:

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# ArtForms – Music and Arts Service

## General Information [www.artformsleeds.co.uk](http://www.artformsleeds.co.uk)

There are three strands to the ArtForms service

1. ArtForms MUSIC and the Leeds Music Education Partnership
2. ArtForms ARTS delivering high quality teaching and learning opportunities across Art and Design, Dance, Drama, Film, Literacy, Design and Technology
3. Artemis and The Schoolroom

Across the three strands, ArtForms offers learning programmes, creative workshops and unique teaching resources which support schools to:

- Raise pupils' achievement in and through the arts
- Foster a sense of enjoyment and fulfilment in learning

For details of the **Music SLA** [click here](#)

For details of the **Artemis offer** [click here](#)

**This document outlines the ARTS Service Level Agreement for primary schools**

Partnerships and [networks](#) led and facilitated by ArtForms, support a collaborative city-wide approach to arts and cultural learning, to meet the needs of all children in Leeds.

### **The Arts team regularly work in partnership with:**

Artemis  
West Yorkshire Playhouse and First Floor  
Leeds Grand Theatre and the City Varieties  
The Carriageworks  
Otley Courthouse  
Yorkshire Dance  
Northern Ballet  
Phoenix Dance  
Northern School of Contemporary Dance  
Leeds Town Hall  
Leeds Libraries and Studio 12  
Leeds Museums and Galleries

Leeds Young Film  
The Tetley  
Breeze Leeds  
Child Friendly Leeds  
Cape UK  
Scrap Creative Reuse  
Leeds Apprenticeship Hub  
Leeds City College  
Leeds College of Art  
University of Leeds  
Leeds Beckett University

## ArtForms ARTS CPD Calendar 2016-17

*Please note: this calendar is subject to change and will be added to throughout the year*

As part of the ArtForms ARTS SLA, you are entitled to select up to three twilight sessions, one half day session and one full day training session from the calendar below over the course of the year. All training sessions are subject to change and will be regularly updated.

		Twilight CPD 4.00pm - 5.30 pm	Half Day CPD 1.00pm - 4.00 pm	Full Day CPD	Bespoke Support
<b>SUMMER 2016</b>	June		<p><b>Bread and Beyond</b>  <b>15<sup>th</sup> June 2016: <i>Love Bread</i></b>  <b>NB this session is 9am – 12pm</b>                      Discover how making bread can support D&amp;T, Science, Geography and SMSC, as well as being great fun!  <b>Suitable for F, KS1 &amp; KS2 teachers</b></p> <p><b>Making Marks With Meaning</b>  <b>30<sup>th</sup> June 2016: <i>Clare Price</i></b>                      Drawing can communicate ideas more effectively than words, developing children’s visual literacy skills and understanding. This practical session will cover lots of ideas in basic drawing techniques, including cross curricular approaches.  <b>Suitable for F, KS1 &amp; KS2 teachers</b></p>		

		Twilight CPD 4.00pm - 5.30 pm	Half Day CPD 1.00pm - 4.00 pm	Full Day CPD
AUTUMN 2016	September	<p><b>Print Making</b> <i>Date tbc: Leeds College of Art</i> Learn how simple printing techniques can be used to create bespoke wrapping paper and festive cards, all set for a Christmas class enterprise project. <b>Suitable for F, KS1 &amp; KS2 teachers and HLTAs</b></p> <p><b>Clay Making for Beginners</b> <i>Date tbc</i> This practical session covers everything from identifying the most suitable clay, to simple techniques, to glazing. <b>Suitable for F, KS1 &amp; KS2 teachers and HLTAs</b></p>	<p><b>Performance Poetry</b> <i>Date tbc</i> Poetry can be a great way to explore and celebrate different cultures. Set within the context of Black History Month, this training will also support Literacy and SMSC curriculum. <b>Suitable for KS1 &amp; KS2 teachers, Literacy Leaders</b></p> <p><b>Maths Mastery</b> <i>21<sup>st</sup> September 2016: Patsy Lyttle and Jane Zanzottera</i> Delve into the Artemis collection and learn practical ways that objects and art can help develop a deeper understanding of mathematical concepts and procedures. <b>Suitable for KS1 &amp; KS2 teachers, Maths Leaders</b></p>	
	October	<p><b>Paint Perfect</b> <i>4<sup>th</sup> October 2016: Alan Pergusey</i> Children love painting, but often adults can find painting daunting. Become more confident in using and working with a range of different paints. <b>Suitable for F, KS1 &amp; KS2 teachers and HLTAs</b></p>	<p><b>CRAFT: Weaving</b> <i>Date tbc: Agnis Smallwood</i> Discover accessible ways to teach weaving as part of the art and local history curriculum. <b>Suitable for F, KS1 &amp; KS2 teachers</b></p>	<p><b>What is a D&amp;T Coordinator?</b> <i>12<sup>th</sup> October 2016: Gareth Pimley</i> The day will include a strategic overview of the role and will cover whole school development, progression and assessment. <b>Suitable for D&amp;T subject leaders</b></p>
	November	<p><b>Digital Storytelling</b> <i>Date tbc: Alison Smith</i> Learn how to use simple iPad technology and 2D pictures to develop storytelling in the classroom.</p> <p><b>Illustration</b> <i>Leeds College of Art</i> Combine writing and illustrations to engage pupils and help them bring their ideas and storytelling to life. <b>Suitable for F, KS1 &amp; KS2 teachers and HLTAs</b></p>		<p><b>What is an Art Coordinator?</b> <i>1<sup>st</sup> November 2016: Susan Coles</i> The day will include a strategic overview of the role and will cover whole school development, progression and assessment. <b>Suitable for Art subject leaders</b></p>

		Twilight CPD 4.00pm - 5.30 pm	Half Day CPD 1.00pm - 4.00 pm	Full Day CPD	Bespoke Support
<b>Spring 2017</b>	January	<p><b>Creative Uses for Pinhole Cameras</b> <i>Date tbc</i> Learn how to develop pupils understanding of light, by exploring it within the context of pinhole cameras. <b>Suitable for F, KS1 &amp; KS2 teachers</b></p> <p><b>Poetry (Spoken Word)</b> <i>Date tbc</i> Poetry is for everyone! This session aims to develop teachers' confidence in writing and performing poetry with their pupils. <b>Suitable for F, KS1 &amp; KS2 teachers</b></p>	<p><b>Assessment in Art</b> <i>25<sup>th</sup> January 2017: Anna Pickard</i> In a world without levels, how is visual art being assessed? Assessment in Art is a practical session designed to introduce delegates to 'real life' approaches to assessing pupils work. <b>Suitable for Art subject leaders</b></p>		<p><b>Review and Support Meetings:</b> 1:1 meetings with Arts SLA schools.</p>
	February	<p><b>Sketchbooks</b> <i>Date tbc: Lou Sumray</i> Explore how sketchbooks can be used as a rich resource for documenting and recording children's ideas and inspiration. <b>Suitable for F, KS1 &amp; KS2 teachers and HLTAs</b></p>	<p><b>Maths Mastery</b> <i>8<sup>th</sup> February 2017: Patsy Lyttle and Jane Zanzottera</i> Delve into the Artemis collection and learn practical ways in which objects and art can help develop a deeper understanding of mathematical concepts and procedures. <b>Suitable for F, KS1 &amp; KS2 teachers and Maths Leaders</b></p>		
	March	<p><b>Creative Materials</b> <i>Date tbc: Alison Smith</i> Link Science and Art together by learning how different materials can be used and recycled depending on their properties. <b>Suitable for F, KS1 &amp; KS2 teachers</b></p> <p><b>Local History: Fun and Games!</b> <i>Date tbc: Matthew Bellwood</i> Bring local History to life with this interactive session exploring ways in which a locality can be brought to life through storytelling, drama and art. <b>Suitable for F, KS1 &amp; KS2 teachers</b></p>	<p><b>Outdoor Games</b> <i>Date tbc: Annie Berrington: Get Out More CLC</i> Learn (and have a go!) at games designed to get pupils playing, working together and enjoying their school grounds. <b>Suitable for F, KS1 &amp; KS2 teachers, HLTAs and lunchtime supervisors</b></p> <p><b>Creative school gardening</b> <i>Date tbc: Grow to School CLC</i> Hands on and imaginative ways to be creative and get pupils into growing – suitable for even reluctant horticulturalists.</p>	<p><b>Time for the Arts</b> <i>Date tbc</i> <b>Arts Co-ordinators Strategy Day</b> The Arts can support teaching and learning across all subject areas. This practical day will explore links across core subjects and look at how the Arts can be used as a tool for engaging and inspiring learners.</p>	

# Appendix A

## CUSTOMER SERVICE STANDARDS

The principles of good customer service should apply every time we interact with a customer, whether external or internal.

To ensure we and our customers know what level of service to expect, the service has adopted a set of minimum Customer Service Standards, which all staff should aim to achieve.

### **In our frontline offices and receptions, we will:**

- publish the opening hours, telephone numbers, e-mail address and website address, for customers to contact us;
- let customers know how long they may have to wait if they do not have an appointment;
- see customers on time if they have an appointment;
- have supply of feedback forms available;
- provide customer-friendly environments;
- provide confidentiality if needed.

### **When customers telephone us, we will:**

- answer the telephone within six rings;
- take a brief message for colleagues who are not there. The message should include the caller's name, telephone number, date, time and a brief message;
- return calls by the next working day if a message is left on an answer telephone or voicemail;
- explain to callers what will happen when we put them on hold or transfer them;
- be prepared for the customer when we make a call.

### **When customers send us letters, faxes and e-mails, we will:**

- provide an acknowledgement **within three working days** and a full response **within ten working days**. If we cannot provide a full response in this time, we will contact them to explain why and let them know when they can expect a full response;
- end all e-mails to external customers with our name, telephone number and website address, and an explanation of how to give us feedback.

### **When we speak to customers, we will:**

- be polite and courteous;
- welcome them;
- give our name;
- treat them with respect;
- listen and give them our full attention;
- give help.