

# *Welcome to Hendon School*

*Embarking on the next stage of your educational journey.*



Believe

Achieve

Lead

Belong



[www.hendonschool.co.uk](http://www.hendonschool.co.uk)



# Headteachers' Welcome

Dear Year 6 Student,

Welcome to Hendon School!

We're genuinely delighted that you will be joining our school community. Whether you are arriving from another local school, another part of the UK, or from overseas, we understand that joining a new school can feel like a big step. You may be feeling excited, curious, or even a little nervous. Please know that you are not alone, and that we are here to support you every step of the way.

At Hendon School we pride ourselves on being more than just a place of learning – we are a family. A large, diverse and vibrant family that thrives on mutual respect, shared values, and a deep commitment to inclusion. We believe every student brings something unique and valuable to our community and we are excited to learn with you and from you.

This booklet has been designed to help you settle in quickly and confidently. It contains key information to guide you through transition, your first days and weeks. This booklet will help you make the most of your time with us.

We work in close partnership with parents, local primary schools, and the wider community—both nationally and internationally. Our transition programme is highly regarded, and we are proud of the strong relationships we build with our feeder schools to ensure continuity, inspiration, and support for all students.

Hendon School is a place of high expectations and high support. We are passionate about education and deeply committed to academic excellence, personal growth, and fostering a strong sense of belonging. We look forward to getting to know you and your family, and to supporting you on your educational journey.

Welcome to Hendon School.

Dr. Rhona Povey

Headteacher

Mr Craig McGuire

Headteacher



When you arrive at school at 8.20am, you will be met by members of the Senior Leadership Team, who will direct you where to meet your Head of Year, Deputy Head of Year and Form Tutor. You will start with line up and then an assembly. Once you get to your class you will be issued with your timetable. During the morning, you will play some games, to get to know other people in your class. Then you will be given a tour of the school and attend your first lessons.

- Wear your full school uniform and bring all the equipment you need in a suitable bag. We recommend a backpack, which is suitable for carrying everything around.
- Equipment will include: writing materials (pens, pencils, coloured pencils, compass, scientific calculator), a water bottle and packed lunch if you are not having a school meal.

## **Tutor Group and Important Contacts**

You will be assigned a tutor group when you start at Hendon School. You will meet with your tutor every morning to have mentoring time. Your mentor is the person who can help you with any issues. These staff members monitor attendance, behaviour, and academic progress, and act as the first point of contact for you and parents/carers. They are supported by a deputy Head of Year and Head of Year.

Each morning during mentoring you will either have an assembly or a structured activity. Activities might include reading, personal development, wellbeing, house competition, current affairs or quizzes.

### **Important contacts**

<b>My form tutor is</b>	
<b>My tutor group number is</b>	
<b>My tutor room class is</b>	
<b>My Head of Year is</b>	
<b>My deputy Head of Year is</b>	
<b>My house is</b>	

## Contact list

Communication is very important to us at Hendon School and we are aware that it can be difficult to know who to contact in a large school. Please have a look at the list of main contacts for the key people you may need to contact. If you are contacting a teacher, it is often easier to email. If you do not know their email address, please contact the main office where they will be able to provide this for you.

### Main office

All queries can be guided through the main office.

Phone: 020 8202 9004 or email via [info@hendonschool.co.uk](mailto:info@hendonschool.co.uk)

### Attendance line

If your child is going to be late or absent, please phone **before** 8.30am

Phone 020 8202 9004 and select option 1 or email [attendance@hendonschool.co.uk](mailto:attendance@hendonschool.co.uk)

### Medical conditions or Free School Meals

If your child has a medical condition or you need to ask a question about Free School Meals, please contact Mrs Shah

Phone 020 8202 9004 ext. 246 or email [ShahSh@hendonschool.co.uk](mailto:ShahSh@hendonschool.co.uk)

### Pastoral Concerns

First point of contact should be your child's tutor, deputy Head or Head of Year.

Year group	Head of Year	Email address
<b>7</b>	Mr Hall	<a href="mailto:HallG@hendonschool.co.uk">HallG@hendonschool.co.uk</a>
<b>8</b>	Mr Lynch	<a href="mailto:LynchD@hendonschool.co.uk">LynchD@hendonschool.co.uk</a>
<b>9</b>	Miss Jordan	<a href="mailto:JordanG@hendonschool.co.uk">JordanG@hendonschool.co.uk</a>
<b>10</b>	Mr Dickie	<a href="mailto:DickieM@hendonschool.co.uk">DickieM@hendonschool.co.uk</a>
<b>11</b>	Ms Williams	<a href="mailto:WilliamsP@hendonschool.co.uk">WilliamsP@hendonschool.co.uk</a>
<b>Sixth Form</b>	Mr Harper	<a href="mailto:HarperC@hendonschool.co.uk">HarperC@hendonschool.co.uk</a>

### Academic Concerns

In the first instance please contact your child's tutor. If you do not have their email address, please contact the main office for support.

### Safeguarding

If you need to report a safeguarding concern – during school hours, please contact the main office, where you will be directed to the most appropriate member of staff.

If it is outside of school hours or you prefer to write your concerns, then please use the Sharp system <https://hendonschool.thesharpsystem.com>

If someone, outside of hours, is in immediate danger please phone 999.

## Timings of the school day

### Years 7, 8 and 9

Mon – Thurs Timings	Activity	Friday Timings
8.30am	Line up	8.30am
8.35am	Mentoring / assembly	8.35am
9.05am	Period 1	9.05am
10.05am	Period 2	9.55am
11.05am	Break	10.45am
11.25am	Period 3	11.05am
12.25pm	Lunch/Period 4	11.55am
1.10pm	Period 5	12.40pm
2.10pm	Period 6	1.30pm
3.10pm	End of the day	2.20pm

### Years 10,11,12 and 13

Mon – Thurs Timings	Activity	Friday Timings
8.30am	Line up	8.30am
8.35am	Mentoring / assembly	8.35am
9.05am	Period 1	9.05am
10.05am	Period 2	9.55am
11.05am	Break	10.45am
11.25am	Period 3	11.05am
12.25pm	Period 4	11.55am
1.10pm	Lunch/ Period 5	12.40pm
2.10pm	Period 6	1.30pm
3.10pm	End of the day	2.20pm

Students can arrive at school from 7.30am. The canteen is open, supervised and offers free breakfast to all students.

Some sports clubs run from 7.45-8.20am. These will be advertised in the Hendon Newsletter.

The library opens at 8am each morning and closes at 5pm (Monday-Thursday) and 4pm (Friday).

## Term dates 2026-2027

### Autumn Term

Autumn Term	Dates
1st half term	Tuesday 1 <sup>st</sup> September - Friday 23 <sup>rd</sup> October 2026  Inset Day: Tuesday 1st and Wednesday 2nd September  Thursday 3rd September: <ul style="list-style-type: none"> <li>• Y7 Induction Day and Y12 Enrolment Day</li> <li>• Academic Review Day Y8-11 and Y13</li> </ul>
Half term holiday	<b>Monday 26<sup>th</sup> October - Friday 30<sup>th</sup> October</b>
2nd half term	Monday 2 <sup>nd</sup> November - Friday 18 <sup>th</sup> December
School holiday	Monday 21 <sup>st</sup> December – Monday 4 <sup>th</sup> January

### Spring Term

Spring Term	Dates
1st half term	Tuesday 5 <sup>th</sup> January - Friday 12 <sup>th</sup> February 2027
Half term holiday	<b>Monday 15<sup>th</sup> February - Friday 19<sup>th</sup> February</b>
2nd half term	Monday 22 <sup>nd</sup> February – Thursday 25 <sup>th</sup> March
School holiday	Friday 26 <sup>th</sup> March - Friday 9 <sup>th</sup> April <i>Easter weekend Friday 26<sup>th</sup> March - Monday 29<sup>th</sup> March</i>

### Summer Term

Summer Term	Dates
1st half term	Monday 12 <sup>th</sup> April - Friday 28 <sup>th</sup> May 2027 <i>May Bank Holiday Monday 3<sup>rd</sup> May</i>
Half term holiday	Monday 31st May - Friday 4 <sup>th</sup> June <i>Spring Bank Holiday Monday 31<sup>st</sup> May</i>
2nd half term	Monday 7 <sup>th</sup> June - Monday 22 <sup>nd</sup> July
School holiday	Tuesday 23 <sup>rd</sup> July

There are further Inset Days to be organised, and these will be communicated to parents/carers by letter via email or our app.

## Subjects at Hendon

### Key stage 3

Students in Year's 7, 8 and 9 are members of Key Stage 3. They study a broad curriculum which includes the following subjects:

<b>Core subjects</b>		English
		Maths
		Science (Biology, Chemistry and Physics)
<b>Foundation subjects</b>	Humanities	Geography, History, Religious Studies
	Creative Arts	Art, Dance, Drama, Music
	Design and Technology	DT, Food Technology and Textiles
	Languages	Choice from French, German, Japanese or Spanish
	Other subjects	PE, Computer Science
SMART Futures (PSHE, Citizenship and Careers)		

### Key Stage 4

Students in Year 10 and 11 are members of Key Stage 4. This is when students will study for their GCSE or equivalent exams.

All students will study a core curriculum of:

<b>Core subjects</b>	English Language and most will also study Literature
	Maths
	Science (Biology, Chemistry and Physics) – this will be a double award worth 2 GCSE's or a triple award worth 3 GCSE's
	Religious Studies

Students will also study a GCSE Modern Foreign Language from a choice of French, German, Japanese or Spanish, depending on which subject they have studied at Key stage 3.

Those students who speak a community language also have the option to sit a GCSE in this language. Students in Year 9 and 10 can apply in the January of each year.

During the February of Year 9, students will select 2 subjects to study at GCSE from an extensive list that includes: (subject to availability)

Art	Geography
Drama	History
Dance	Psychology
Photography	Sociology
Music	PE
Film Studies	Computer Science
Design and Technology	ICT
Food Technology	Business

# School Uniform

Our uniform reflects our values of respect and pride in our community. We are proud of our students and those that wear their uniform correctly.



Uniform items (those with a logo) have to be purchased from [www.schoolwearofhendon.com](http://www.schoolwearofhendon.com)

School Wear of Hendon is located at 140 Brent Street, Hendon NW4 2DR.

<b>School uniform</b>	
<b>Must be bought from the uniform shop</b>	<b>Can be bought from any shop</b>
Blazer with school badge Tie (colour dependent on year group) Jumper with logo (optional) Red t-shirt with logo	White shirt (long or short sleeved) Black tailored trousers or navy-blue skirt (knee or full- length) Black shoes Trainers are only permitted for PE or Dance Black shorts (no large logo's) Plain navy-blue jogging bottoms – no logo (optional) Blue/ black tights or socks Blue or black jacket/coat (logos should be minimal)  Headscarf if worn must be – plain navy, black or white

## **Jewellery and make up**

Maximum of two small stud earrings

No facial piercings with the exception of a small single nose stud

No excessive makeup or nail extensions

One religious necklace (to be worn under the shirt).

## **Additional support for uniform**

We have worked hard to ensure our uniform costs are kept as low as possible. However, we do understand that sometimes it can be difficult for parents to purchase everything that is required. To help parents we offer pre-loved uniform. All uniform is washed before it is put on sale. Please speak to your child's Head of Year or Reception to access the shop which is by appointment only.

<b>Item</b>	<b>Costs</b>
Blazers	£10
Jumper	£2
Skirt/ Trousers	£2
PE t-shirt	£1
PE shorts	£1
Tie	£1
There may be additional items available e.g. shoes, jackets, bags etc. These are individually priced	

In some circumstances we are able to signpost you to charities that can also offer additional help to purchase school uniform.

## **Mayor's Benevolent Fund**

Applicants can apply for a grant of £100 to help with the cost of school uniform. This grant is for children aged 11 or over who are:

- transferring from primary to secondary school
- starting a new secondary school

How and when to apply for the Mayor's Benevolent Fund:

The application window will be open from Wednesday 1st July 2026 to Friday 31st July 2026.

# Canteen

## Breakfast:

The school canteen is open for breakfast from 7.30am each morning.

**All** students can have toasted bagels and a choice of cereals for **free every day**.

There are also items to purchase additional breakfast items including hot chocolate, croissants and cheese on toast.



## Breaktime:

The canteen offers a range of snacks for student to purchase, these include wraps, pizza, sandwiches and fruit.



## Lunchtime:

The canteen serves a range of meals and snacks during the week. The kitchen is Halal and offers vegetarian options. Allergen information is also displayed, which students can check. They can also speak to the chef to check allergens if they are not sure.

*The Free School meals (FSM) lunch allowance comes into effect at midday.*

**The lunch allowance is £2.60. This will buy a main meal and either a pudding or a drink.**

Menus are displayed on our website and change weekly. Here is one of our previous menus

STREATERIES
LUNCH MENU

**WEEK 1**  
2/9, 23/9, 14/10, 4/11,  
25/11, 16/12, 6/1, 27/1

**MON**

**TUE**

**WED**

**THU**

**FRI**

<b>MAINS</b>	<p><b>MEATBALL MARINARA PASTA BAKE</b> topped with Cheesy Garlic Crumbs</p> <p><b>ASPENS LOADED MAC &amp; CHEESE</b> ✓ with Spring Onion, Pepper &amp; Garlic</p>	<p><b>NASHVILLE BAKED CRISPY CHICKEN BURGER</b> with Ranch Slaw</p> <p><b>CAJUN SPICED BAKED VEGGIE BURGER</b> ✓ with Ranch Slaw</p>	<p><b>ROAST CHICKEN, STUFFING &amp; APPLE SAUCE</b> with Gravy <small>Either as a classic roast dinner or loaded into a 1/2 baguette</small></p> <p><b>ROASTED ROOTS</b> ✓ <b>FILO STRUDEL</b> ✓</p>	<p><b>GARLIC CHILLI CHICKEN CURRY</b></p> <p><b>SWEET &amp; SOUR CHICKPEA VEGETABLE</b> ✓ <b>PATHIA CURRY</b> ✓</p>	<p>Choose from: <b>BATTERED FISH SAUSAGE or VEG SAUSAGE</b> (battered or plain) ✓ <b>Margherita Pizza</b> ✓ <b>Chicken Nuggets</b> ✓ <b>Chips</b> ✓</p>
<b>SIDES</b>	<b>CRUNCHY RAINBOW SALAD</b> ✓	<b>CRISPY BAKED HOME FRIES</b> ✓	<b>SKIN ON ROASTIES CARROTS &amp; BROCCOLI</b> ✓	<b>CARDAMOM RICE &amp; GREEN BEANS</b> ✓	<b>MINTY PEAS, BAKED BEANS, GRAVY OR CURRY SAUCE</b> ✓

**- PASTA & NOODLE POTS -**

HALAL CARBONARA PASTA	VEGGIE THAI STYLE NOODLE POT ✓ ITALIAN TOMATO PASTA - DAILY ✓	BOLOGNESE PASTA	CHINESE CHICKEN CHOW MEIN NOODLES
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BEANS - CHEESE - **JACKET POTATOES** - TUNA MAYO - SIMPLY PLAIN

<b>BIG BOWL SALAD</b>	<p><b>CHICKEN CAESAR SALAD</b></p>	<p><b>FALAFEL &amp; POMEGRANATE COUSCOUS SALAD</b> ✓</p>	<p><b>QUINOA &amp; FETA SUPERFOOD SALAD</b> ✓</p>	<p><b>HARISSA ROASTED CAULIFLOWER, CHICKPEA &amp; SPINACH SALAD</b> ✓</p>	<p><b>TIKKA CHICKEN &amp; MINT YOGURT SALAD</b></p>
<b>DESSERTS</b>	<b>WARM LEMON DRIZZLE SPONGE</b> with Custard	<b>BLACK &amp; WHITE SHORTBREAD COOKIE</b>	<b>STICKY TOFFEE PUDDING</b> with Toffee Sauce	<b>FLAPJACK</b>	<b>STRAWBERRY TRIFLE POT</b>

Daily Meal Deals  
Regular  
Chef's Specials

Freshly Made from Scratch  
**DAILY!**

Fresh Cut Fruit & Yogurt Pots  
Available Daily

HANDCRAFTED DELI SANDWICHES, BAGUETTES, WRAPS, SALADS & MORE!

**DELI KITCHEN**  
HOT GRAB & GO

Our canteen is cashless; students can top up in the canteen or parents can pay on-line. The till system uses a biometric system, which parents must consent to for students to access the canteen.

### Free School meals

Free School Meals are funded by the government to parents/ carers in receipt of certain benefits. Parents/ Carers should apply directly via the eligibility checker <https://pps.lgfl.org.uk/> and then email the eligibility certificate to [medical@hendonschool.co.uk](mailto:medical@hendonschool.co.uk) so that their entitlement can be actioned. Without this your child will not be able to claim their Free School meal.

# Homework

Staff regularly assign homework across Years 7–13 to reinforce classroom learning and foster independent study. A variety of support is in place to help students complete homework successfully. The school library offers a quiet environment where students are expected to read, study or complete homework during break or lunchtime. Many departments run dedicated revision or homework clubs. Failure to complete homework can lead to sanctions.

Parents and carers are expected to play an active role in homework too. Hendon School provides each parent with an Arbor login so they can view their child's timetable and homework calendar.

At Hendon School we are changing the name of homework to home learning from later this year.

Parents/ carers are also expected to support learning at home—by providing a suitable study environment, encouraging regular reading, and fostering good study habits. We want to ensure that homework effectively contributes to each student's progress.

## Online Platforms and Resources

At Hendon School we utilise a range of online tools to set and support homework/home learning. The main virtual learning platform is Arbor, where teachers post assignments and resources. Students can also access their timetables through this link.

Students also use subject-specific websites:

- Science homework is often set on **Seneca**
- Maths homework is often set on the **Sparx Learning** platform

We expect students to take responsibility for managing their homework. This means checking their homework on Arbor and allowing sufficient time to complete the work. Teachers set clear deadlines and students know that failing to meet them can result in consequences (e.g. detentions). Students are encouraged to ask questions promptly if they do not understand an assignment, certainly before the due date. They are also encouraged to make use of the library and/or after-school clubs as needed to gain extra support.

On starting Hendon School students will be issued with their computer and Arbor log-in details which they should remember/ keep securely.

## Seneca (Science Homework)



Seneca Learning is a free online platform offering interactive revision materials tailored to various subjects and exam boards, including those relevant to Hendon School students. To effectively utilise Seneca for your studies, follow these steps:

- Create an Account: Visit the Seneca Learning website at [www.senecalearning.com](http://www.senecalearning.com)
- Click on "Sign Up" students should then enter your school email address and create a password to set up your account.
- If you are having any problems, see your science teacher for help.

## Sparx (Maths Homework)



To create your Sparx maths account by going to [www.sparxmaths.co.uk](http://www.sparxmaths.co.uk)

Most of the maths homework is set through Sparx's:

- Select create new account towards bottom of screen
- Select Hendon School from the list
- Enter your first name, last name and date of birth
- Make a note of the username that it generates for you in your maths exercise book
- Create your own password

If you are having any problems, see your maths teacher for help.

## Oak National Academy (All subjects)



Oak National Academy is a free online learning platform funded by the Department for Education, providing high-quality video lessons, quizzes and worksheets across a wide range of subjects.

Designed by qualified UK teachers, it supports students from Reception to Year 11 and is particularly helpful for reinforcing classroom learning and catching up on missed work.

<https://www.thenational.academy>

# Rewards and Sanctions

At Hendon School, we are committed to maintaining a calm, purposeful and respectful learning environment. We set **clear expectations** for student behaviour both inside and outside the classroom. Our Climate for Learning policy promotes personal responsibility, respect for others, and pride in achievement. As part of the admissions process you will have signed the Home School Agreement, which outlines our expectations of how we will all work together.

## Behaviour Expectations

Students are expected to:

- Arrive on time and fully equipped for all lessons.
- Demonstrate respect to staff, peers, and the school environment.
- Complete all classwork and homework to a high standard.
- Follow instructions immediately and contribute positively to lessons.

We reinforce these expectations through consistent routines and the support of our teaching and pastoral staff.

## Rewarding Positive Behaviour

We celebrate effort, achievement and positive conduct through a structured **rewards system**. This includes:

- **Achievement Points:** Awarded for academic effort, progress, leadership and community contribution.
- **Golden tickets:** 25 students each week are celebrated for their outstanding commitment to learning.
- **Subject and Tutor Awards:** Issued monthly to recognise outstanding commitment and attitude to learning.
- **Celebration Assemblies:** Held at key points throughout the year to highlight individual and group successes.
- **Trips and Activities:** Eligible students may receive invitations to reward trips or events based on their achievements.

This system ensures that students who embody Hendon's values and consistently strive to do their best are acknowledged and encouraged.

## Sanctions for Misconduct

We apply a **clear, stepped system of sanctions** when behaviour falls short of expectations. These include:

- **Verbal Warnings:** Issued during lessons to redirect inappropriate behaviour.
- **Detentions:** Lunchtime or after-school detentions are used for repeated disruption, missing homework, or breaches of conduct.
- **Behaviour Reports:** Students may be placed on daily report to their form tutor, Head of Year or senior staff to monitor behaviour closely.
- **Internal Exclusion (Reset):** For more serious incidents, students may be removed from lessons to complete work under supervision.
- **Fixed-Term Suspensions:** Applied when behaviour seriously disrupts learning or violates the school's code of conduct.

## The House System at Hendon School

Our House System is central to school life and helps to build community, competition, and belonging across all year groups.

There are four Houses:



When students join Hendon School, they are assigned to one of these Houses. Students remain in the same House throughout their time at Hendon School. It will form part of their identity within the school.

Students will be given their house badge when we visit them at their primary schools. They can wear this on their uniform.

House Competitions take place throughout the year. Students can compete in a range of different events including:

- Sports
- Academics
- Creative Arts
- Community service
- Special events like Sports Day and House Week

Student achievements contribute towards a House's success. All staff are also assigned to a House which encourages teamwork, pride, and friendly competition.

## Attendance/ punctuality

At Hendon School, we place great importance on excellent attendance and punctuality, recognising that both are essential for academic success and personal development. We expect all students to attend school every day and on time, ready to engage fully in learning. The minimum target for attendance is **97%**.

The school monitors attendance closely and works in partnership with families to address any barriers, offering early support where needed. It is important that we work in partnership to ensure success. Persistent absence or lateness is followed up promptly and may result in more formal interventions. Fixed Penalty Notices (FPN's) may be issued where attendance falls below acceptable levels. By promoting a strong culture of reliability and responsibility, we help students develop the habits necessary for lifelong success.

### To report an absence:

If your child is going to be late or absent, you can email [attendance@hendonschool.co.uk](mailto:attendance@hendonschool.co.uk) or phone 020 8202 9004 and select option 1.

When reporting an absence, please leave your child's name, their form group, the reason for absence and the anticipated day of return. We ask that you also leave your name and your relationship to the child whose absence you are reporting.

### There are 175 non-school days a year

175 days to spend with family on visits, holidays, shopping or other appointments

School is too important to your child's life chances to miss.

0 Days off 190 Days attended	<b>100%</b>	<b>Perfection</b> <i>"Excellent achievement"</i>
4 school days off each year	<b>98%</b>	<b>Impressive</b>
7 school days off each year	<b>96%</b>	Nearly there
9 school days off each year	<b>95%</b>	<b>Can be improved</b> <i>"Increase you chances of better grades"</i>
11 school days off each year	<b>94%</b>	<b>Needs to improve</b>
20 school days off each year	<b>90%</b>	<b>Serious Concerns</b> <i>"Classed as persistent absentee" referred to Education Welfare Service</i>
30 school days off each year	<b>85%</b>	<b>Risk of Prosecution</b>
38 school days off each year	<b>80%</b>	<i>"Can be damaging to a student's social, emotion and mental wellbeing"</i>

## Persistent absence

Persistent absence is classed as any absence that equates to over 10% of the academic year at any given time. Any learner who appears on the persistent absence list will be monitored.

Please note that 90% on a test is seen as a positive achievement but in attendance terms anything less than 90% is a serious concern and may lead to more formal intervention.

90% at the end of Half Term	Days missed will class as persistent absence
End of half term 1	3 days in total
End of half term 2	6.5 days in total
End of half term 3	10 days in total
End of half term 4	13.5 days in total
End of half term 5	16.5 days in total
End of half term 6	19 days in total

If you miss	That equals	Which is	And over your school life that's ...
1 day a fortnight	20 days a year	4 weeks per year	Nearly 1.5 years missed education
1 day a week	40 days a year	8 weeks per year	Over 2.5 years missed education
2 days a week	80 days a year	16 weeks per year	Over 5 years missed education
3 days a week	120 days a year	24 weeks per year	Nearly 8 years missed education

## Punctuality

Getting your child to school on time really does matter. Our mentoring sessions are focused on literacy, important announcements and pastoral support, relevant to the year group.

If in a school year your child is late everyday	Each year your child would have lost approximately	This is the equivalent of
5 minutes	3 days from school	16 lessons lost
10 minutes	5 days from school	32 lessons lost
15 minutes	8 days from school	48 lessons lost
20 minutes	11 days from school	63 lessons lost
30 minutes	16 days from school	95 lessons lost

Students who are late to school will be issued a detention, in most cases this will be on the same day.

### To report an absence:

If your child is going to be late or absent, you can email [attendance@hendonschool.co.uk](mailto:attendance@hendonschool.co.uk) or phone 020 8202 9004 and select option 1.

## Pastoral Support and Wellbeing

At Hendon School, student wellbeing is at the heart of everything we do. We believe that young people thrive when they feel safe, valued and supported. We are proud to offer a comprehensive pastoral care system that nurtures personal development alongside academic success. We promote a culture where diversity is celebrated, kindness is modelled and all students are encouraged to speak openly about their feelings. All students are taught to respect and value difference and to support one another as part of a cohesive and caring school community.

### **A Structured Support System**

Every student is placed in a form group, with a dedicated Form Tutor who serves as the first point of contact for daily support. Form tutors are supported by a deputy Head of Year and Head of Year, who work in collaboration with Student Services and the Safeguarding and Welfare team. The staff meet regularly to identify students who may require additional support, ensuring timely and coordinated interventions.

Wellbeing is embedded in our school ethos and curriculum. We offer:

- Timetabled SMART Futures lessons that address mental health, resilience, relationships, and digital safety.
- Assemblies and mentoring-time activities designed to build emotional literacy, empathy and self-awareness.
- Twice a year students complete a wellbeing survey to check how well we are supporting our students but also identify those who may need additional support.
- Access to our Student Services Team, which includes trained staff who support with medical needs, emotional health, and referrals to external agencies where appropriate.
- A range of wellbeing practitioners who provide one-to-one or small-group support when required.

### **Student wellbeing support:**

We know that many of our students benefit from having other students to support them. We have trained several groups to offer additional support.

- Peer mentors – Year 8 students support those in Year 7 through the transition process.
- Antibullying ambassadors – run a range of activities and will listen to students concerns re bullying
- Buddy welcome team – support new students when they start Hendon after the beginning of Year 7
- Wellbeing ambassadors – run a range of activities, supervise the wellbeing room and act as trained listeners for students who may have a range of different concerns.

Together, we aim to ensure that every student at Hendon feels seen, heard and supported and has the confidence to succeed both in and beyond the classroom.

# Safeguarding

At Hendon School, safeguarding is important and underpins everything we do. We are committed to providing a secure, nurturing and respectful environment in which all students can flourish.

Our Safeguarding Team is led by Designated Safeguarding Lead (DSL) Tamioka Sooknanan, supported by Deputy DSL Peter Nye. Across the school there are an additional 6 staff who are trained as Deputy Designated Safeguarding Leads: ensuring rapid access and continuity of care through all issues.

All staff, including teachers and non-teaching, receive regular, mandatory training to recognise signs of abuse, neglect or distress and to take swift action in any concern. We embed safeguarding into everything we do—curriculum, pastoral support, school routines and external partnerships.

Students are educated about safeguarding topics such as mental health, bullying, healthy relationships and online safety through SMART Futures lessons, assemblies and mentoring sessions. We also integrate cyber-safety programmes, monitored digital access systems (Smoothwall), and curriculum-based education on online risks and responsible usage.

We maintain a zero-tolerance approach to bullying, harassment or discrimination, with robust strategies guided by our Anti-Bullying- Policy. Students can report concerns to trusted adults, to trained student ambassadors, who will work with the Safeguarding team to support the student. Students can also use the SHARP system if they want to write down their concerns or remain anonymous. To access the Sharp system <https://hendonschool.thesharpsystem.com/>

Parents and careers are encouraged to speak directly to pastoral staff. The Sharp system can also be accessed to send messages to the safeguarding team (this site is only monitored during school hours). All reports are investigated promptly and sensitively, and outcomes—including support or sanctions—are communicated clearly to all parents involved.

Our Student Services team works as a central hub for coordinating care. Team members offer first-response support—including medical care, health-care plans, therapeutic interventions, attendance and welfare coordination—and liaise with external agencies such as BICS, CAMHS and social services in multi-agency partnerships.

The Student Welfare Committee includes governors with strategic oversight, who monitor all aspects of safeguarding—behaviour, attendance, exclusions, SEND, mental health, medical policies and accessibility. The committee meets termly to review safeguarding across the school.

Safeguarding at Hendon School is not simply a policy—it is a culture of care, vigilance, and shared responsibility. We place the safety and wellbeing of every student at the forefront of our work, ensuring that students and families can join our community with confidence.

*The full Safeguarding and Child Protection Policy are available on the school website*

# Careers

We offer an extensive programme, to ensure all students and parents are supported as they move through the school. Each week a careers newsletter is sent home with information and a range of opportunities available. The team can be contacted via [Careers@hendonschool.co.uk](mailto:Careers@hendonschool.co.uk) There is also more information on our website.

## What do we do to support Careers at Hendon?

Here are just some of the things we offer

**Weekly careers newsletter**, sent to all parents

**Careers in the Curriculum** – look around the school there are Careers noticeboards e.g. languages, Geography and PE

**Careers super curriculum** – wide range of trips, speakers, summer schools and other activities

**National careers events** – National Careers, National Apprenticeship and National Green Careers weeks

**Careers advice** – all Year 11 students and others through drop-ins

**Careers Library** – lots of books with advice about careers and help with application forms and CV's etc.

### Work experience



Over 1,000 hours of online careers resources and opportunities



## How can you help your child?

**70%** of young people turn to their parents/carers first for career advice, ahead of teachers (57%)

**83%** of students reported that parents/carers were their most important influence when making decisions about higher education.

As parents or carers, you will have the opportunity to support your child's decision making at several points in their education, and these decisions will impact their future career choices.

So how can you help them make decisions that are right for them?

- **Talk regularly about careers**, aspirations and interests as part of everyday conversation, not just at key decision-making points.
- **Share your experiences**, the choices you made and your skills with your child, whether you currently are in work, you are a full-time parent, you are seeking work or you are retraining.
- **Encourage your child to be curious** and work with them to research their options even if you don't know the answers yourself.

## Extra-curricular activities

At Hendon School, we are committed to providing rich and varied educational experiences that extend beyond the classroom. Our extensive extra-curricular programme plays a vital role in developing students' confidence, creativity, leadership and sense of belonging. We believe that participation in enrichment activities helps students grow into well-rounded, resilient individuals who are prepared for life beyond school. As a result, we keep the majority of our clubs free so that all students can access them.

We offer a wide range of clubs and activities to suit all interests and abilities, including:

- **Sports Clubs:** Football, basketball, netball, table tennis, athletics and more, with opportunities for students to represent the school in a variety of competitions.
- **Performing Arts:** Choir, drama productions, dance clubs and instrumental tuition, culminating in annual showcases and school performances.
- **STEM and Academic Societies:** Science Club, debating, chess and creative writing groups that stretch students' intellectual curiosity.
- **Creative and Practical Arts:** Art and design workshops, photography club, Anime and Manga with opportunities for students to exhibit their work.
- **Leadership and Service:** Student Voice, peer mentoring, buddy support, the wellbeing team, Duke of Edinburgh's Award, and volunteering initiatives that are recognised by national certificates.

Clubs run before school, during lunchtime or after school and are open to all. The timetable is published each term in the Hendon School newsletter.

### **Celebrating Participation and Achievement**

Student participation in extra-curricular activities is recognised and celebrated through our House System, school newsletters, rewards assemblies and special events. Whether on the sports field, in the science lab, or on stage, our students are encouraged to take pride in their interests and achievements.

### **A Commitment to Holistic Education**

We believe that education is about more than exam results. Our extra-curricular programme reflects Hendon School's commitment to developing the whole person - academically, socially, emotionally and culturally. By offering a broad range of experiences, we prepare our students to become thoughtful, engaged and capable individuals, ready to make a positive impact in their communities.

Year 8 students have a weekly timetabled enrichment session, where students can choose from a range of options, including kayaking, chess, rock climbing, knitting, bike riding and performing arts.

All key stage 3 students take part in an annual Enrichment Week in June. The week includes sports, STEM activities and a range of different visits.

## Parent/Carer Involvement

At Hendon School, we recognise that strong partnerships between home and school are essential for student's success. We are committed to working closely with parents and carers to support every young person's academic progress, wellbeing and personal development.

We actively encourage parents and carers to be involved in their child's education from the moment they start with us. We provide clear guidance on curriculum expectations, assessment schedules, and how families can support learning at home. Parents/ carers are invited to attend key events throughout the year, including:

- **Parent Information Evenings** – one per year group per year
- **Academic Review Day** – held twice a year
- **Year 7 Welcome Evening** – held in September/ early October
- **Year 11 Information Evening** – held in September
- **Year 9 Option Talk** – to support option choices
- **Transition events and workshops** – for students moving from Year 11 to Sixth form
- **Themed coffee mornings** – 10 held over the year on a range of different themes.

These opportunities allow families to stay informed, ask questions and collaborate with staff to ensure students are well supported.

Parents and carers are also invited to contribute to wider school life through feedback surveys, focus groups and participation in school events and celebrations of achievement.

We are committed to clear, consistent communication with all families. Where needed, we provide interpreters and translated information to support families where English is not the first language.

We also encourage parents/ carers to contact the school directly if they have concerns or queries.

## Who to contact

Good communication is vital between school and home to support the student.

### **Pastoral concerns including:**

- Frequent lateness or poor attendance – speak to form tutor or Head of Year
- Behavioural issues – speak to form tutor or Head of Year
- Social isolation or difficulty making friends – speak to form tutor or Head of Year
- Difficulties related to transition (e.g. joining Year 7 or arriving mid-year) – Head of Year
- Bullying (including online) or peer conflict – speak to form tutor or Head of Year
- Family or home circumstances impacting school life – Head of Year
- Moving house, change in contact details – speak to School office to update

### **Academic concerns including:**

- Progress in a subject – speak to the classroom teacher
- Poor homework/home learning completion – speak to the classroom teacher
- Difficulty accessing the curriculum due to additional learning needs – Head of Year/SENDCo

# Arbor

At Hendon School, we understand the importance of keeping parents informed and engaged in their child's education. That's why we use Arbor —a convenient and reliable way to send SMS text message alerts straight to your phone.

## What Can You Expect from Arbor?

Arbor is designed to provide a more accessible experience for both students and families.

Students can access their Arbor Student Portal via a web browser or the Arbor Student App. Through the portal, students can:

- View their timetable and upcoming events
- Check attendance and achievement/ behaviour points
- Access exam information (Statements of Entry, Timetables, Results)
- View report cards
- Track and submit homework assignments
- See marks and teacher feedback

All parent/guardian can access a range of information via the Arbor Parent App. Through the portal, parents/guardians can:

- Check their child's attendance
- Check their child's behaviour/ achievement points
- Check academic progress (report cards/ homework and home learning assignments)
- Check their child's timetable
- Receive messages and communication
- Pay for meals, trips or clubs
- Book parents evening and Academic Review Day appointments
- Update your child's contact details or medical information



## Mobile Phones

In response to concerns about the use of mobile phones and following consultation with our school community, Hendon School has made the decision to become a smartphone-free school for students in Years 7–11.

We are proud to be part of a growing network of Barnet schools who are united in this commitment to safeguarding and promoting student wellbeing.

We understand that many parents/carers wish to maintain contact with their children during their journey to and from school. In response to this, students will be permitted to bring a non-smart “brick” phone to school. These devices should be switched off and kept out of sight during the school day.

If you have any questions or concerns re the policy, please speak to your child’s Head of Year in the first instance.

## Social Media

Stay connected with school updates, student achievements, and community news:

**Website** - [www.hendonschool.co.uk](http://www.hendonschool.co.uk)

**Instagram**



## SEND – Special Educational Needs and Disabilities

Hendon School offers a personalised approach for students with Special Educational Needs and Disabilities (SEND). We have dedicated resources to ensure every student thrives. The Learning Hub is centrally located where students with a range of needs can receive tailored support. The SEND department run several interventions and clubs to build key skills including literacy, numeracy and social skills groups.

Every child supported by the SEND department remain part of a mainstream as much as possible, with learning adapted to meet their needs in the classroom.

The departments, highly trained staff – work with teachers, parents/carers and specialists to tailor learning for each student. All staff strive to build confidence and independence in the learners they support.

Depending on need, the school can offer a range of interventions including:

- Curriculum Support: Small-group or one-to-one support
- Literacy and Numeracy Interventions: Including guided reading for Year 7–9 readers and handwriting/typing groups for those with fine-motor or processing needs
- Language and Communication: Targeted speech-and-language support – including resources and strategies from therapists – is integrated into lessons and small group work.
- Social–Emotional and Wellbeing Support: Workshops and mentoring for social skills, anxiety, self-esteem or behavioural challenges.
- We also have a nurture room for those students who need further support.

Hendon School combines high expectations with high levels of support. We are fully committed to making sure every child with SEND needs is included, supported and enabled to succeed.

For further information, please contact:

**SENDCo:** Mr Sym Pitsialis (email: [PitsialisS@hendonschool.co.uk](mailto:PitsialisS@hendonschool.co.uk))

## HARP – Hendon Autism Resourced Provision

Our HARP has its own suite of calm classrooms and life-skills facilities (including a kitchen and rooftop garden). HARP has 21 students from Year 7-13 are supported by this specialist team. Students have an EHCP and apply directly to the provision. Here learners can work in small groups or one-to-one on social, emotional and practical skills in a structured environment. From HARP, students go to mainstream classes alongside their peers, accompanied by specialist teaching assistants. HARP follows the SPELL approach (Structure, Positive approaches, Empathy, Low arousal, Links) to reduce anxiety and help each student build confidence and friendships. In short, HARP gives students “the best of both worlds”: tailored autism-specific teaching in a separate base, along with full inclusion in school life.

For further information, please contact:

**Head of HARP:** Mrs Julie Williams (email: [WilliamsJ@hendonschool.co.uk](mailto:WilliamsJ@hendonschool.co.uk))

## PDS - Provision for Deaf students

Our PDS supports students with significant hearing loss, who use hearing aids or have a cochlear implant. Students have an EHCP and apply directly to the provision. The majority of classrooms are equipped with radio-aid and Soundfield systems to support the students.

PDS students learn oral/aural communication skills (and can learn BSL if they wish). Specialist staff (Teachers of the Deaf and support workers) provide in-class support and tutoring to support these students access the mainstream curriculum.

Students join mainstream tutor groups and have a weekly structured mentoring session – for example, reviewing homework, developing study or communication skills, and exploring deaf identity – so that they feel fully integrated and supported.

For further information, please contact:

**Head of PDS:** Mrs Kalpna Patel (email: [PatelKa@hendonschool.co.uk](mailto:PatelKa@hendonschool.co.uk))

# EAL – English as an Additional Language

Hendon School has a very diverse intake. We place a strong emphasis on support for pupils with English as an Additional Language. We recognise that learning a new language can be challenging, so Hendon provides a range of comprehensive support for EAL students. Our school community speaks over 65 home languages, and we warmly welcome students from all backgrounds

## What does EAL mean?

EAL stands for English as an Additional Language. It refers to students who speak a language other than English at home and are learning English while studying in school.

We understand that learning a new language can be challenging. That's why Hendon School offers a comprehensive and caring support system to help EAL students thrive both academically and socially.

## Key features of our EAL provision include:

### Support for students:

- **Buddy system:** New bilingual students are paired with a “buddy” who speaks the same language (where possible). This helps them settle in, understand school routines, and build friendships.
- **In-Class support:** Teachers and Learning Support Assistants use visual aids, simplified instructions, and targeted help to ensure EAL students can access the curriculum. EAL-specialist staff may assist with translation and comprehension.
- **Small Group Interventions:** We run reading groups and language workshops to build vocabulary and improve understanding for students who need extra help.
- **Homework & Revision Clubs:** EAL students can attend lunchtime or after-school sessions to get support with homework and exam preparation in English.
- **Curriculum & Exam Support:** Tailored lessons and resources prepare students for KS4 GCSE English language exams.
- **Preserving Home Languages:** Learning English at Hendon doesn't mean giving up your home language. We encourage bilingual confidence, helping students add English to their skillset while celebrating their linguistic heritage.
- **Community Language Exams:** Students may take GCSE and A Level exams in their first language, including: Arabic, Chinese (Mandarin & Cantonese), Greek, Russian, Japanese, Italian, French, German, Persian (Farsi), Portuguese, Turkish, Spanish, Hebrew and Polish.

*Applications must be submitted each December online via the link on the school website.*

## Support for Parents:

We believe that strong communication with families is key to student success.

- **Interpretation Services:** Available for parent meetings upon request, using bilingual staff or live translation apps.
- **Guidance from The Bell Foundation:** The Bell Foundation empowers multilingual children to thrive by supporting families with resources, guidance, and inclusive education —unlocking every child’s potential, no matter their language background. Two useful resources available are:
  - 1) **Helping Children Learn – Tips for supporting EAL learners at home.** <https://www.bell-foundation.org.uk/resources/guidance/parental-involvement/guidance-for-parents-english-education-system/>
  - 2) **Understanding the English Education System – Free guides in over 20 languages.** <https://www.bell-foundation.org.uk/resources/guidance/parental-involvement/guidance-for-parents-english-education-system/>

## Online resources to support with learning English at home:

All these resources can be accessed online for free

- **BBC Bitesize** - Curriculum-based revision and learning tools for all ages. [www.bbc.co.uk/bitesize](http://www.bbc.co.uk/bitesize)
- **BBC Learning English** - Free lessons, videos, and podcasts to support English learners. [www.bbc.co.uk/learningenglish](http://www.bbc.co.uk/learningenglish)
- **British Council Learn - English Teens** - Activities and tips for teenagers learning English [www.learnenglishteens.britishcouncil.org](http://www.learnenglishteens.britishcouncil.org)
- **British Council Worksheets** - Printable resources for learning and teaching English. [www.britishcouncil.org/english/learn-english/worksheets](http://www.britishcouncil.org/english/learn-english/worksheets)
- **Duolingo** - A fun, game-like app for learning English vocabulary, grammar, and speaking. [www.duolingo.com](http://www.duolingo.com)

For further information, please contact:

**EAL Co-ordinator:** Mr Nabil Ramzy (email: [RamzyN@hendonschool.co.uk](mailto:RamzyN@hendonschool.co.uk))

## Local community contacts

There are lots of opportunities locally for students to attend afterschool, weekends or during the holidays. These include:

	<p>Unitas Barnet Youth Zone is a purpose-built facility for young people aged 8–19, and up to 25 with SEND.</p> <p>For just £5 annual membership and 50p per visit, members access over 20 activities daily, including sports, music, dance, and personal development sessions.</p> <p>Located on Montrose Playing Fields in Burnt Oak, it's open six days a week with tailored sessions for juniors, seniors, and SEND groups.</p> <p>Holiday clubs are also available. For more information and to sign up, visit <a href="http://www.unitasyouthzone.org">www.unitasyouthzone.org</a></p>
	<p>The F.U.S.E Youth Project offers free, inclusive activities for young people aged 8–16 in Barnet, particularly those living on the Grahame Park, West Hendon and Stonegrove estates.</p> <p>Sessions include sports, arts, gaming, and educational workshops, with a hot meal provided. Advance booking is required. For more information and to register, visit <a href="http://www.fuseyouthproject.com">www.fuseyouthproject.com</a></p>
	<p>BACE Holidays offers free, enriching activities for children and young people aged 4–16 in Barnet who receive benefit-related Free School Meals. Funded by the Department for Education under the Holiday Activity and Food (HAF) Programme, BACE provides camps, sports, arts, and trips during school holidays. Eligible families receive an e-voucher for up to 16 days of activities, including meals. Booking is required through the Barnet Youth website. For more information and to register, visit <a href="http://www.barnetyouth.uk/bace-holidays">www.barnetyouth.uk/bace-holidays</a></p>
<p>Hendon Leisure Centre</p> 	<p>Hendon Leisure Centre, located on Marble Drive in Barnet, offers a wide range of activities for families. Facilities include a gym, climbing wall, gymnastics, badminton, and a sports hall. Junior Gym sessions are available for ages 11–15, and various fitness classes cater to all ages.</p>
	<p>Brent Cross Town is a new neighbourhood in North London, offering over 50 acres of green spaces. A range of free activities, including skateboarding lessons, art workshops, and sports sessions are held, alongside a range of free festivals. <a href="http://www.brentcrosstown.co.uk">www.brentcrosstown.co.uk</a></p>

**Hendon Library** (The Burroughs, NW4 4BQ) offers free borrowing, public computers, children's story-times, crafts, summer events, and help with completing online forms <https://www.barnet.gov.uk/libraries/find-your-local-library/hendon-library>

## Other support services

If you need additional support, please contact us, as we may be able to signpost you to local support networks.

### Parents/ Carers with children with SEND (Special Educational Needs and/or Disabilities)

This website helps children and young people with Special Educational Needs and/or Disabilities, and their families find the information and support they are looking for, from across the Barnet local area.

<https://www.barnetlocaloffer.org.uk/>

Barnet SENDIASS (Special Educational Needs & Disabilities Information Advice and Support Service) offers free, confidential and impartial support to parents, carers and young people (0–25) navigating SEND processes. The can be contacted by [SENDIASS@barnet.gov.uk](mailto:SENDIASS@barnet.gov.uk) or phone 020 8359 7637

### Parents/ Carers seeking additional support for wellbeing

We know that at times that life can be challenging and impact a person’s wellbeing. We offer a range of support systems in Hendon School but if outside help is required, then these are some organisations that are able to offer support.

	<p>Kooth is a free, confidential online mental health service for young people aged 10–25. Users can access live text chats, messages with accredited practitioners, peer forums, and self-help tools—no referral needed. Visit <a href="http://www.kooth.com">www.kooth.com</a></p>
 <p>ONLINE, ON THE PHONE, ANYTIME <a href="http://childline.org.uk">childline.org.uk</a>   0800 1111</p>	<p>Childline is a free, confidential UK service for children and young people under 19, available 24/7 via phone (0800 1111), online counselling chat, email and BSL Sign Video</p>
	<p>Muslim Youth helpline- a free and confidential helpline offering culturally and faith-sensitive emotional support for Muslim young people aged up to 25. Available via telephone, live chat, WhatsApp, and email. Contact: 0808 808 2008 or <a href="mailto:help@myh.org.uk">help@myh.org.uk</a></p>
 <p>Parents Helpline: 0808 802 5544 Website: <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a></p>	<p>Young Minds Parent helpline provides free, confidential advice and emotional support to parents and carers of children and young people up to age 25. Call 0808 802 5544 or use web chat (Mon–Fri, 9:30 am–4 pm)</p>
	<p>Counselling can be arranged in a variety of different languages for those who are refugees/ asylum seekers. Languages available are Albanian; Arabic; Dari; English; Farsi; French; Gujarati; Hindi; Kurdish Sorani; Pashto; Punjabi; Somali; Turkish; Ukrainian and Urdu <a href="http://www.ncgateway.org.uk/services/counselling">www.ncgateway.org.uk/services/counselling</a></p>

## Parents/Carers who are new to English/refugees/ asylum seekers

There are several providers who offer ESOL (English for Speakers of Other Languages)

**Barnet and Southgate College** [www.barnetsouthgate.ac.uk](http://www.barnetsouthgate.ac.uk)

### Barnet Refugee Service/ New Citizens Gateway

Offers free programmes include ESOL classes, youth clubs, emotional counselling in multiple languages, legal advice, benefits advocacy, homework clubs, mothers' groups and women's sessions. Website: [www.ncgateway.org.uk](http://www.ncgateway.org.uk) or call 020 8905 9002

## Parents/Carers who might need other additional support

**Citizens Advice Barnet** provides free, confidential, impartial advice to anyone living, working or studying in Barnet, covering benefits, housing, debt, immigration, employment, family and consumer issues. Contact their Adviceline at 0808 250 5708 Website: [www.barnetcab.org.uk](http://www.barnetcab.org.uk)

### Local food banks

Name	Location	Opening hours
West Hendon	Barnet Hill Academy, Montagu Road, Hendon NW4 3ES	Wednesdays, 12:00–13:00
Colindale	Trinity Church, Avion Crescent, Grahame Park, NW9 5QY	Tuesdays & Thursdays, 12:00–14:30
All Saints' School	Dersingham Road, London NW2 1SL	Saturdays, 10:00–12:00

### Debt support

	StepChange Debt Charity offers free, confidential debt advice to individuals across the UK. Their services include personalised debt management plans and debt relief orders. Support is available online and via a freephone helpline at 0800 138 1111
	Money Helper offers free, impartial guidance on budgeting, debt, savings, benefits, pensions, and financial planning. Expert advice via website, phone, or online chat— confidential and government supported. Visit <a href="http://www.moneyhelper.org.uk">www.moneyhelper.org.uk</a>