

YEAR 8

SURVIVAL GUIDE



Welcome

Hermitage Academy is founded on deeply held principles that every child is unique and that each has the right to an excellent education.

We are committed to:

- the pursuit of excellence in all that we do
- providing a broad education designed to enable every young person to achieve their full potential and make the most of their talents
- providing a calm, purposeful atmosphere where young people are cared for and able to learn with confidence
- creating a healthy, happy, disciplined and supportive environment which promotes an independent work ethic and a love of learning
- engendering respect for individuality and difference so that all will feel secure and equally valued
- nurturing a sense of social responsibility and spiritual and personal development
- fostering integrity, confidence, resilience, creativity, good manners and sensitivity to the needs of others.

Our primary aim is for each young person to be both courageous and caring, resilient and determined as they strive for excellence, an active and well-rounded citizen with deep integrity and one who respects others and contributes positively to society.

We hope this booklet will provide you with all the information you need to know for the upcoming year.

Meet the Team:

Year 8 Year Manager - Mrs Mayhall

The Year Manager is responsible for monitoring the wellbeing and behaviour of the students day-to-day. They will manage, monitor and work to improve (where necessary) behaviour and attendance. The Year Managers will be a channel of communication for parents and work with in-house and external support to provide a service of care to all students.

Year 8 Head of Achievement - Mrs Howard

The Head of Achievement is responsible for the monitoring of the academic progress of your child. They work with subject areas and teachers and look closely at classwork, homework and assessments. If necessary, they can implement intervention programmes and study support to ensure your child's progress is supported and that strategies are in place for all students to make positive progress across their school career.

Both the Year Manager and the Head of Achievement work collaboratively to ensure your child is supported in both an academic and pastoral capacity throughout their time at school.

The Head of Achievement and Year Manager also work closely with the Head of Pastoral Care and the SENDCO to provide additional support in all aspects of school life.

Useful Information:

Expectations

At Hermitage Academy, we seek to create a caring and learning environment by promoting our RAMP core values:

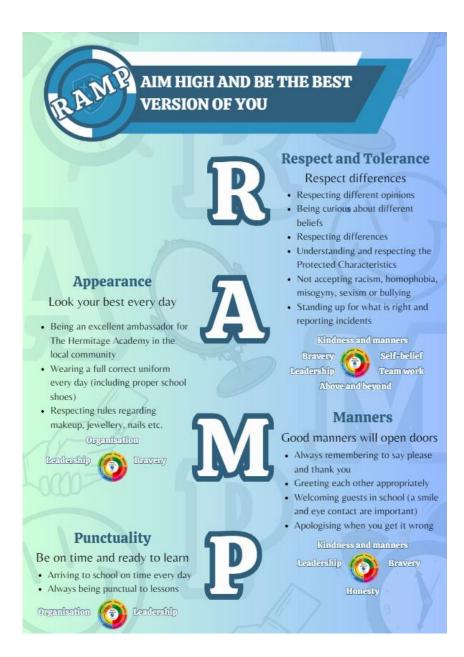
R	Respect and Tolerance
Α	Appearance and Personal Preparation
M	Manners and interactions with others
Р	Punctuality

We have high expectations for students in terms of attitude, effort, conduct, presentation and learning.

For the small minority of students, we do have to place sanctions on poor behaviour. This can include detentions across the school day and after school. Detentions will be scheduled with 24 hours' notice; you can access this information via our EASI portal, which can be accessed via the school website.

It is the responsibility of parents and students to be aware of this and plan accordingly.

Continued refusal to adhere to our positive core values will result in further action from Year Managers and the Senior Leadership Team.



The School Day

students of the week ahead.

Your child's day at Hermitage Academy will consist of a form period, and five lessons across the day broken up with a morning break and a lunch break.

Every Monday, we have slightly different timings to the school day to include an extended form period. Our social media channels will usually remind you and your

 Mondays (Both Week 1 and Week 2)

 Extended form (World Ready)
 08:25 - 09:15

 Period 1
 09:15 - 10:10

 Period 2
 10:10 - 11:05

 Break
 11:05 - 11:25

 Period 3
 11:25 - 12:25

 Lunch
 12:25 - 13:10

Period 4	13:10 – 14:05
Period 5	14:05 – 15:00

Tuesday – Friday (both Week 1 and Week 2)			
Form time	08:25 - 08:50		
Period 1	08:50 - 09:50		
Period 2	09:50 - 10:50		
Break	10:50 – 11:10		
Period 3	11:10 – 12:15		
Lunch	12:15 – 13:00		
Period 4	13:00 – 14:00		
Period 5	14:00 – 15:00		

We run on a two-week timetable (Week 1 and 2) made up of 25 lessons each week. In Year 8 most students' timetables consist of the following lessons. Students will be set based on attainment from the Summer Assessments in the previous academic year and may be considered following data collection to ensure students are in the best suited class.

Equipment

It is **compulsory** for students to carry a pencil case with the following equipment:

- 2 black pens
- 2 green pens
- 2 pencils
- 1 ruler
- 1 eraser
- 2 highlighters
- Glue stick
- a scientific calculator we recommend the CASIO FX-85GTCW

In addition to this, students will need a bag large enough to carry an A4 size file/exercise book and PE kit. We expect students to bring a bag with them to school every day. Even if they do not think they need a bag, there may be occasions across the school day where they would need to carry something around and/or take home with them. It means that anything they do carry is safe and away from potential damage.

Equipment checks will be carried out daily by form tutors, Head of Achievement and the Senior Leadership Team and sanctions will be issued for missing stationery. Our library has a stationery shop where equipment can be purchased if broken or missing. House points can also be used to make purchases.

Meal times

All students will remain on school premises at lunchtime and can access the dining hall and main hall to purchase a meal or eat a packed lunch brought from home.

We have a three-week rotation for menus along with a fixed 'Grab and Go' menu. Our menus offer a main meat-based meal, a vegetarian option and a dessert. Menus are revised each season. We also offer cold choices (sandwiches, pasta pots and a salad bar) every day, as well as a dessert option. Water and fruit juices are also available to purchase. Please see our sample weekly menus and 'Grab and Go' options below:

Menu – Week One				
	Meat-based option	Vegetarian option	Dessert	
Monday	Sticky chicken wings	Cheese and onion	Warm apple	
	with noodles	pasty	crumble	
Tuesday	Homemade sausage	Quorn chilli tacos and	Ginger cake and	
	roll	savoury rice	custard	
Wednesday	Roast chicken or	Roast dinner with	Chocolate crunch	
	pork dinner Quorn skewers			
Thursday	BBQ pulled pork	pulled pork Jacket potato with		
	wrap fillings Southern fried crispy Vegetable spring rolls		down cake	
Friday			Fresh fruit salad	
chicken with curry sauce				
All meals come with a choice of vegetables and salad.				

Menu – Week Two				
	Meat-based option	Vegetarian option		
Monday	Chicken korma curry	Cheese and onion	Apple and oat	
	and rice	pasty	crumble	
Tuesday	Beef chilli tacos with	Jacket potato with	Chocolate and	
	savoury rice	fillings	orange sponge	
Wednesday	Roast chicken or	Quorn roast dinner	Sticky Toffee	
Cumberland sausage			pudding	
	dinner			
Thursday	Beef lasagne with	Cheddar cheese and	Homemade	
	garlic bread	onion quiche	flapjack	
Friday			Chocolate	
	chips		brownies	
All meals come with a choice of vegetables and salad.				

Menu – Week Three				
	Meat-based option	Dessert		
Monday	Minced beef and dumplings	Jacket potato with fillings	Warm apple pie	
Tuesday	Chicken Tikka curry with rice			
Wednesday	Roast chicken of beef dinner	Vegan sausage dinner	Cornflake tart	
Thursday	Corned beef pie with gravy	Quorn nuggets with spicy wedges	Raspberry coconut sponge	

Friday	Crispy fried fish and chips	Margherita pizza slice	Fresh fruit salad	
All meals come with a choice of vegetables and salad.				

Grab and Go Menu				
Monday	Chicken wrap	Panini Margherita		
	BBQ Chicken pasta	Rustic tomato pasta		
Tuesday	Spicy Meatball pasta	Panini Margherita		
	Panini Pepperoni	Tomato and basil pasta		
Wednesday	Cheese and ham panini	Panini Margherita		
	Chicken curry and rice	Quorn meatballs in tomato sauce		
Thursday	Chicken wrap	Panini Margherita		
	Beef Bolognese pasta	Spicy tomato pasta		
Friday	Panini Pepperoni	Panini Margherita		
	Chips with gravy or curry	Chips with cheese or beans		
	sauce			

We also run a breakfast club from 8am and other refreshments and snacks are available at breaktime, such as pastries, toast, cereal boxes and bars and some hot breakfast items.

Payment for school meals will be by biometric fingerprint and money will be loaded onto your child's account via ParentPay. Those in receipt of free school meals will automatically have an allowance available on your child's account.

The free school meal allowance has increased to £2.80 effective from 1st September 2024. This is the cost of a 'meal deal,' (traditional main course + dessert OR drink). The 'grab and go' offer includes (grab and go item, dessert AND drink). Fresh water and cordial will be available for free during the lunch period.

If students would like to have a traditional main course + dessert AND drink, the cost has increased to $\pounds 3.10$ in line with other schools within the Trust.

A range of grab and go food is also available at breaktime.

ParentPay

ParentPay is an online platform for payment of school meals and other items, such as additional uniform items and school trips.

Parents will receive login details to activate the account.

Please make sure your child's online account is topped up each week for lunches. There is an 'auto top-up' option on ParentPay, which automatically tops up a specified amount if the account falls below £1.

Text messaging

The Academy use a text message and email service to contact parents with updates. Please inform the school if you change your phone number or your email address.

Travel and Transport

Hermitage Academy and the local area is served well with public transport.

Any changes will be updated on our school website, the current bus route information can be found here:

https://www.hermitageacademy.co.uk/_filecache/48b/02c/29947-2023-hermitagebustimetable.pdf

or by scanning the QR code below:



For those who choose to walk to school, we have a school crossing patrol to assist students at the start and end of the school day.

If you choose to bring your child to school via car, please be mindful and considerate of local residents when dropping off and collecting your child at school.

Uniform

Uniform can be ordered online at https://emblematic.co.uk/schools/hermaca/ Full details and information on sizing can be found on their website. Alternatively, please do take advantage of our Uniform evenings (June/July 2024) where you can try on samples before ordering.

School uniform:

- Navy blazer with embroidered school badge only available from Emblematic
- Navy V-neck jumper or cardigan jumper with embroidered school badge is only available from Emblematic. Plain navy V-neck jumpers and cardigans without the badge are also permitted.
- Pale blue school shirt
- School tie only available from Emblematic
- Navy tartan pleated skirt only available from Emblematic.
- Plain navy straight cut trousers available from Emblematic. If parents/carers wish to buy trousers from a different supplier, please ensure that they are not tight fitting and are long enough to ensure that ankles are not displayed.
 Trousers must not have stripes and must not have any adornments or fashion zips. No combats, no jeans, no jeggings or leggings are permitted.
- Plain black, formal, leather or leather style shoes which can be polished. No trainers, plimsolls, pumps, boots or converse shoes.
- Socks must be navy, black, grey or white. They must be ankle socks or longer. Trainer liners are not permitted.

Tights must be plain navy, black or grey

PE Kit:

- Sector polo only available from Emblematic.
- Sector panel shorts and/or skirt and/or cuffed tracksuit pants and/or leggings only available from Emblematic.
- Knee high navy sports socks available from Emblematic or any supplier
- Other optional items are available see uniform visuals on the website.
- Trainers must be worn in PE lessons.
 Plimsolls, Converse, or canvas type shoes are not suitable. Students are advised to wear football boots for football and rugby. Optional items are available and can be viewed on the website.

Outerwear

• Optional outerwear by Emblematic can be viewed on the website.

Make-up and Hair

- Makeup should not be visible.
- False eyelashes are not to be worn.
- Nails are not to be painted and false nails are not to be worn.
- Haircuts should not be less than a 1
- Students are not permitted to have tram lines or sculptures in their hair or any extreme hairstyles
- Students should not dye their hair an unnatural colour

Jewellery

- Students are allowed to wear one plain stud in each earlobe. Diamante earrings are not allowed. No other jewellery is permitted including necklaces, bracelets or rings.
- Body piercings that are visible are not allowed, including tongued piercings, nose and eyebrow studs.
- Visible tattoos are not allowed.
- Plugs/expanders are not allowed.
- Watches are allowed but please ensure they are suitable for a school environment.

PE Kit policy

School anticipates the vast majority to be able to be physically active during PE lessons by participating in meaningful activity. Wearing the correct PE kit is vital to achieve this.

We acknowledge that there are occasions due to injury or illness students may not be able to participate, however they can participate in the lesson as a coach, referee or assist evaluating student performance. Therefore, all students must be appropriately dressed to participate in these learning activities safely.

PE kit expectations

- Students are required to bring PE kit to all lessons even if ill or injured unless it is unreasonable to do so (e.g. broken leg).
- Staff will endeavour to provide clean kit for students who do not bring their own and are physically able to change.
- If students are ill or injured, they are required to bring a note explaining the reasons for non-participation.
- If students do not have their own kit, they will be asked to wear laundered school kit and their own shoes (as they are not participating this will not be an issue).
- If students refuse to change sanctions will be imposed.

Valuables

Students are responsible for their own possessions and should only bring into school what is essential. Digital equipment such as iPads, iPods, Air Pods, games consoles, earphones and music players are **not** allowed into school.

It is not permitted to bring expensive items (including IT equipment) or large sums of money into school. Any loss or damage of expensive items which are brought in against school expectations is the responsibility of the parent and not the school.

The Curriculum:

Attendance

100% attendance for each student is our target.

Any student with attendance below **90%** is classed as a persistent absentee and may be placed on an attendance action plan. This can be legally enforced. We do celebrate attendance with postcards and incentives across the school year for those students who achieve over 95% attendance across an academic year. Attendance is a priority. For example, 17 days of absence across a school year can result in a significant drop in progress in all subjects. Regular, face-to face education enables all students to fulfil their potential.

Attendance Percentage	Days missed
95%	9.5 days
90%	19 days
85%	28.5 days
80%	38 days

If you do know your child is going to be away from school for whatever reason, it is important you contact the main office or the Year Manager either beforehand (if you know they are to be absent in advance) or on the first day of absence (and every other subsequent day).

Our Leave of Absence form can be found on our school website.

Assessments

Assessments for Year 8 students will take place termly. For most subjects they run alongside the units of work studied in class, and students will be notified of upcoming assessments.

Our online Student POD platform houses knowledge organisers and topic resources for all subjects and additional resources to help your child revise at home and prepare for assessments. Please see below for further information on knowledge organisers. Please encourage your child to engage in revision activities in readiness for the assessments.

You can access POD via the school website.

EASI

All students will be allocated login details and a password for EASI. This is our inhouse information system that allows you to access student timetables, attendance, information about positive points and sanctions, homework details and more. You can access EASI via the school website.

Homework

At Hermitage Academy, we feel that homework is a vital part of learning and we design homework tasks that complement the programme of study, but also allow for extra research with tasks that stretch beyond the planned curriculum. All teachers will set one piece of homework every three lessons. Homework tasks will be verbally given as well as set on EASI.

Knowledge organisers

Students will be given Knowledge Organisers for all subjects at the start of each term. These will contain the key information that units will cover and would be suitable to help students revise at home in preparation for assessments. Knowledge Organisers may cover key vocabulary, concepts and ideas related to the work carried out in lessons. Knowledge Organisers can be found on the students' POD homepage. We are hoping to create independent and resilient learners so that students are well prepared and supported for the demands of key stage 4.

House points and Rewards

We always encourage positive behaviour at Hermitage Academy. We reward hard work, respectful behaviour and we reward students' positive attitudes towards their school life.

We actively reward through postcards, house positive points, certificates, lapel pins, social media recognition, stationery, trips, sports privileges, queue jump passes and free food! Our social media channel features weekly year group winners for their all-round excellent contributions to school life.

Every term the students attend a celebration assembly in school where excellent work and attitudes are recognised and celebrated.

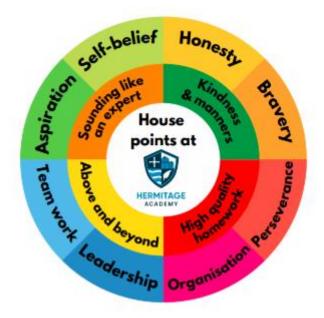
We also offer co-curricular challenges (additional to the curriculum but this works to support the subjects we study at Hermitage Academy) where students will be given a range of tasks to complete across the academic year. These will be supported and celebrated by staff across school and will lead to our Rewards Evening at the end of the academic year.

Our House system at Hermitage Academy encourages healthy competition amongst our students in many aspects of school life. Through the House system, we aim to promote, recognise and develop the behaviours and qualities which we deem essential for success in school and beyond.

Our four houses embody the qualities we wish to see and hope to develop during their time at Hermitage Academy:



Students collect points throughout their school day through a variety of categories from our 'House point wheel' which represent the character traits and behaviours we want to instil in our young people (outlined below) They collect points for themselves, but also for their respective houses.



The house with the highest number of points has a half-termly 'Grand House Prize' to celebrate their successes. Daily total updates are shared during form time, and as all academy staff are also assigned to a house, it encourages healthy competition!

Office 365

Every student at Hermitage Academy has an Office 365 account. This account allows them to access their school Outlook account (email and calendar); their OneDrive folder, Microsoft teams for virtual learning and our online virtual learning environment Student POD. As a member of Hermitage Academy, students will get the complete Microsoft Office suite for free to download onto home computers. It is recommended to download and install office 365, email and the following apps onto a mobile phone or tablet:

- One Drive
- Word
- Excel
- SharePoint
- One Note
- PowerPoint

Having this resource at home will support homework and revision at home. You can access Office365 from a link on our school website. Alternatively, go to www.office.com and use your school email and password to log in.

Reports

Full, end of year reports will be sent to parents in the summer term. Interim reports outlining achievement and progress will be issued at the end of the Autumn and Spring terms

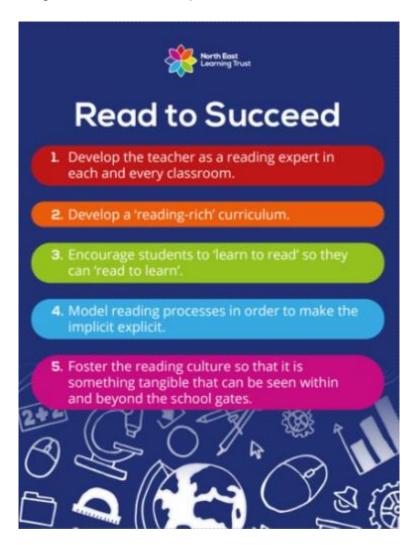
Parents' Evenings

The dates of the Parents' evenings will be posted on the Hermitage Academy website, and reminders will be posted on our social media channels. The following dates apply to parents of Year 8 for next year:

Year 8 Parents' Evening – Wednesday 9th April 2025

Reading

Reading is the single most important activity that helps students succeed in school. At Hermitage Academy, we teach our students to 'Read to Succeed.' Our aim to foster a reading-rich culture is supported both in and out of the classroom. We have a fully stocked, welcoming library and it really is at the heart of our school. We read in form time as well as in lessons. The English department have dedicated reading lessons, and each department has a disciplinary reading list. We also have individual and specific reading interventions to help all students achieve and succeed.



School clubs

We offer an extensive variety of extra-curricular activities during the school day and after school. Full details of individual clubs, days and times are available on the school website. The clubs are reviewed every term and there are often new and exciting clubs introduced across the year. If there is something specific that your child would like to do and it is not offered, please do let us know and we can look at viability.

Pastoral Care:

Pastoral care is an integral part of any school's ethos and plays a crucial role in fostering a holistic approach to education. It encompasses the well-being of students, ensuring their physical, emotional, social, and mental needs are met, creating a supportive and nurturing environment where they can thrive both academically and personally, allowing students to engage fully in their education without barriers or distractions.

Your child will be part of a form group. Their form tutor will be their first point of contact and is at the forefront of your child's pastoral journey; it is the teacher they will see every morning and will stay with them over the course of their time at Hermitage Academy.

The form groups for Year 8 are:

Form group	Teacher	Form Group	Teacher
8H1	V Craggs	8A1	J Armstrong
8H2	E Fox	8A2	T Thompson
8H3	H Pittilla/S Nicholson	8A3	M Teasdale
8H4	J Anderson	8A4	A Hindhaugh

Counselling

Hermitage Academy is committed to providing a supportive environment with high academic standards, which will enable students to flourish socially, emotionally and academically.

We recognise that our students are growing up in a complex society and that they may at times require additional support to meet these challenges. We have our own full-time counsellor on site who offers support and advice to students, families and staff. Our Year Managers are also trained to assist families in requesting counselling referrals.

World Ready and RSHE (Relationships, Sex and Health Education)

The Academy's personal development programme (World Ready) is designed to promote the emotional, social and health development of our young people and is sequenced progressively over 7 years. It covers the breadth of all statutory RSHE requirements (Relationships, Sex and Health education) and also covers economic wellbeing and careers. Learning opportunities are spread across three core themes:

Independence and Aspirations	
Autonomy and Advocacy	
Choices and Influences	

Taught by their form tutor, all students receive a weekly 'World Ready' lesson through their extended form period, every Monday morning.

Our World Ready lessons follow the same expectations as the rest of the curriculum. The lessons are fully resourced for staff, and knowledge organisers are provided for each topic and are used as points of reference during lessons and also support the development of revision strategies during our 'Flashback Friday' recall sessions.

We are aware that our children and young people are growing up in an increasingly complex world. This presents many positive and exciting opportunities but also challenges and risks. Students need to know how to be safe and healthy and how to manage their academic, personal and social lives in a positive way.

The aim of RSHE at Hermitage Academy is to give our students the information they need to develop healthy, nurturing relationships of all kinds.

The Relationships, Sex and Health Education (England) Regulations 2019 state that all secondary academies must provide RSE to all students as per section 34 of the Children and Social Work Act 2017. The regulations also make Health Education compulsory in Academies.

Social Media

We expect all parents and students be respectful to the Academy and current or previous staff and/or students when making any statement or comment on social media, acknowledging that they are personally responsible for all communications which are published on the internet;

Parents and students should not use social media to:

- defame or disparage the Academy or current or previous staff or students;
- harass or unlawfully discriminate against current or previous staff or students;
- make false or misleading statements about the Academy or current or previous staff or students;

- impersonate the Academy or current or previous staff or students; or
- make any comments or postings which have the potential to bring the Academy into disrepute or damage our reputation;

Parents and students must agree to immediately remove any content from social media which the Academy considers, in its sole discretion, to be inappropriate and unacceptable.

Failure to do so could result appropriate action being taken by the Academy.

E-safety

At Hermitage Academy, we take the safety of our students very seriously, including their online life, which an increasing number of our students are accessing on a regular basis.

We also encourage you to check your child's phone regularly to ensure they are accessing social media and other platforms safely.

Here are a few hints and tips to help you keep them safe online.

- 1. Have regular conversations about e-safety with your child.
- 2. Take an interest in what they are accessing online and explore it together.
- 3. Know who your child is talking to online we strongly recommend they do not "add" people they do not know to friends' lists on social media.
- 4. Set rules and agree boundaries about frequency, content and their posts on social media.
- 5. Make sure content is age appropriate.
- 6. Use parental controls to filter, restrict, monitor or report content.
- 7. Check they know how to use privacy settings and reporting tools for any issues that may arise.
- 8. Encourage respect for others stamp out cyber bullying.
- 9. Remind your child of the dangers of disclosing personal details online e.g. address, telephone number.

The following social media platforms have an age restriction of 13+ so should not be used by students in Year 8 who are aged 12:

- Twitter
- Whatsapp
- Snapchat
- Facebook
- TikTok
- Teen account on Xbox live

If you have any concerns about online abuse or the way someone has been contacting your child online, please contact CEOP:

https://www.ceop.police.uk/safety-centre/

In addition, here are some useful websites that could offer further information and advice:

https://www.nspcc.org.uk/keeping-children-safe/online-safety/https://www.instagram.com/the_enlightened_parent/

Medication

At Hermitage Academy, we are committed to supporting students with their medical needs. Our medication policy is in place so that staff and parents are aware of the guidelines we will be working to in connection with administering medication in school.

We ask parents to sign a consent form for the administration of medication to take place and medication must be clearly labelled with the child's name and year group. Medication will be stored securely at main reception and Year Managers can dispense to students safely.

Parents must come into school to collect any unused medication at the end of every half term or term.

Students may not carry any medication in school apart from an inhaler or EpiPen; we request that parents, if possible, bring in an extra inhaler or EpiPen to keep in school as a precaution.

Mobile phones and smart watches

Mobile phone use is banned in school. We expect phones, if your child chooses to bring theirs to school, to be switched off and placed in bags. Misuse of mobile phones in school will result in phones being confiscated and stored securely in our main office until parents are able to collect. A text message will be sent home by the school office to inform parents.

Contacting the School and website

links

If you have any queries, please email the main school - enquiries@hermitageacademy.co.uk adding in the name of your child's tutor, teacher or Year manager in the subject box.

Alternatively, please phone us on 0191 388 7161 and speak to one of our office staff.

Access to Leave of Absence forms, School policies and letters to Parents can be found on the website under 'Useful Info'.

Access to EASI, Student Pod and Office 365 is also through our website: www.hermitageacademy.co.uk



Mrs Mayhall (Year 8 Year Manager) candice.mayhall@hermitageacademy.co.uk

Mrs Howard (Year 8 Head of Achievement) sarah.howard@hermitageacademy.co.uk

Hints & tips

We want you to be ready for everything that a new school will bring. To prepare you for September, here are some hints and tips for success in the big school:

- Keep up the momentum from Year 7 you're not new anymore and things feel more settled, but we still need maximum effort.
- Although we don't have options or GCSE this is NOT a 'nothing year' it is an
 opportunity to develop good routines and to explore extra-curricular (when
 other years you might not have the time) so make the most of school!
- Create good routines for your assessments to make your life easier it will become second nature as you get close to GCSEs.
- Make the most of trips and opportunities outside of the classroom.
- Attend school poor attendance will stop you enjoying the fun things mentioned above!
- Be kind and thoughtful. Start your day in a pleasant manner so the positive feeling may continue throughout your school day.
- Get into good routines for equipment so you are prepared to learn. If you
 forget something, make sure you ask your tutor in form so that you are
 prepared for the rest of the day
- Wherever possible, write your name on your belongings. Even Y8s get muddled up in PE.
- Follow the guidelines on uniform standards and expectations. If you forget something, make your way to the uniform room before form starts.
- Keeps several copies of your timetable: in your planner, top pocket and one at home.
- There is never a good reason to be disrespectful to another person. Whether
 it be your peers, our teaching staff or our support and kitchen staff; everybody
 deserves respect. Be polite. Say please and thank you
- Hold doors open for people. Clear up your own mess. Place rubbish in the bin.
- Smile.
- Take responsibility for your actions. Everybody can make a mistake. If you are honest then we can help you fix it.
- Always compliment others saying one kind thing can make someone else's day and in turn make you happy too. We want to see how brilliant you are – make it your business to collect as many positive points as you can. They can mean prizes!
- Smile and enjoy every moment of your new life chapter!