Our Children's Guide

Amber House



Stepping Stones Care
Version 2.5
08/12/2025

Your Guide

Who this guide belongs to 😂

Name:

Key worker:

Manager's Welcome

Let me welcome you to Amber House...

Hi,

I'm Sophie and I'm the Manager at Amber House. I am really looking forward to welcoming you to our home!

We know some days may be more challenging than others but we are committed to helping and supporting you along the way. Amber House is like our own extended family, somewhere that we want you to feel safe, happy and supported, with no judgement!

There will always be someone available to talk to, however big or small, whether it's day or night! We hope to make some amazing memories with you, helping you to become the best version of you!

The whole team at Amber House are looking forward to welcoming you soon!



Sophie Ingleby
Home's Manager

Welcome!!

From Amber House's Deputy Manager 😊

WELCOME TO OUR HOME!!

We are here to help you grow, learn, and thrive, and we believe that each child deserves the opportunity to reach their full potential.

We are proud to offer a space where you can explore your creativity, build new friendships, and create wonderful memories.

You'll usually find me around the home having fun! And I am always here for a chat if you need 😊

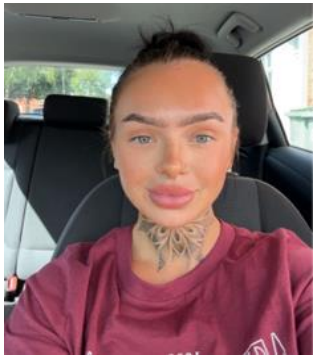
I love arts, crafts and pamper evenings!

I can't wait for you to join us and become a part of our family.



Jess Milne
Home's Deputy Manager

MEET OUR SENIOR TEAM!



Hi I'm Vicki, I'm 27 and have been working with children over 4 years.
I love going to the gym and on hikes, I have 2 cats who love going on adventures and come paddle boarding with me on holiday at the beach.
My favourite movie is Shrek.
Look forward to finding out all about you! ☺



Hi, I'm June and I've been at Amber House since we opened back in 2022.
I enjoy true crime and eating out, I could show you all the best places to eat around the home.
I love to read and I like exploring the world.
I'm excited to meet you ☺



My name is Hannah and I've been at Amber House since we opened back in 2022.
I like to get creative with arts and crafts which is something we could do together.
I love animals, especially dogs and horses – I can even ride horses! ☺



Hi, I'm Emma and I have been at Amber House since we opened back in 2022.
I have a dog called Cleo who I love a lot! I won't be here to meet you when you arrive as I am taking some time off to have my own baby but perhaps, I will meet you soon ☺

MEET THE REST OF OUR TEAM!



RSW

Hi, I'm Nav and I've been at Amber House for around 2 years.
I love to get stuck in with activities and fun games!
In my spare time, I love to play on the PlayStation and go to the gym so we could do this together if you would like to 😊



RSW

My name's Annie and I see myself as a friendly and caring person.
I enjoy days out and activities – especially in the summer 😊
In my spare time, I like listening to music and going to yoga. I also like to travel and see new places, maybe we could explore somewhere new together?



RSW

Hi, my name is Tony. I've been at Amber House since October 2024 – everyone is lovely and welcoming here!
I have a little doggy called Piglet and I adore her!
I like going on walks with my dog and playing computer games – we could play together some time! 😊



RSW

My name is Claire and I am fairly new to Amber House, however during my time here, I have found it to be lovely!
I have a little dog called Arlo who is like a little piglet as he snorts a lot 😊
I like to listen to music in my spare time and, as an animal lover, I like to visit zoos and farms – perhaps we can go there one day?



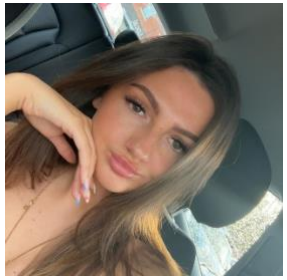
RSW

Hi, I'm Leigh. I've been at Amber House since February 2025.
I enjoy having lots of fun and travelling.
I have a French bulldog called Cush.
I look forward to welcoming you into our home!



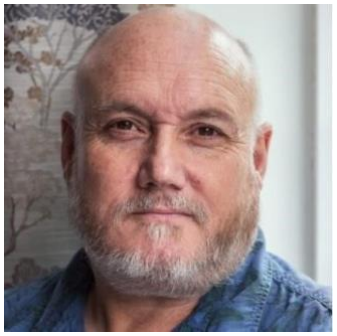
RSW

Hi, I'm Joe (with an E!) 😊
I've been at Amber for a while now and everyone has become like a family to me.
I love to help people to achieve their dreams!
In my spare time, I love listening to music and visiting horse tracks.
I am also qualified in floristry so I am able to make some beautiful flower arrangements.



RSW

Hi, I'm Latisha and I am the newest member of the team.
I have previously worked in a school and at a local farm – I love animals! I also like beauty and getting my nails and lashes done, I even qualified to do eyebrows which I love! 😊 I also enjoying going for walks and going to the gym.



Our Reg 44 visitor - Andy

Andy visits Amber House once a month to check that everything is going well. He may have a quick chat with you if you are around, but he mainly spends time with Sophie and the staff team. Andy is our regulation 44 visitor, which means his visits are required to make sure you are receiving the best possible care. He has over 35 years of experience in residential children's care.



[Grab your reader's attention with a great quote from the document or use this space to emphasize a key point. To place this text box anywhere on the page, just drag it.]

Welcome to Amber House!





















Time with family and friends

We will always support and encourage you to have time with your family and friends who are a big part of your life. Spending time with people you love and care about is important for you and so we will work with your social worker to make sure you have plans in place to see them wherever we can.







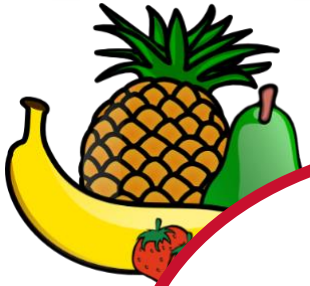


Activities

We love keeping busy, and we hope you will too! Every week we make a fun activity plan where we visit new places and try new things. There are so many exciting things nearby, and we can't wait to take you to see them!

Once you've settled into your new home, you might want to join a club, a group, or even a sports team. There are lots of great clubs in our area, and they're a brilliant way to make new friends.

We also do lots of fun things at home too — like BBQs, pamper nights, games nights, and loads more! There will always be something fun to look forward to.



Your Health is important to us

We will register you with our local dentist, doctor and optician so that you can have regular check-up appointments but also in case you ever felt unwell or needed a further check on your eyesight for example.

Sarah ☺



We also have our own psychologists who work closely with our home; their names are Liam Barrett and Sarah Stringfellow. You will see them from time to time in our home as they spend time with the carers but like to get to know the children who live with us too.

Liam ☺



If you would like to have some therapy, they are available for that too.

We like to make homemade healthy meals to eat and we hope that you will give us great ideas each week as we'd like you to help us choose the weekly menu and what goes into our shopping lists.

Draw, cut or stick in foods you like and don't like ☺

FOODS I LIKE ☺

FOODS I DON'T LIKE ☹

Your Education Matters

Your education is really important to us, and we want to help you reach your goals at school so you can do amazing things when you're older!

Sometimes school can feel hard, and that's okay. Everyone struggles sometimes. We will always be here to help you and will work with your school to make things easier for you.

We will help you get to and from school every day. When you're older and feel ready, we can look at you using the bus or walking on your own.

If you move in and don't have a school yet, we will work with your social worker to find one that's just right for you. Until then, you'll do some schoolwork with us at home, or with a private tutor, and we'll also go on fun learning trips together!





XBOX



YOUR BEDROOM VOUCHER! THIS CAN BE USED ON BEDDING, PAINT, PICTURES AND ACCESSORIES OF YOUR CHOICE!

Pick a colour you would like on your wall's bedroom wall ☺









Your Space & Privacy



We think it's really important that you can make your new bedroom feel like your own special space. You can choose colours for your walls and decorate however you like! We will help you with money and support to get things for your room, so you can be as creative as you want!

Your bedroom door will have an alarm that can be set at night. This is just to keep you safe, and it will only be turned on if there is a good reason.

We will always knock on your door before coming in. We hope you feel happy for us to spend time with you in your room—listening to music, helping sort your clothes, keeping your room tidy, or just relaxing together.

You can also have your own key for your bedroom if you want extra privacy from other children in the home.



I'm Alan 😊
I'll decorate your bedroom and fix things in your home.



Your Money

You will receive pocket money each week and the amount you get is based on your age.

Age	Pocket Money
8-12 Years	£10
13 Years	£12
14 Years	£12
15 Years	£14
16 Years	£14
17-18 Years	£16

At Amber House there is opportunity to earn extra money towards your weekly pocket money by completing your own incentive charts that are made personalized with you and for you.

Other Allowances

Age	Clothing Allowance Per Week
8-12 Years	£10
13 Years	£15
14 Years	£15
15 Years	£15
16 Years	£15
17-18 Years	£15



Mornings 😊

We will give you a wake-up call around 7:30 on week days

Shower and get dressed for school

Have your breakfast

Leave the house ready for your day 😊

On the weekends you can stay in bed for longer if this is what you like to do.





Afternoons 😊

Pick up from school

Fun things planned for the afternoon in the home!

you might like to attend a club like a sports club, youth club or seeing your friends.

We like to have meals together each day in-between 5 – 6pm. This is a good time for us all to catch up on how everyone else's days have been, and have a giggle too!





Evenings 😊

We always make a plan for each evening and this could be anything from having a movie night / games night in the loft or going out to a roller disco or an activity of your choice.

Helping you settle to bed at night is important because getting a big night's sleep will help you to wake up feeling refreshed. We will work out the best routine possible for you that might include us reading a book helping you do your hair, or a general chitchat.

The time that we help you to settle to bed each night might be different to other children living in your new home. This is because of different reasons such as your ages or how you choose to be settled. We can talk about your own bedtime before you move in.





Your Religion Matters



If you practice a religion or even if you feel it is something you would like to start looking into, we will always support you to visit places of worship and to celebrate any religious events and festivals such as Christmas, Diwali or Eid.





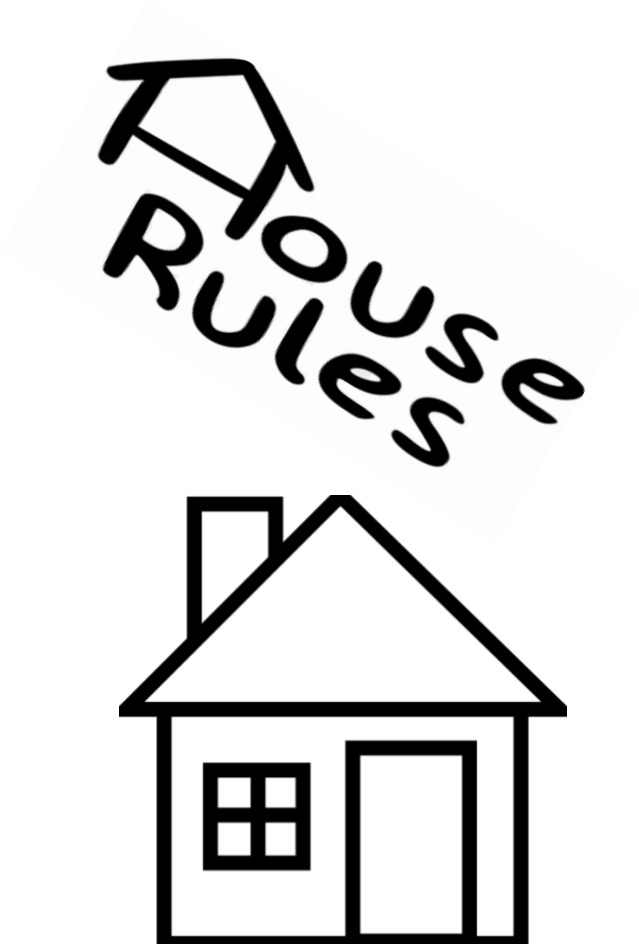
Having your say

You deserve to have your say in how we care for you in the home and even with how the home looks. We will ask your opinions; ask your choices, your ideas and even what you may not be happy about in different ways such as our weekly children's meetings, or fun questionnaires. It is important that you feel you can talk to us at any time about how you are feeling or if you would like to change anything.

your voice counts

We do have some House Rules

- We want everyone to be kind and respectful to other children and carers in the home.
- Your bedroom is your own, you cannot go in other children's bedrooms and they cannot come into yours.
- We don't like swearing so we ask everyone not to do this.
- We love to hear your music playing in the home. We need to be mindful of noise levels and turn the volume down if it is too loud.
- We will not accept any kind of bullying in the home. This includes hurting other people with aggression or with hurtful words.
- We understand most children have lots of different 'apps' on their phones such as snapchat or Facebook but we ask that you do not add any of the other children living in the home on these apps.
- Drugs and alcohol are not allowed in the home. If we had worries that you may have had either of these outside of the home, we would be worried and would need to speak to your social worker and put a support plan in place.
- There is no smoking allowed in the home.
- We may get knocks at the door from visitors or people such as the postman. Please allow a carer to answer the door.



Complaints

It is important to us that you are able to share when you are not happy, or if you feel that you are not being listened too. If we can change something to make it easier for you and others in the home, then we would like to do that. You can talk to any grown up in the home about how you are feeling but you can also fill in complaints form too.

These will be available on the desk by the front door.

There will also be some envelopes for you so that you can pop your filled in form into one before giving it to a grown up or if you feel more comfortable you could always push it under the office door or give it to your social worker.

As well as having our own ways for you to make a complaint you can also always talk to your family, teacher, social worker, or advocate if you are unhappy. They will help us to know what we need to do to make things better for you.



Your important Contact Details

Your IRO-
Name:
Number:

Your children's commissioner
Name: Rachel De Souza
Number:0800 528 0731
Email:help.team@childrenscommissioner.gov.uk

Your Advocate-
Name:
Number:

Your Social Worker-
Name:
Number:

Support Available

ChildLine
0800 1111

NSPCC
0808 800 5000
help@nspcc.org.uk

FRANK
0800 77 66 00
talktofrank.com

X2Y
07847 421 795
info@x2y.org.uk

Anti-Bullying Alliance
0800 1111
aba@ncb.org.uk

Beat Eating Disorder
0808 801 0711

Ofsted
0300 123 4666

Children's Rights Alliance
0207 278 8222

You also have the right to ring any of the telephone numbers on this page at any time.

We hope you will also like to meet with an advocate who works independently just for you. This advocate will speak on your behalf and ensure your rights are always being met.

We will offer to make a referral for your own advocate regularly in case you were to change your mind.