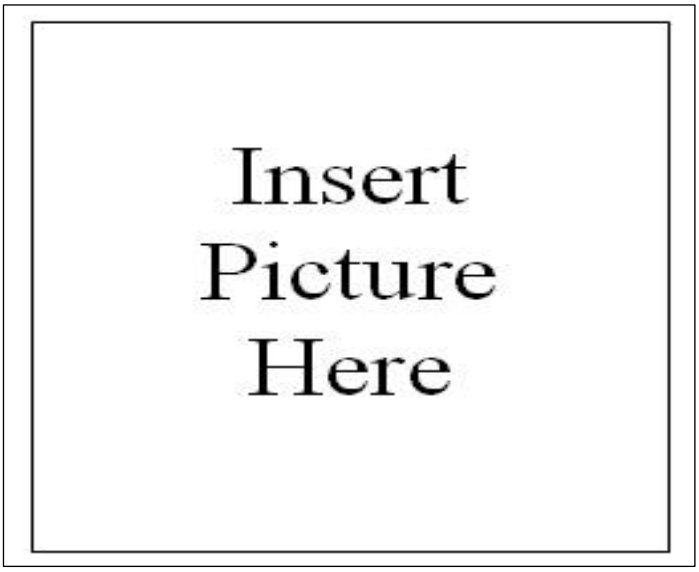
Welcome to Emerald House



Stepping Stones Care
Version 1.1
09.01.2025
Updated on 20.03.2025

Manager's Welcome

Let me welcome you to Emerald House

Hi there!

I'm Jemma, and I'm the Manager here at Emerald House. I'm super excited to welcome you to our home!

We know that some days might be easier than others, but we're here to support you no matter what. We want you to feel safe, happy, and have lots of fun here at Emerald House.

There's always someone around if you ever want to talk or share anything. I hope this guide helps answer any questions you might have about our home.

Everyone here at Emerald House can't wait to meet you and welcome you soon!



Name: Jemma Mitchell
Home Manager

Emerald House









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Time with family and friends

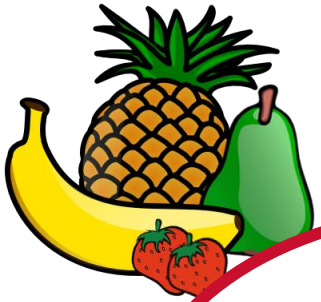
We will always support you spending time with your family and friends because they are important to you. We'll work with your social worker to make sure you can see them whenever possible.
We'll also help you write letters, make phone calls, and buy special gifts for Christmas, Diwali, Eid, and birthdays.



Activities

We want to keep you busy with fun activities every week, like visiting new places and trying new things! We're lucky to have lots of cool places nearby to explore.

Once you're settled in, you might want to join local clubs, groups, or sports teams. There are plenty of fun things to do around here, and it's a great way to make new friends. We also plan lots of fun activities at home, like BBQs, pamper nights, and game nights!



Your Health is important to us

We will sign you up with a local dentist, doctor, and optician so you can have regular check-ups and get help if you ever feel sick or need your eyesight checked.

We also have two psychologists, Sarah Stringfellow and Liam Barratt-Hawkins, who visit our home. They spend time with the adults but also like to get to know the children who live with us. If you want to talk to them for therapy, they are here to help.

We love cooking healthy meals at home, and we'd love for you to help us choose what we make each week and pick things for the shopping list!

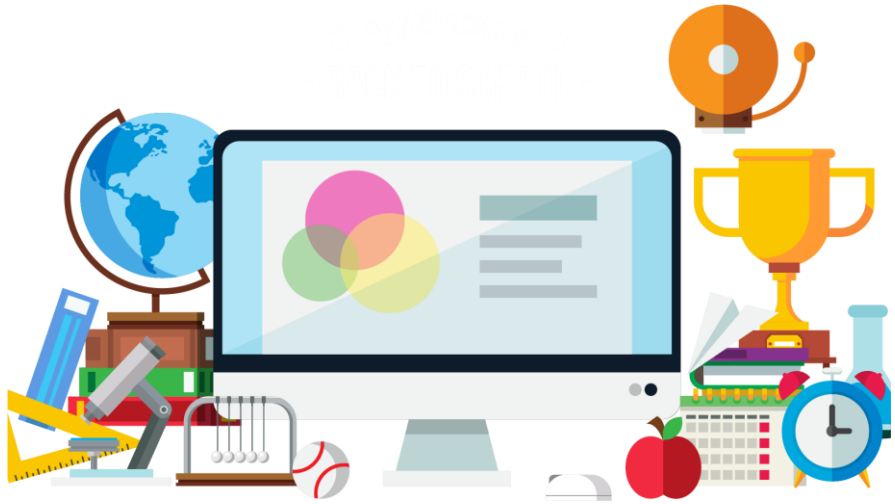
Your Education Matters

Your education is really important to us, and we want to help you reach your goals at school to get ready for when you're older.

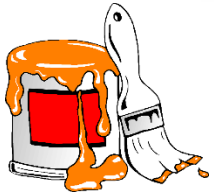
School can be tough sometimes, and there might be days when you feel like you're struggling, but we're always here to support you and work with your school to help you through any challenges.

We'll make sure you get to school and back every day. As you get older, we can think about using the bus or walking.

If you don't have a school when you move in, we'll work with your social worker to find the right one for you. While we're finding a new school, you'll do some work with us, have a private tutor at home, and go on fun educational trips!



Your Space & Privacy



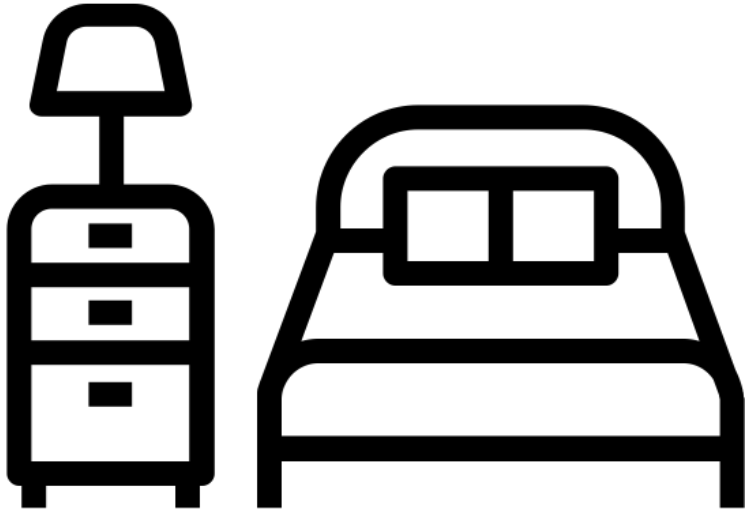


We think it's important for you to be able to decorate your new room so that it feels comfortable and relaxing! We'll give you money and support to buy things for your room, and you can think about what colours you'd like on the walls. Be as creative as you want!

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

We'll always knock before coming into your room, and we hope you feel comfortable letting us hang out with you, listen to music, help you sort your clothes, or help you keep your room tidy.

If you want, we can give you your own key to your room for extra privacy from the other children in the house.



Your Money

You will receive pocket money each week and the amount you get is based on your age. Please view our table below:

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

At Emerald house there is opportunity to earn extra rewards by completing your own incentive charts that are made personalised with you and for you.



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

We will also be saving £5 a week for you, which you will get from your social worker when you turn 18. You will get money for other things too such as clothing, toiletries such as hair care and shower gels.

A Usual Day

Mornings

On weekdays, the time you wake up will depend on when you need to be at school. If you don't have school, we'll wake you up around 8:30 am so you can wash, get dressed, and be ready by 9:30 am.

On weekends, it's okay to sleep in a bit longer, but we'll encourage you to wake up before lunchtime because we'll have fun plans for the day!

Afternoons

Once your school work is done for the day, we'll make sure there are fun things planned, like going to your sports clubs, youth groups, hanging out with your friends, or doing fun activities with a grown-up and maybe another child from the house. You always get to decide what you want to do or not do.

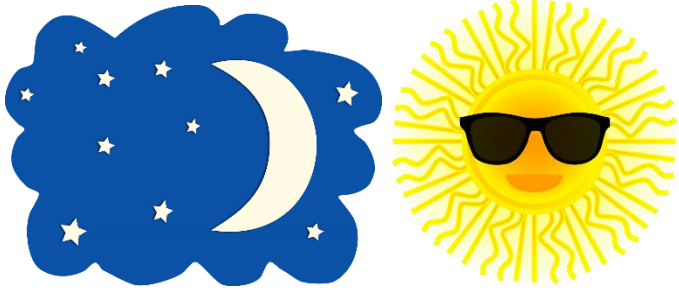
We like to eat meals together between 5 and 6 pm. It's a great time for us all to talk about our day and have some laughs!

Evenings

Every evening, we make a plan for fun things to do, like having a movie night at home, going to a roller disco, or doing an activity you choose.

Getting a good night's sleep is important, so we'll help you settle to bed in a way that works best for you. This might include reading a book, helping you with your hair, or just chatting.

Your bedtime might be different from other children's in the house because everyone likes to be settled in different ways. We can talk about your bedtime routine before you move in to make sure it works for you.



Your Religion Matters

If you follow a religion or want to learn more about one, we will always support you in visiting places of worship and celebrating religious events like Christmas, Diwali, or Eid.



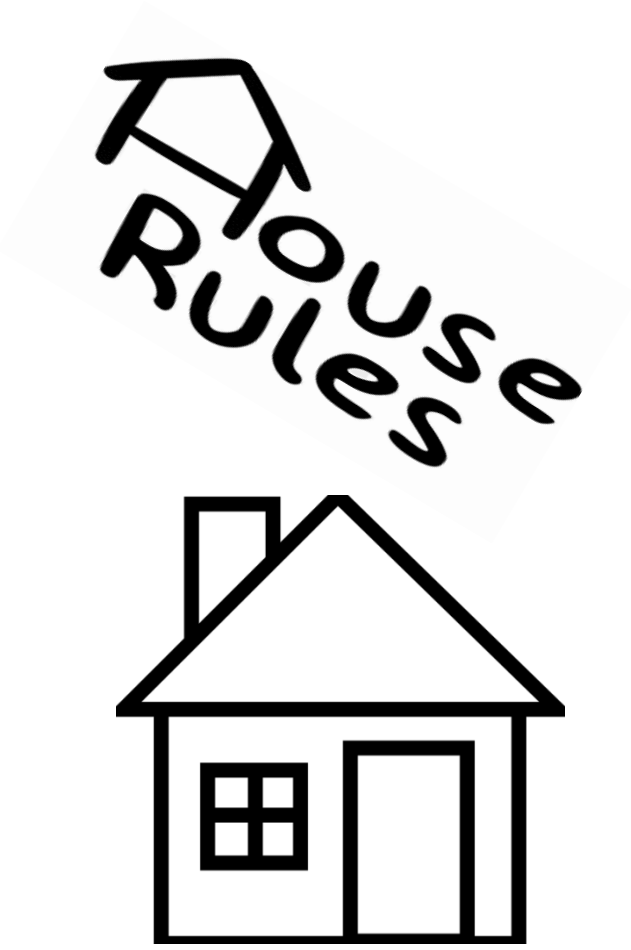
At Emerald House, we celebrate not just religion but also different cultures. We have special culture nights where we pick a country from around the world to celebrate. We cook food from that country and learn about their culture. Everyone gets to help choose which country we want to celebrate, and we talk about it in our monthly meetings. It’s a fun way for us all to learn cool facts, try new foods, and learn about different cultures!

Having your say

You get to have a say in how we take care of you and even how the home looks. We will ask for your thoughts, ideas, and what you like or don’t like in different ways, like in our weekly meetings or fun questionnaires. It’s really important that you feel you can talk to us anytime about how you're feeling or if you want to change something.

your voice counts

We do have some House Rules



We want everyone to be kind and respectful to each other, both children and adults in the home.

Your bedroom is your private space, so you can't go into other children's bedrooms, and they can't come into yours.

We don't like swearing, so we ask everyone to avoid using bad words.

We love hearing your music, but if it's too loud, we need to turn it down so it doesn't bother others.

We will not allow any kind of bullying in the home, whether it's being mean with words or actions.

If you have a mobile phone, we understand you might have apps like Snapchat or Facebook if you are of the right age, but we ask that you don't add the other children here on these apps.

Drugs and alcohol are not allowed in the home. If we think you might have them outside of the home, we'd need to talk to your social worker and come up with a plan to support you.

There is no smoking in the house.

Sometimes, visitors or the postman might knock at the door. Please let an adult answer the door.

Complaints

It's really important to us that you can tell us if you're not happy or if you feel like you're not being listened to. If we can change something to help you or others in the house, we'll try our best. You can talk to any grown-up here about how you're feeling, and you can also fill out a complaint form if you want.

The complaint forms are in the hallway at Emerald House, and there are pens there to make it easy. You can put your completed form in an envelope, then give it to a grown-up. If you prefer, you can slide it under the office door or give it to your social worker.

If you ever feel unhappy, you can also talk to your family, teacher, social worker, or advocate. They will help us know what we can do to make things better for you.



Your important Contact Details

SOCIAL WORKER

ADVOCATE

CHILDRENS RIGHTS COMISSIONER

Rachel De Souza
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
020 7783 8330
info.request@childrenscommissioner.gov.uk

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.