MARBLE HOUSE



stepping stones
inspiring future generations

OUR CHILDRENS GUIDE

UPDATED ~ 10.02.2026

MANAGERS WELCOME

Hi,

I'm Kayleigh, and I'm the Manager at Marble House. I am really looking forward to welcoming you to our home!

We know some days we may go through ups and downs, and we are committed to supporting you, we hope we can have lots of fun along the way. Marble House is somewhere that we want you to feel safe, happy and supported.

You will always find someone ready to listen to anything you would like to share or talk about. I really hope this children's guide helps to answer some of the questions you may already be thinking of about our home.

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



OUR COMMITMENT TO YOU

A safe home for you to be yourself

A clean and tidy home and fresh home cooked meals



Adults who will always listen and support you



For us to teach you life skills ready for your next chapter when that comes

Opportunities to do activities you enjoy or have always wanted to do



OUR COMMITMENT TO YOU

We want your time with us to be a journey; one where you will grow as an individual, become confident in who you are and positively transition to your next chapter when that time comes. For this to happen, our commitment to you is that we will….

1 –**LISTEN AND UNDERSTAND** – We will take time to learn about you from you and the people who know you. We want to understand what you have been through and what you will need from us.

2 – **CARE WITH KINDNESS**– We will look after you in a way that fits just for you. We want to build a caring connection that allows you to grow as who you are.

3 – **BUILD CARING RELATIONSHIPS** – We will give you a safe and loving space for you to explore who you are, where you have come from, what has happened and develop who you want to be.

4 – **GROW BEYOND HURT** – With our care, we hope that you will feel safe enough to be able to share your story, understand it and grow from this to feel hopeful about your future.

5 – **STEP TO YOUR NEXT CHAPTER** – We will support you in a smooth, positive and planned transition to your next chapter and keep in touch with you to support you through this process.

MARBLE HOUSE











OUR GARDEN





OUR TEAM

KAYLEIGH

Kayleigh has been caring for children in residential care for 12 Years. She has a mix of Jamaican and Irish heritage so can cook lots of delicious different dishes. She would love to be able to pass on some of her cooking skills to you.





KIRSTY

Kirsty is the Deputy Manager at Marble House, and she is also a qualified scuba diver!

NAVID

Navid is a shift leader and his hobbies are breakfast, lunch and dinner…He is a real foody! He would describe himself as someone that chasing goals and gives good memories.





JERMAINE

Jermaine is a senior support worker and joined marble in February 2026. He has a real passion for supporting children!

OUR TEAM

KAM

Kam has been with Marble since the home opened over two years ago. Kam gives the best hugs and always has one to offer.





JAMIE

Jamie is new to residential care. He loves to clean! He is fun, bubble and in his spare time coaches a boys football team!

TIFFANY

Tiffany is the glamorous one of the team, who will be up for doing all the latest TikTok dance trends with you!





ADEEL

Adeel is a great chef and makes the best homemade Pakoras and curries.
Give one a try!

OUR OCCASIONAL TEAM



Andre

Andre will only be around on a weekend so you may not see him much. Andre likes to go to the gym in his spare time.



Amy

Amy (who is a real person and not actually a cartoon!) likes to go to festivals and on days out.



DEVON

Devon will be around from time to time, but he isn't always at Marble. Devon is very stylish and likes his branded clothes.

Our Reg 44 Visitor - Andy



Andy is someone who will visit Marble once a month to see how the home is and that everything is going okay. He may want to chat with you if you are around, just to check in and see if you are happy with our care, but he will mostly spend time with Kayleigh and the team.

We call him our ‘Reg 44’ visitor as its part of Regulations that he visits to make sure you are getting the best care possible and we are doing all that we can to achieve this.

Andy has been part of residential Childrens care for 35 years.

YOUR KEYWORKER

YOUR KEYWORKER IS .....

The whole team are here to care and support you, but your key worker is someone who will oversee your care to make sure you get everything you need.

They will:

- Make sure all your health appointments are booked
- Check you have the clothes, uniform and essentials you need.
- Support you to develop new skills
- Help you to prepare for meetings you want to be part of, and talk on your behalf on the meeting you don't.
- Plan your birthdays to be how you want them

ACTIVITIES

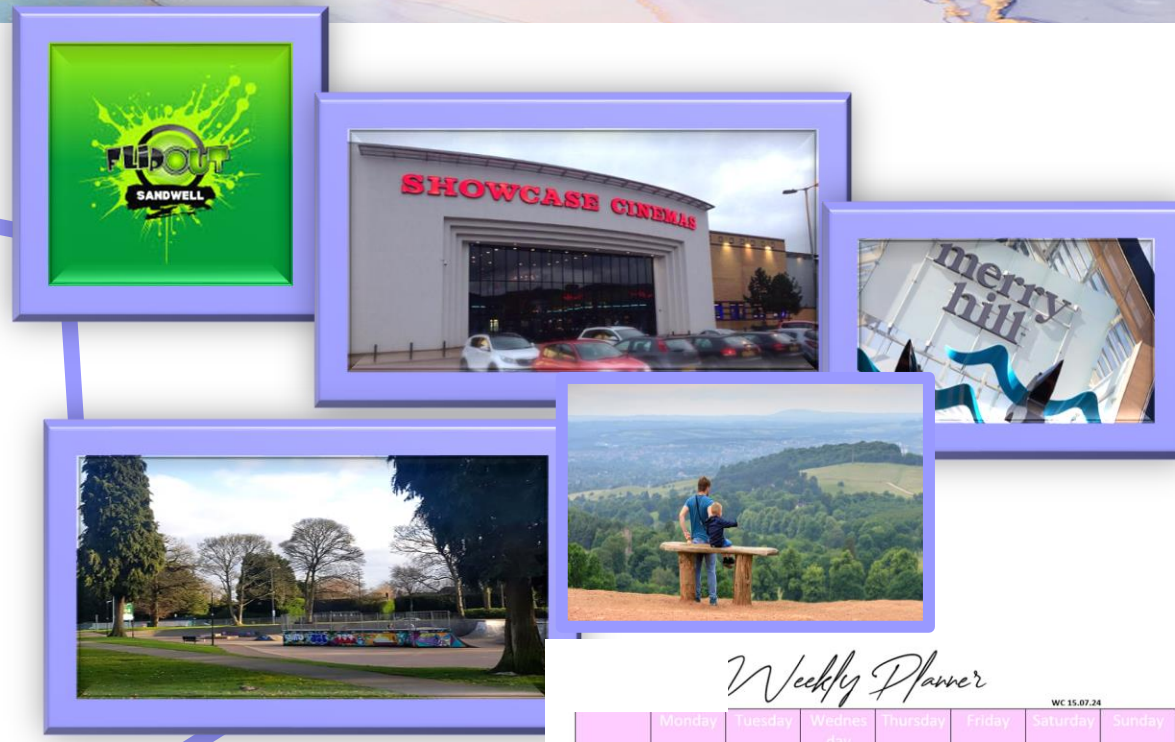


We hope you enjoy activities, and there's lots of great options local to Marble House. We make activity planners each week so you can plan ahead to make sure you get the opportunity to do all the activities you love.

Whenever you feel ready, we can have a look for you to join some local clubs, groups or sports teams. This will be a great chance to make new friends.

At home we do enjoy board games, arts and crafts, pamper nights, garden fun and movie nights.





An example of an activity planner...

Weekly Planner

WC 15.07.24

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Appointments	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Planned Activities Morning	Education 9:30-12:30am	Education 9.30-12.30am	Education 9.30-12.30am	Education 9.30-12.30am	Beacon Hill 10-11 (one hour)	Clean bedroom and change bedsheets	Stables
Planned Activities Afternoon	Friend over	Chill in the home	Games in the home (pool, karaoke)	Weekly meeting	Free time (If attends education)	Friend over or Free time	
Planned Activities Evening	Drive with carers	Starbucks	Free time	Movie night	Takeaway Night	Free time	Drive with carers

There is always something fun to do!

What matters to you, matters to us...

Time with your family and friends

We will always support you to have time with your family and friends. Spending time with people you love and care about is important, and we will work with your social worker to make sure you have plans in place to see them where you can.

We will also help you to write letters, make telephone calls and support in buying important festival gifts such as Christmas or Diwali and birthday gifts too.



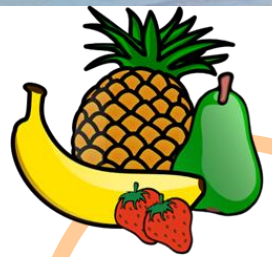
Your religion and culture

If you practice religion, or feel it is something you want to look into, we will always support you to visit places of worship and celebrate any religious events or festivals such as Christmas, Diwali or Eid.

We like to celebrate and learn about different cultures



YOUR HEALTH AND EDUCATION



YOUR HEALTH

We will register you with our local dentist, doctor and optician so that you can have regular check-ups and appointments when you need them.

We have our own counsellor Liam, who visits the home once a week. You can chat and spend time with Liam if you wish to, and everything you say to Liam will be kept between you two – unless he is worried of harm to you or others.

We like to make homemade healthy meals to eat and we hope that you will give us meal ideas each week to go on the weekly menu and shop.

YOUR EDUCATION

Your education is important to us and we want to make sure you reach your goals in school to help you when you are older.

School/College can be difficult at times and there may be days you feel you are struggling. We will always support you and work with your school to help you overcome any problem.

We will help you get to school and back every day and if and when the time is right, we will look into you making your own way to school because we aim to build on your independence.

If you move in and do not have a school , we will work with your social worker to find a new one that is perfect for you. Until a new one is found, we will have a mixture of work to complete with us or a private tutor helping you at home and some fun educational trips too



YOUR SPACE AND PRIVACY

You will be able to decorate your room to your own taste so you can feel at home. There will also be money available from us to buy things you like to really make it feel like yours.

Your bedroom door will have an alarm that can be set at night, this is just so we can keep you safe, however it will only be turned on if we feel there is a good reason for it to be.

We will always knock on your bedroom door before entering and you will be offered your own key for your bedroom if you ever wanted that extra privacy from other children living in our home too.

We can support you in keeping your room clean and tidy. We will ask you to bring any cups downstairs to be washed and to make your bed. We will help you deep clean on a Saturday with hoovering and polishing.



Why not circle the colour you would like for your room?



MONEY ALLOCATED TO YOU

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

We also save £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 haircuts and toiletries.

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

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



A USUAL DAY AT MARBLE HOUSE

MORNING

During the weekdays, the time you need to get up will depend on what time you need to be at your school. Otherwise, we would be waking you up around 8:30am to wash, dress and be ready for the day by 9.30am.
Sleeping in later is fine at weekends, although we will encourage you to be up before lunchtime, as we will have fun plans for the day.
We will support you with your routine and encourage what suits you best – shower/bath in the morning or evening.
We can make you breakfast, or you can help us make it if you wish to.

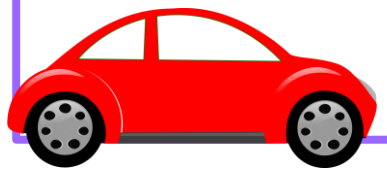




AFTERNOON

Once your education is finished for the day, we make sure we have lots of fun things planned whether it's taking you to one of your weekly sports clubs, youth groups, to see your friends or taking you on a fun activity with a grown up and maybe another child who lives with you too. You always have the most important say and choice in what you would and would not like to do.

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!





EVENING

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

Helping you settle to bed at night is important because getting a good 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 running you a bath, 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 for 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 SAFETY AND SAY

SAFETY AT MARBLE HOUSE

At Marble we do weekly checks just to make sure the home is safe and everything is in working order. Sometimes this will include us testing the fire alarm or checking the window are safe in your room.
We will also have a fire drill every month to make sure you know what to do incase of an emergency.



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; your choices, your ideas and even what you may not be happy about. We will do this 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.

In the weekly meetings, you can also share ideas for the menu, activities you want to do and plans for the summer/school holidays.



OUR HOUSE RULES

- We want you to be kind and respectful to other children living here.
- You cannot go in other children's bedrooms
- Swearing can offend others around so we ask that you don't do this.
- We love to hear your music playing in the home but we need you to be mindful of noise levels and turn the volume down if we ask you too.
- We will not accept any kind of bullying in the home. This includes hurting other children 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.
- There is no drugs or alcohol to be brought into the home. If we had worries that you may have had either of these outsides of the home, we would be worried and would need to speak to your social worker and put a support plan in place.
- No smoking in the home
- We may get knocks at the door from visitors or people such as the postman. Please allow an adult to answer the door.
- Our Wifi will turn off at a time to help support you get a good nights sleep, Alexa's can still be played if you like falling asleep to music but we asl this is at a reasonable volume.
- Only games and films appropriate for your age are to be played and watched in the home. If you are watching something in a communal area, we ask that you respect the age of your peers.

How to make a complaint

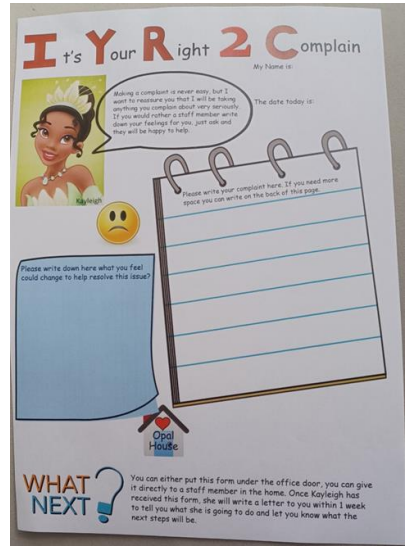
It is important to us that you are able to share when you are not happy, or if you feel that you are not being listened too. If we can change something to make it easier for you and others in the home, then we would like to do that. You can talk to any grown up in the home about how you are feeling and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

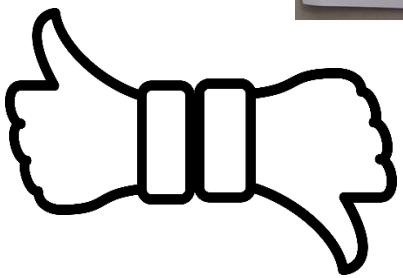
These will be available in the hallway at Marble House, in the complaints box there are pens available so that this is made as easy as possible.

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 a team member, 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.

When you hand in a complaint, these will be looked into by the homes manager, unless your complaint is about the homes manager, then this will be dealt with by another manager of a Stepping Stones Home. Management will talk to you to investigate your complaint. They will keep you informed as they investigate and once the investigation is completed, you will be given an outcome hopefully with resolutions or answers that you are happy with. You will always have the opportunity to discuss this outcome.







SERVICES FOR SUPPORT

Childline – 0800 1111

NSPC – 0808 800 5000 - help@nspc.org.uk

FRANK – 0800 776600 – talktofrank.com

X2Y – 07563 396252 – info@x2y.org.uk

Anti-bullying Alliance – 0800 1111 – aba@ncb.org.uk

Beat Eating Disorders – 0808 801 0711

Ofsted – 0300 123 4666

Children's Rights Alliance – 0207 278 8222