Your Children s Guide

Onyx House
Stepping Stones Care
Version 3.5
07/11/2025



stepping stones
inspiring future generations

Managers Welcome



Chloe Holt
Registered Manager

Welcome to Onyx House!

Hi, I'm Chloe and I'm the Manager here at Onyx House. I'm really looking forward to welcoming you into the home!

At Onyx House, we want everyone to feel part of our Onyx family. Moving into a new place can feel like a big step, and we understand it might be a bit scary or overwhelming at first — but you won't be alone. The whole team is here to support you and help you settle in.

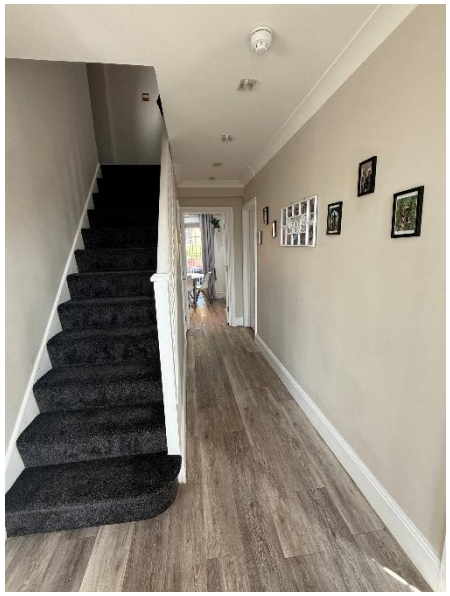
There's always someone around if you want to chat, ask questions, or just need someone to listen. Whether you're having a good day or a tough one, we'll be here for you.

You matter to us — and we'll always do our best to make sure you feel safe, secure, and happy here.

We hope this guide helps answer some of the questions you might have about living at Onyx House. If you're unsure about anything, just ask — we're always happy to help.

We can't wait to meet you and welcome you to your new home!

Onyx House



















Meet The Team




Chloe - Manager


Del - Deputy Manager


Lucy – Saturday Support


Shaz – Senior support

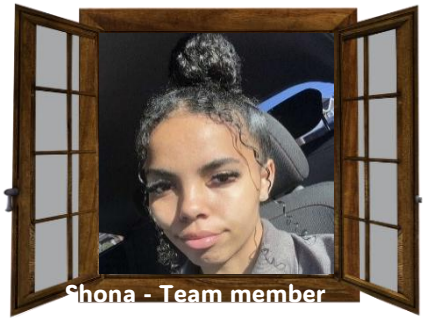

Ben – Senior support


Habibah – Senior support


Ryan – Team member


Callum- Team member


Kerrie- Team member


Shona - Team member


Elisha- Team member


Sonia – Team member

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 when this is agreed with everyone.

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.





Activities



We hope to keep you busy with our weekly activity planners visiting new places and trying new activities! We are very lucky to have so much going on around us to take you to see.

We hope that once you have settled in your new home that you may wish to join local clubs, groups or even sports teams, we have plenty to offer in our local area, and it is such a good way of making new friends locally to us.

As well as activities outside of the house we also plan lots of stuff at home whether it be BBQ's, pamper nights, game nights etc.

Your Health is important to us

We'll register you with the local dentist, doctor, and optician so you can have regular check-ups—and in case you ever feel unwell or need your eyesight checked.

We also have our own psychologists who work closely with the home: Liam Barrett-Hawkings and Sarah Stringfellow. You'll see them around from time to time—they spend time getting to know you and the team.

If you ever want some therapy or just a one-to-one chat, they're here for you.
We love cooking homemade, healthy meals and would really like you to help us choose the weekly menu and what goes on the shopping list. Your ideas are always welcome!



Your Education Matters

Your education really matters to us, and we want to help you reach your own goals at school so you're ready for whatever comes next.

We know school or college can be tough sometimes, and there might be days when you find things hard. But we're here to support you and work with your school to help you get through any problems. We'll help you get to and from school every day, and when you're ready, we'll also support you in making your own way there to help you become more independent.

If you move in and don't have a school place yet, we'll work with your social worker to find one that's just right for you. While we're sorting that out, you'll do a mix of work with us, have a private tutor come in, and take part in some fun educational trips too.



Your Space and Privacy



We think it's really important that you can decorate your new room so it feels like your own space where you can relax and be comfortable. We'll give you some money and support to buy things for your room, so you can start thinking about what colours you'd like on the walls—feel free to get creative!

Your bedroom door will have an alarm that can be set at night. This is just to keep you safe and will only be used if there's a good reason to do so.

We'll always knock before coming into your room, and we hope you feel comfortable enough to let us in to relax with you, listen to music together, or help you organise your clothes.

If you want, you can have your own key to your bedroom door for a bit of extra privacy from the other young people living here.

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



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

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

During the weekdays, the time you need to get up will depend on what time you need to be at your school or college. 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 way before lunchtime, as we will have fun plans for the day.

Afternoons

Once your education is finished for the day, we make sure we have lots planned for you in the week. You may have some free time with friends in the local area or want to join us on a fun activity.

You will 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 we would love for you to get involved and help us cook from time to time.

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 the cinema or an activity of your choice.

We want to help support you at night time in whichever way works best for you so we will work together to create 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

Whether you actively practice a religion or are just beginning to explore your spiritual or cultural beliefs, we are committed to supporting you. This includes helping you access places of worship, take part in religious practices, and observe significant religious or cultural events and festivals—such as Christmas, Diwali, Eid, Hanukkah, Vaisakhi, or others that are meaningful to you. We respect and celebrate the diversity of all faiths and traditions, and we'll do our best to ensure you feel comfortable, included, and supported in your personal beliefs and expressions.



Having your say

You have the right to have a say in how you're cared for in the home—even down to how the home looks and feels. Your voice matters to us, and we'll always ask for your opinions, ideas, and preferences. We also want to know if there's anything you're not happy about. You can share your thoughts in different ways, like during our weekly children's meetings, through fun questionnaires, or just by chatting with us when you feel ready. What's most important is that you know you can talk to us anytime about how you're feeling or if there's something you'd like to change. This is your home too, and your input helps us make it the best it can be for you.

We do have some House Rules

We want everyone living in the home to feel safe, respected, and comfortable. That means we all follow a few important rules to help make this a positive place for everyone:

- **Be Kind and Respectful**
  Treat others how you would like to be treated. We expect everyone to show kindness and respect to the other children and adults in the home.
- **Bedrooms Are Private Spaces**
  Everyone deserves privacy. That's why you're not allowed to go into another child's bedroom.
- **No Swearing**
  We know everyone gets frustrated sometimes, but we ask that you avoid swearing. Let's keep the home a calm and respectful space.
- **Music is Welcome – Just Be Mindful**
  We love hearing your music and want you to enjoy it! Just be considerate of volume levels and turn it down if asked, especially if others are relaxing or studying.
- **No Bullying – Ever**
  Bullying of any kind isn't okay. This includes physical aggression, name-calling, or hurtful words. Everyone deserves to feel safe here.
- **Social Media Boundaries**
  We know apps like Snapchat, Instagram, or Facebook are popular, but we ask that you don't add or message other children from the home on these platforms. It's important to keep healthy boundaries.
- **No Drugs or Alcohol**
  Drugs and alcohol are not allowed in the home. If we're concerned that you may have used them outside of the home, we'll speak with your social worker and create a plan to support you.
- **No Smoking Inside**
  Smoking isn't allowed anywhere inside the home.
- **Let Staff Answer the Door**
  Whether it's the postman, a delivery, or a visitor, please allow a team member to answer the door.

These rules are in place to help everyone feel safe, respected, and cared for. If you're ever unsure about something or want to talk, we're here to listen and support you.



Complaints

Your thoughts, feelings, and experiences matter – and we're here to listen.

It's really important to us that you feel heard, especially if something is upsetting you or if you feel like no one is listening. If there's something we can do to make things better for you or others in the home, we want to know so we can try to help.

You can talk to any adult in the home about how you're feeling. But if you'd rather write it down, you can also fill in a complaints form.

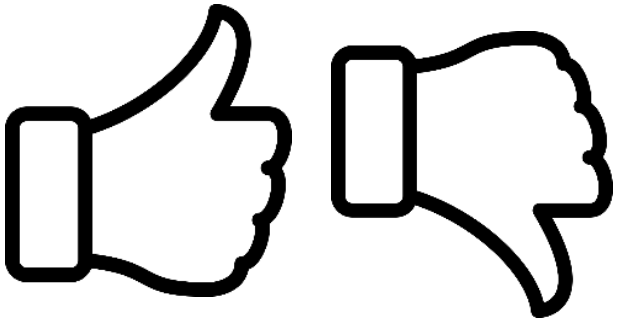
These forms are always available on the desk on the landing.

You'll also find envelopes and posting stickers there, so you can put your form inside before handing it in or posting it.

If you don't want to give it to someone directly, you can:

- Post it yourself
- Slide it under the office door
- Give it to your social worker

You can also talk to your family, your teacher, your social worker, or your advocate if you're unhappy about something. They can help make sure your concerns are heard and that we work together to improve things for you.



Your important contact details

People You Can Talk To
If you're feeling unhappy, not being listened to, or want to make a complaint, there are lots of people you can talk to — not just the adults in the home.

Your Social Worker
Your social worker is there to support you and help make sure your voice is heard. You can speak to them anytime you have concerns or worries.

Your Advocate
An advocate is someone who can speak up for you if you find it hard to do so yourself. They're on your side and can help you share your thoughts and feelings.

Children's Rights – You Have Them!
You also have the right to contact the Children's Commissioner for England if you feel your rights aren't being respected.

Rachel de Souza
Children's Commissioner for England
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're Not Alone – You Have Support

You also have the **right to call any of the phone numbers on this page at any time** if you need to talk, ask for help, or make a complaint.

We'd also love for you to meet with an **advocate** — someone who is completely **independent** and works just for **you**. An advocate can speak on your behalf, help you express your views, and make sure your **rights are always being respected**.

Even if you're not sure right now, we'll keep checking in with you and **regularly offer to make a referral** for your own advocate — in case you ever change your mind.

You're never alone, and there are always people ready to listen and support you.