



**First Step  
Tangmere Crescent  
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RM12 5PP**

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Registered Charity Number 1106002  
Registered Company No. 4767369  
Incorporated in England & Wales  
Registered address: First Step, Tangmere  
Crescent, Hornchurch, Essex RM12 5PP

## Frequently asked Questions

***My child has just received a diagnosis and I do not know if you accept children with this disability.***

First Step welcomes all families and children. We strive to help each and every child reach their own, individual potential.

***How do you support parents/carers and families?***

The team at First Step have many years experience. Here at First Step we can offer help with completing benefit forms and give benefits advice. We provide advocacy and support at meetings, working with other agencies, professionals and settings to ensure cohesive and comprehensive support for your family. First Step has a dedicated Parents Room where you can meet other parents and share your experiences in a welcoming and non-judgemental environment.

### Quotes from Parents:

*“You have helped me through some very difficult times and made such a difference to our lives”*

*“We arrived at First Step bemused and afraid and will leave confident and resolute”*

*“We’ve had so much fun, help, support and advice for which we are, and will be, eternally grateful”*



**Support  
Advice  
Information  
Guidance  
Inclusion**



**For families of children with special needs and/or disabilities, living in the London Borough of Havering.**

**First Step was established in 1988 to provide an inclusive, welcoming and understanding environment for parents and carers of pre-school children, with special needs and/or disabilities.**

## What we do today

First Step provides support to families of children with special needs and/or disabilities.

We offer developmental play groups for children aged 0-5, structured learning sessions for children with social and communication difficulties, music therapy, access to our multi sensory room, counselling and parent//carer support groups.

## How?

First Step provides sessions for pre-school children, Monday to Friday, every morning and afternoon.

Parent/carers and Family support is available everyday at First Step.



## Who can come along?

Families living in the London Borough of Havering. First Step has a mini bus service and can provide transport to families who do not have their own car or are unable to drive.

## How old must my child be?

Your family can attend First Step from the birth of your child. If you receive an antenatal diagnosis you can start to receive support during your pregnancy.



If you believe your child has additional needs at any stage of their pre-school years, you can contact us for support, advice, information and guidance.

## How can I be referred to First Step?

You can be referred by all medical and social professionals, as well as relevant agencies. You can also refer yourself to First Step and your child can attend sessions without a formal diagnosis.

**If you think that First Step might be able to help you and your baby or child, please give us a call. We are here for a friendly and informal chat, Monday to Friday, 8.30am to 5pm.**



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First Step  
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Large car park (free)

