

## **First Step - Values**

### **Welcoming Environment**

First Step aims to provide a 'sanctuary' where parents can lose their sense of isolation and feel safe in a warm, friendly and supportive atmosphere. Trust is built up through the sensitivity of staff: their willingness to listen, and the commitment to confidentiality and consistency.

### **Respecting and Valuing Each Individual**

First Step recognises the unique qualities of every child and adult and strives to respond to individual needs. We try to celebrate diversity in life styles; we aim to build on people's strengths and to empower them through training, providing information and practical help.

### **A 'Can-Do' Approach**

First Step creates enjoyable opportunities for each child to play, learn, communicate, and to experience success. We celebrate the achievements of everyone, recognising what is realistic and important for each child and adult.

### **High Quality Care**

First Step works to provide a professional service to children and families through its highly skilled, well-trained and committed staff team. Stimulating play experiences, personal care that respects dignity, an individual, empathetic response to families, a positive use of humour, and supportive teamwork, are essential to the essence of First Step.

### **Inclusive Ethos**

First Step aims to be open to ideas that will improve services for families and children. We act as advocates for our clients and value working in partnership with parents, team members and outside agencies. Maintaining non-judgemental attitudes, recognising alternative approaches, and respecting individual preferences and differences are practices we wish to embody.