



First Steps Women's Centre

"I have suffered from depression and anxiety throughout my life. This course has been life changing."

"Thank you First Steps for accepting me on this programme. Everyone in first steps made me feel so welcome."

"The staff are welcoming and there is a feeling of happiness."

"This course has been a lifeline for me. It has given me lots of different ways to cope when I am stressed."

"An excellent, interesting and valuable course, can't wait for the next one."

Annual Report 2015 - 2016





“ First Steps Women’s Centre is a diverse organisation in many, many ways. There are a vast range of different programmes and qualifications obtained on any given year within FSWC ”

Contents

Welcome	2
CEO Report	4
Education & Training Programmes	6
Information Technology	7
Wellbeing	8
Life Skills	9
Participant Comments	11
Childcare	12
Progression Work	14
Work Opportunities	14
Transport	14
Benefit Checker	15
Events Timeline	16
Autumn/Winter Timetable 2015	18
Annual Accounts	19
Funders	23



www.firststepswomenscentre.org

Welcome

Chair's Report

This is my second year as Chair of First Steps Women's Centre. This year has been a year of consolidation, growth and success. However the beginning of the financial year could have been somewhat different.

In February 2015 First Steps Women's Centre (FSWC) was informed by Department for Employment & Learning (DEL) that it had not been successful in its application to the European Social Fund (ESF) programme. This was a dark and very stark day for all staff and Directors. It meant that there would be no funding to provide most, if not all of the courses and services. Senior staff and Directors refused to accept the outcome. Thankfully the decision had been an error and the Centre was back on track to do what it does best.

First Steps Women's Centre is an education and training Centre that has witnessed a growth in demand not only for its programmes but also for its support services.

We are living in austere times. Families and women in particular are struggling to survive and make ends meet. Our own constitution states that our objectives include the:

- (a) relief of unemployment among women in such ways as may be thought fit, including assistance to find employment;
- (b) advancement of education, training or retraining and providing unemployed women with work experience;
- (c) provision of recreational facilities for women or those who by reason of their youth, age, infirmity or disablement, poverty or social and economic circumstances, have need of such facilities;
- (d) preservation and protection of health of women and the provision of childcare;
- (f) development of the capacity and skills of women in the area of benefit in such a way that they are better able to identify, and help meet, their needs and to participate more fully in society;
- (g) promotion of social inclusion, equality of opportunity and good relations across all diversity strands, including race, ethnicity, age, sexual orientation, religion and disability and to encourage diversity.

These objectives help keep the staff and Board focussed on what we should be doing. It is also essential to point out that our staff and Volunteers always conduct their work in a highly caring and professional manner. I see and hear this from many different sources, from the cleanliness of the Centre to how well our staff and volunteers interact and work with the women who attend the Centre.

Many women and their families have benefitted from our Benefit Checker, Counselling Service and working alongside our Progression Worker. The Progression Worker is a new post this year. The post is designed to assist women into further education, employment or volunteering.

In the past 12 months FSWC has continued to defy the odds and to surpass targets.

Between April 2015 and March 2016 there were 262 participants attending courses on the ESF Project. This is 23% over the target to recruit 213 women.

At the same time our Benefit Checker helped identify an astonishing £87,055.52.

As an organisation that strives to improve the quality of life for women through education and personal development it is absolutely necessary to know that behind every statistic is a story, a story of determination and struggle. Our Centre exists to provide a pathway through these difficult times. FSWC will continue to offer support, guidance, opportunities and explore different paths so that women can make the right choices for their future.

I would also like to express a big thank you to all of the Trusts, Foundations and Government Departments who have provided funding for our programmes. Without the help of the Clothworkers Foundation (£14,750 capital grant) FSWC would not have been able to replace the minibus engine or the computers in our computer suite.

I would like to offer a sincere thanks to all the team at First Steps Women's Centre including the volunteers, staff, Directors and of course to all of the women who have attended and benefitted from First Steps Women's Centre.

Katalin Hajdu
Chairperson



Chief Executive's Report

Strong, Vibrant, Essential

This has been a very productive and successful year for First Steps Women's Centre. It has also been a year of growth and change.

A key success was the award of funding through the European Social Fund (ESF) programme. This funding helped to secure training, education and support for over 300 women per year. It also set up a level of funding for the next three years which will help secure the future of First Steps Women's Centre. Our aim under ESF funding was to *"Provide a holistic personalised programme to up-skill and empower unemployed and economically inactive women for the workplace."*

During this financial year FSWC registered 262 women on to the ESF programme and provided 18 IT, 13 Wellbeing, 10 Life Skills and 2 Ancillary Courses. Our Centre provided 139 confidential counselling sessions helping people to cope with individual issues.

Our Benefit Checker Service continues to do such an amazing and worthwhile role. 108 Benefit Checker sessions were provided. This year this service has identified just over £87k in additional benefits.

Our other support services continue providing much needed and necessary services. Our minibus transports over 130 women and children per week. Our Crèche continues to provide a professional, dedicated, multilingual service to all.

Planning and Professionalism

During the first five months of the financial year the structure of FSWC was changed when 5 new staff were recruited. A Project Manager was recruited in June 2015. This helped establish and set up the ESF programme and was the pivotal reason for exceeding our ESF targets. The Centre also recruited two new Project Co-ordinators, a Progression Worker and two additional Bi-lingual childcare staff.

We are now witnessing the benefits of these additional posts. Attendance figures within childcare have exceeded 80% whilst the uptake for training and education has increased and ESF Programme targets exceeded.

The Centre was also able to apply for additional funding from other sources. This included the Office of the First and Deputy First Minister (OFMDFM). A project explicitly aimed at helping migrant women into employment was established. This funding enabled migrant women to receive 1-1 mentoring and employability support.

The Future Strategy

What of the future?

FSWC continues to source funding for capital work. Our aim is to have our own childcare space and additional training rooms. This is one area of need that the Board and Senior Management Team intend to focus on over the next 3 years. We want to have our very own bespoke crèche facility within the current premises.

All of these plans make FSWC a very busy and industrious place. However there are still one or two uncertainties that many community and voluntary groups have to live with. The main one being “core funding”. At this stage it looks as if the incoming financial year will be the end of the highly successful Women’s Centre Childcare Fund (WCCF) sponsored by the Department for Social Development (now known as Department for Communities). This fund was only ever designated as temporary but lasted almost a decade. WCCF brought so much certainty to 14 women centres across Northern Ireland. At this stage it looks like Department of Education will be the lead body administering childcare funding. There is a sense of the unknown. The fund might not be ready by April 2017! Having built up such a valuable, necessary and essential service many families and especially women may feel vulnerable to any adverse and delayed decisions.

First Steps Women’s Centre is a strong and vibrant organisation. It changes the lives of many women. It is the initial pathway and first step for many. Often women come to the Centre not knowing what to expect. By the time they are ready to take their next step they are ready to take on the world. This Centre gives Hope, Faith and Support to the women and their children. Without such a valuable, experienced, professional team of directors, volunteers and staff there would be little or no hope for many.

I want to thank all of the Team for the absolutely magnificent job that they do. I am immensely proud of all of their achievements and their zest to provide support and guidance to the lives of the many women that attend our Centre.

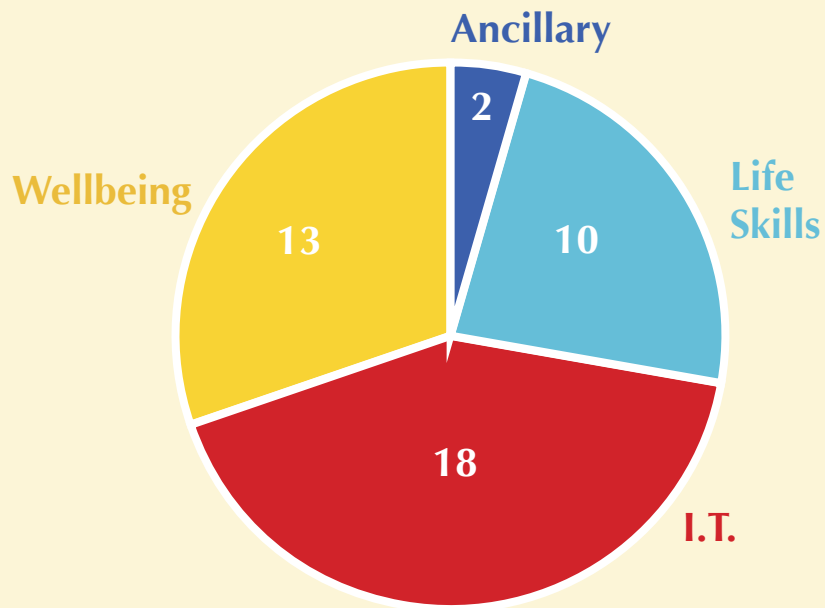
Michael McGoldrick
Chief Executive



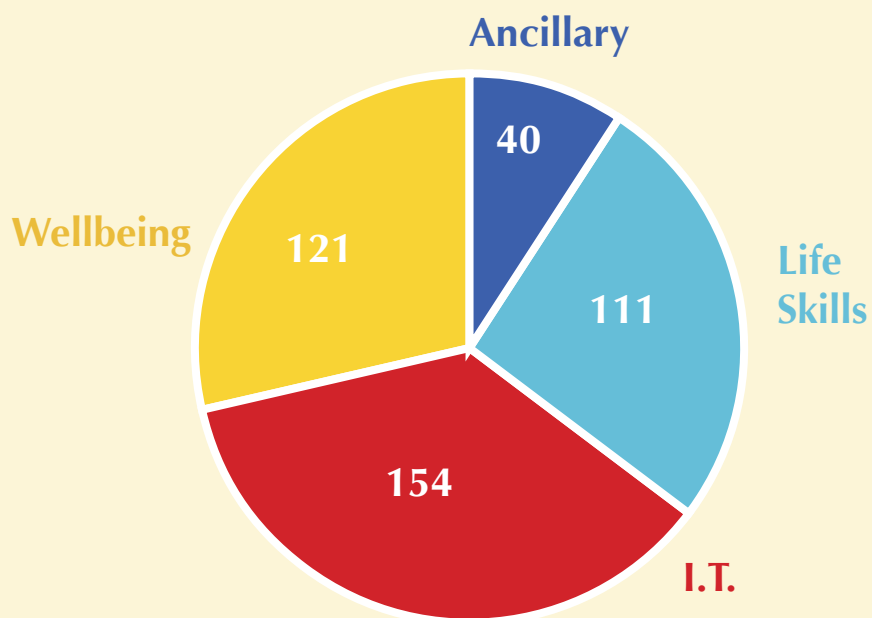
Christmas Fayre

Education & Training Programmes

43 Different Courses
September 2015 - March 2016



Number of Women Attending Classes



Information Technology

First Steps Women's Centre provided 18 IT Courses for 154 women between September 2015 and March 2016. The overall retention rate for all I.T courses was 96%. Pass rates for exams was 100%.

Course	Numbers starting course
ECDL x2	21
Keyboard	8
First Steps to Computing x2	17
Next Steps to Computing x2	23
Sage Payroll	13
Sage Accounts	13
Spreadsheets	13
Desktop Publishing	7
Digital Photography x2	12
Professional Document Techniques	6
Buying and Selling Online	12
Skills Assessment	5
Powerpoint	6
Spreadsheets	11



ECDL

"The Women's Centre is a place of security and tranquillity and the staff are the personification of pure kindness."

Keyboard

"I thoroughly enjoyed this course, thanks you! I would love a course to develop the skills I have acquired."

First Steps to Computing

"Very good and everything made easy to pick up and the tutor was great."

Digital Photography

"I liked the course a lot because I enjoy photos and like that I am able to work on them."

Spreadsheets *"Great class and I have learnt lots that will be useful. Fun, engaging tutor. Thank you!"*

Sage Payroll

"Course excellent, tutor excellent in delivering the course."

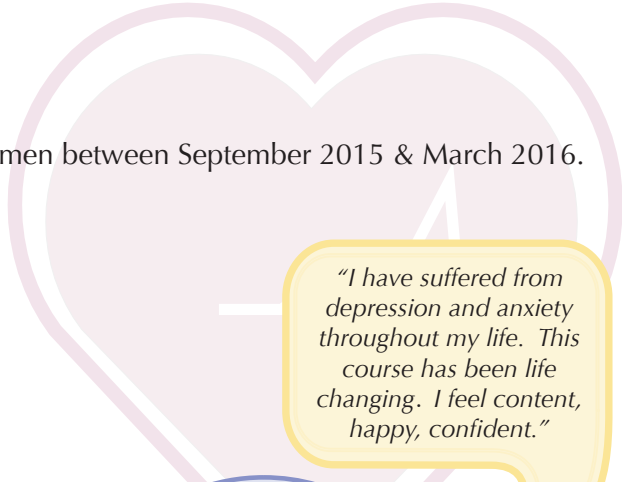
Desktop Publishing

"Thoroughly enjoyed the course. Thank you."

Wellbeing

Thirteen Wellbeing Courses were offered to 121 women between September 2015 & March 2016.

Course	No. attended
Personal Development	13
Personal Development 2 <i>(follow on from September - same people)</i>	9
Dressing for Success x 2	15
Cook It x 3	22
Managing Stress x 2	21
Managing Stress (advanced)	12
Creative Wellbeing x 2	19
Wellbeing for Life & Work	10



"I have suffered from depression and anxiety throughout my life. This course has been life changing. I feel content, happy, confident."

"Thank you First Steps for accepting me on this programme. Tutor presented in a very caring and professional manner, made everyone feel valued. Everyone in first steps made me feel so welcome."

"This course has been a lifeline for me and also my daughter who attends with me. It has given me lots of different ways to cope when I am stressed."

*"I would recommend to all women who come to the centre"
"Very well presented, good fun, good knowledge gained."*

"An excellent, interesting and very valuable course. Norah is such an excellent tutor, can't wait for the next one."

"I have attended this personal development course twice and have found it really useful in my daily life."

Cook It



Personal Development

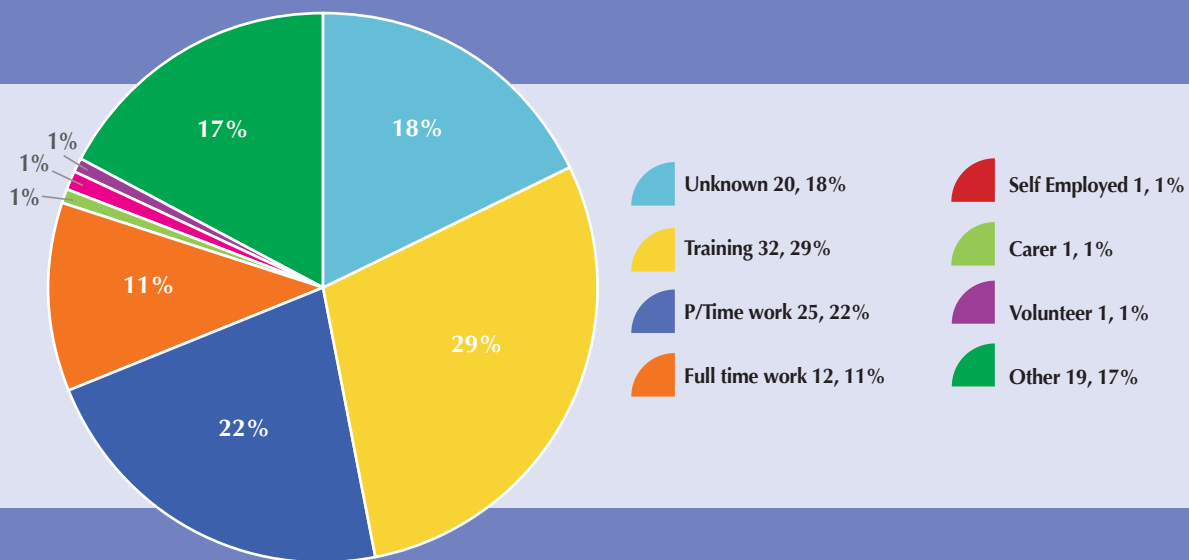


Life Skills

In the period April 2015 to March 2016 there were 111 participants over 10 courses which included: 5 ESOL classes, 4 Essential Skills Classes and 1 Vocational Skills (Business Studies Pathway). Class sizes ranged from 16 in ESOL to 7 in Essential skills. Average attendance overall was 78% and retention overall was 73%.

Qualifications

**A total of 72 qualifications were achieved:
15 Entry 1, 26 Entry 2, 12 Entry 3 and 19 Level 1**



Literacy/Communication (Tutor - Michael Murphy)

Could you please pass on my thanks to Norah. I am now working as a Catering Assistant in ICD. This is a permanent part-time position, which I started on the 5th January 2015 and I am really enjoying it

Excellent tutor, very helpful with all in the class - passionate about what she does

Course	Started course
Numeracy	9
Application of Number	6
Literacy	8
Communication	8
Voc. Skills Award	12
E1 SP + Listen - A	16
E1 SP + Listen - B	15
E1 Reading	12
E2 SP + Listen	14
E2 Reading	12



ESOL

OFMDFM Project Office of the First Minister and Deputy First Minister Project

In 2015-16 FSWC was successful in receiving just under £10,000 from OFMDFM. This formed part of the ESF project through Match Funding. The project was aimed at assisting the BME (Black, Minority, and Ethnic) women into the labour market. This included running specialist employability training courses for migrant women to address their aspirations to move from low-paid work up the career ladder.



FSWC used 1-1 mentoring and a Job Club approach to support migrant women to identify and tackle their personal barriers and improve their confidence. The Job Club was delivered to 4 different nationalities: Lithuanian, Portuguese, Polish and East Timor.

Other Classes

In March this year 40 women attended Level 1 First Aid and Food Hygiene. There was 100% pass rate.

Course		Pass rate	No. attended
First Aid Level 1 March 2016	1/2 day 3 hours	100%	20
Food Hygiene Level 1 March 2016	1/2 day 3 hours	100%	20

Participant Comments

Maths/Numeracy

Tutor - Lorraine Abbott

"The course was very enjoyable"

"It is wonderful here. Please let us do Level 2"

"Excellent course. I would highly recommend it"

Vocational Studies Business Pathway

Tutor - Jacqueline Hutchinson

"Thank you Jackie (tutor), you are great at teaching."

"I learned so much and hope to use the topics in future employment."

"The tutor is a real lady, easy to understand and the course is set in a relaxed atmosphere."

"The course so far has been interesting and informative."

Literacy/Communication

Tutor - Michael Murphy

"I have enjoyed this course so much and would recommend it to family and friends."

"I definitely would recommend it. I would come back myself!!!"

"I have loved doing this course and have enjoyed meeting people."

"I hope to do level 1 next year. I will miss this English course."

ESOL Course

"I would like to thank the Women's Centre because I learn in here and now speak a little bit good English."

"The tutor's teaching is very good. Lessons are very pleasant."

"Personally the tutors do help a person to take the initiative to continue."

"I want to continue attending these courses because they help me a lot on my future work."

Childcare

New Bi-Lingual Childcare Staff

In July 2015 First Steps Women's Centre (thanks to funding from BBC Children In Need) was able to recruit two additional bi-lingual staff. The Centre now has a compliment of 3 bi-lingual staff. The languages staff can speak in include Polish, Portuguese, Lithuanian, Russian and Latvian. This has been a big big help in settling the children into our Crèche.

This Year we have seen 8 migrant nationalities attending our Crèche including, Thai, Bulgarian and Dutch, which is great to see. Over the past eight years First Steps Childcare has had 12 different nationalities attend its crèche.

The Total Places Allocated for September 2015 to March 2016 was 53.

Themes at First Steps Childcare

Themes include 'Our Five Senses', Healthy Eating, Healthy life', 'Recycling', 'Let's make Music' and 'On the Farm'. At Christmas time the children to made pictures with their handprints and we framed them for their parents, which they loved. As well as the frames, Staff had a visit from Santa and gave all children a present. Pictures were on display on our parent board.

CHILDCARE STAFF TRAINING

Paediatric First Aid

Designated Child Protection Training

Child Protection Refresher

Wriggle Giggle Workshops

Creative Play for the early Years

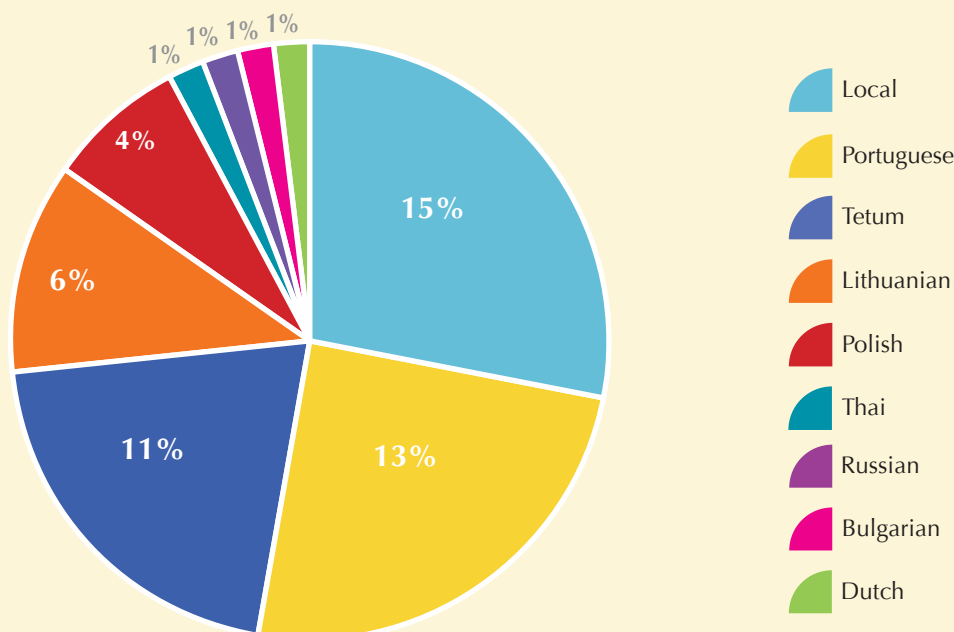
Leadership and Management
in the early Years

Supervision of Staff

Recruitment and Selection
of Childcare staff

Observation and Planning Course

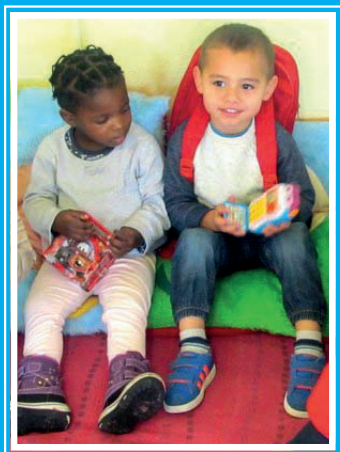
Breakdown of Children Attending Creche September 2015-March 2016





My daughter has become more confident here

Warmest, most loving wee welcome from all staff



The staff are welcoming and there is a feeling of happiness and fun

Staff take a lot of care and attention to produce a healthy meal



Progression Work

Barbara Walker became our first Progression Worker within First Steps Women’s Centre. Barbara started in September 2015. The role of Progression Worker is to help women identify where they could/can progress to next. The main areas for progression are in further education, employment, training and volunteering.

Work Opportunities

Since November 2015 a Vacancy Board was introduced. During the following 5 months to March 2016, 221 jobs have been advertised. This has helped women into employment. In one case a woman was offered 3 different jobs within weeks of each other, this was in accountancy after she had gained a Sage qualification.

Outcomes for women who left the project

OUTCOME	TOTAL
In Employment	21
Part-time Employed	21
Self Employed	3
Education (further)	1
Training	1
Voluntary Work	2
Other	82

Transport

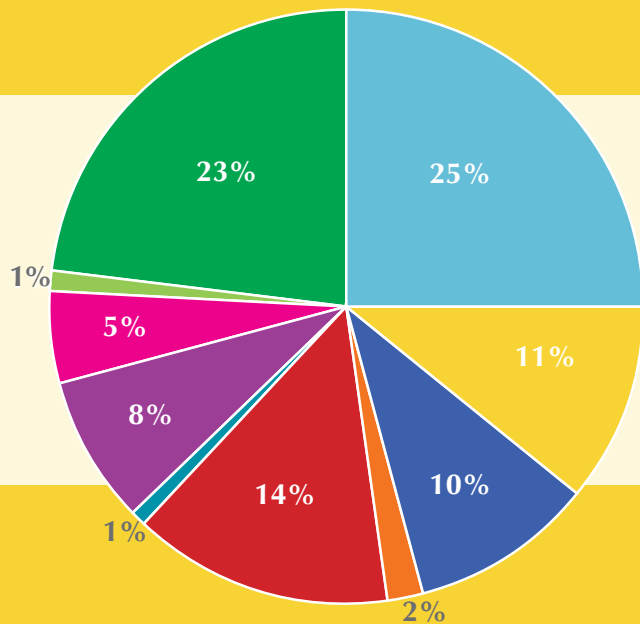
The rise in demand for transport has continued. Whilst our minibus is in very good condition it still is over 10 years old. In July 2015 the old engine died. Funding was granted through the Clothworkers Foundation to replace it. The minibus was back on the road for the September 2015 intake.

Between September 2015 and March 2016 the minibus carried 1,408 passengers and covered 4031 miles.

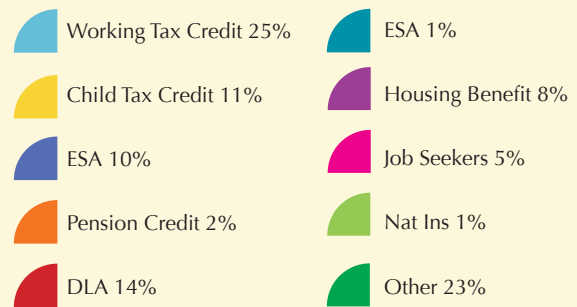


Benefit Checker

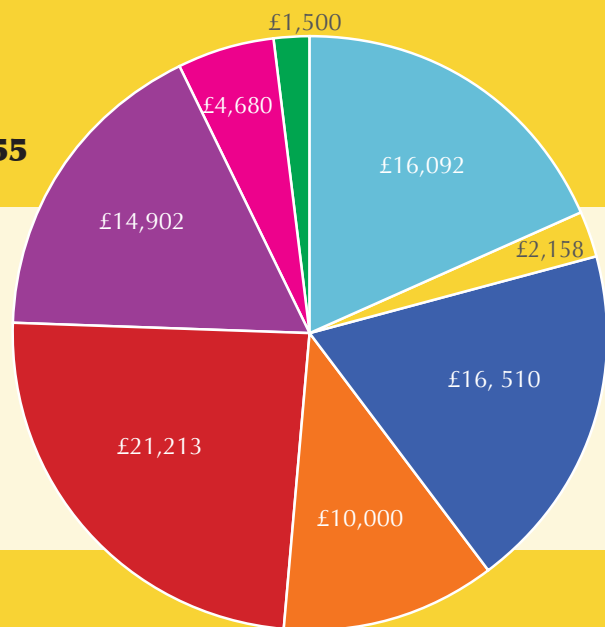
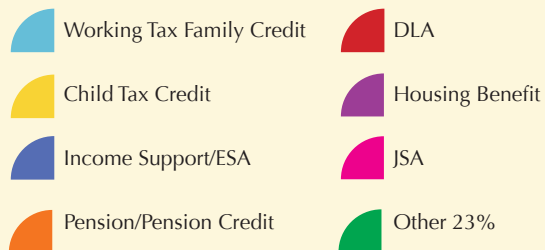
A staggering £87,055.52 was identified and during this 12 month period. This includes one off payments to the value of £16,327.20 with one payment being for £10,000. This is a very valuable and necessary service for the women, their families and the wider community. The main benefits identified are as follows:



Breakdown of Benefit Checker Work



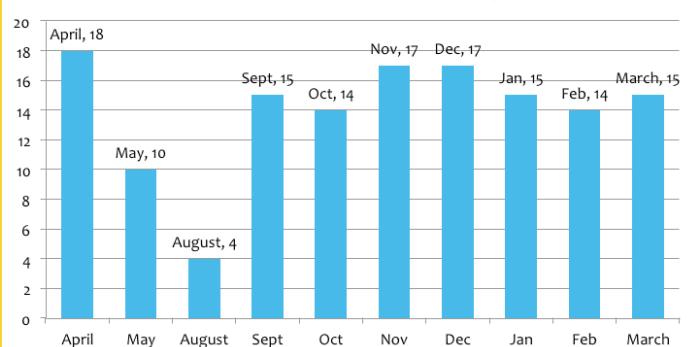
Amount of Additional Benefit Identified Total for April 2015-March 2016 - £87,055



Counselling

A total of 139 Counselling appointments were offered over to 32 women between April 2015 & March 2016. The number of sessions has been reduced from the previous year. This is due to a reduction in funding. However demand is still very high. The Centre has a 4-6 week waiting list at all times. Attendance is very high at 80%. 25% of the Women attending were from a migrant background.

Breakdown of Monthly Counselling Sessions



2015-16 Events Timeline

April 2015

Start of New European Social Fund Programme

June 2015

Official Launch of European Social Fund Programme, formally opened by Robin Swann MLA.–

Pictured below are Mrs Yvonne Corbett, Project Manager, First Steps Women's Centre, Robin Swann, MLA (Chair of DEL Sub Committee), Michael McGoldrick Chief Executive and Ms Bronwyn McGahan, MLA Member of DEL Sub Committee



June, July, August 2015

Recruitment for ESF Programme including Open Days in August. 15,000 leaflets delivered to households, schools, GP Surgeries and throughout the Mid Ulster Borough

September 2015

Childcare Open Days during first week of September

October 2015

Quiz Night at McAleers. Over £400 raised for the Centre

December 2015

Christmas Fayre



January 2016

New Courses Start

February 2016

Quiz Night at Dungannon Rugby Club. Over £500 raised for the Centre

March 2016

First Steps Women's Centre celebrated International Women's Day in style Tuesday 8th March 2016

Dungannon Rotary Club members were in attendance and commenced the proceedings with ex President Maire McEvoy presenting local Whizz Kids proprietor Daphney Scott with an International Award Certificate for her services to children with Autism Spectrum Disorder. Daphney gave a brief insight into her life with a 10 year old son with ASD.

PSNI Kirsty Baker gave the ladies a talk on life as a female officer. The ladies were then given a taste of some Salsa and Cha Cha Cha dance moves from Kevin & Louise from Conwell Dance in the Dungannon Resource Centre's hall. Afterwards some international cuisine was enjoyed while listening to music from Inez & Cristiana Granada and FSWC Student Liz Cairns.



Open Days

Our Open Days were held on Tuesday 11th August, Wednesday 12th August and Thursday 13th August 2015.

87 women turned up over the three open days to register for one of our courses.

Autumn/Winter Timetable 2015

COURSE TITLE	START DATE	DAY	TIME	DURATION
Computer Courses				
ECDL Essentials	07/09/2015	Mon	9.45 am – 11.45 am	8 Weeks
Keyboard Skills	07/09/2015	Mon	12.30 pm – 2.30 pm	8 Weeks
First Steps To Computing	08/09/2015	Tues	9.45 am – 11.45 am	12 Weeks
Next Steps To Computing	08/09/2015	Tues	12.30 pm – 2.30 pm	14 Weeks
Sage Payroll Level 1	09/09/2015	Wed	9.45 am – 11.45 am	12 Weeks
Sage Accounts Level 1	09/09/2015	Wed	12.30 pm – 2.30 pm	12 Weeks
Digital Photography	10/09/2015	Thurs	9.45 am – 11.45 am	6 Weeks
Spreadsheets	05/11/2015	Thurs	9.45 am – 11.45 am	4 Weeks
Desktop Publishing	10/09/2015	Thurs	12.30 pm – 2.30 pm	6 Weeks
Document Techniques	05/11/2015	Thurs	12.30 pm – 2.30 pm	6 Weeks
Health Promotion				
Personal Development	07/09/2015	Mon	9.45 am – 11.45 am	12 Weeks
Dressing For Success	07/09/2015	Mon	12.30 pm – 2.30 pm	6 Weeks
Storytelling Through Creative Movement	02/11/2015	Mon	12.30 pm – 2.30 pm	7 Weeks
Stress Management	09/09/2015	Wed	9.45 am – 11.45 am	10 Weeks
Cook It	16/09/2015	Wed	9.45 am – 11.45 am	6 Weeks
Wellbeing For Life and Work	09/09/2015	Wed	12.30 pm – 2.30 pm	12 Weeks
Life Skills				
Essential Skills Maths	07/09/2015	Mon	9.45 am – 11.45 am	24 Weeks
Essential Skills English	08/09/2015	Tues	9.45 am – 11.45 am	24 Weeks
Employability & Job Search	08/09/2015	Tues	12.30 pm – 2.30 pm	20 Weeks
Essential Skills Maths	09/09/2015	Wed	9.45 am – 11.45 am	24 Weeks
Employability	09/09/2015	Wed	12.30 pm – 2.30 pm	24 Weeks
Essential Skills English	10/09/2015	Thurs	9.45 am – 11.45 am	24 Weeks
Employability & Job Search	10/09/2015	Thurs	12.30 pm – 2.30 pm	20 Weeks
Vocational Skills	10/09/2015	Thurs	12.30 pm – 2.30 pm	28 Weeks
English for Speakers of Other Languages				
ESOL Entry 1 Speaking (A)	07/09/2015	Mon & Wed	9.45 am – 11.45 am	24 weeks
ESOL Entry 2 Reading	07/09/2015	Mon	9.45 am – 11.45 am	24 Weeks
Job Club (ESOL)	07/09/2015	Mon & Wed	12.30 pm – 2.30 pm	
ESOL Entry 1 Reading	08/09/2015	Tues	9.45 am – 11.45 am	24 weeks
ESOL Entry 1 Speaking(B)	08/09/2015	Tues & Thur	12.30 pm -2.30 pm	24 Weeks
ESOL Entry 2 Speaking	08/09/2015	Tues & Thur	9.45 am – 11.45 am	24 Weeks

Annual Accounts 2015 - 2016

First Steps Women's Centre

Statement of Financial Activities (including income and expenditure account) for year ending 31 March 2016

	Unrestricted Funds £	Funds £	Total Funds 2016 £	Total Funds 2015 £
Income:				
<i>Activities for generating funds</i>				
Donations and Legacies	19,762		19,762	29,502
<i>Income from charitable activities:</i>				
Education		400,606	400,606	407,649
<i>Investment income</i>	45		45	174
Total income	19,807	400,606	420,414	437,325
Expenditure				
<i>Expenditure on charitable activities:</i>				
Education		416,967	416,967	397,129
Total expenditure	-	416,967	416,967	397,129
Net income/(expenditure) and net movement in funds for the year	19,807	(16,361)	3,446	40,196
Transfer between Funds	(21,883)	21,883	-	
Reconciliation of funds				
Total Funds brought forward	93,894	35,136	129,029	88,834
Total funds carried forward	91,818	40,658	132,476	129,030

First Steps Women's Centre

Income for year ending 31 March 2016

Income from donations and legacies	2016	2015
	£	£
Donations	12,594	22,291
Gifts and Gift Aid	7,168	7,211
	<u>19,762</u>	<u>29,502</u>

Income from charitable activities	Restricted Funds	Restricted Funds
	2016	2015
	£	£
Sisters of Mercy	7,000	-
DSD Neighbourhood renewal	-	29,530
Surestart	-	9,108
Dungannon & South Tyrone BC	-	30,063
Live & Learn Funding	-	12,241
Lloyds TSB	-	4,130
DEL / ESF WTEE	241,845	208,992
Clear Small Grants Programme	-	4,460
PBNI	-	3,700
BBC Children in Need	10,000	2,000
Arts Council Northern Ireland	1,696	-
The Hickinbotham Charitable Trust	500	-
Enkalon Foundation	500	-
Trustees of the 29th May 1961	3,000	-
Garfield Weston Foundation	10,000	-
The Clothworkers Foundation	14,750	-
Mid Ulster District Council	5,433	-
DSD CIF - non match	25,358	27,057
DSD CIF - match funding	35,852	35,842
DSD WCCF	35,236	40,526
OFMDFM	9,436	-
TOTAL	<u>400,606</u>	<u>407,649</u>

Investment income	45	174
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TOTAL Income	420,414	437,325
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First Steps Women's Centre

Analysis of expenditure on charitable activities for year ending 31 March 2016

	2016	2015
	Total	Total
	£	£
Wages and salaries	230,324	192,583
Staff training and recruitment	2,586	1,027
Course Expenses and tutor fees	56,457	88,565
Volunteer Expenses	759	465
Participant comfort expenses	1,999	1,405
Rent payable	20,225	22,230
Rates	106	-
Insurance	1,732	1,649
Light and heat	6,218	7,159
Repairs and maintenance	4,158	5,487
Leasing rentals	-	1,518
IT support	3,046	3,557
Printing, postage and stationery	5,469	4,010
Advertising	2,723	3,452
Telephone	3,531	3,727
Childcare Expenses	75	435
Creche Equipment	1,482	1,081
Motor expenses	9,287	3,703
Staff Travel	2,468	1,485
Interpreting Costs	3,066	-
Subscriptions	461	691
Legal and professional	674	282
Counselling	3,855	-
Health and Safety	374	300
Evaluation Fee	-	1,298
Emergency Assistance	582	418
General expenses	591	-
Depreciation of tangible assets	7,285	4,727
Governance costs (see note 10)	2,220	2,220
Support costs (see note 10)	45,215	43,655
Total	416,967	397,129
Total Income less Expenditure	3,446	40,196

Our Funders



Sisters of Mercy, Northern Province

The Hickinbotham Charitable Trust

Trustee's of the 29th May 1961, Charitable Trust



First Steps
Women's Centre

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