



Useful information if you are new to Brighton & Hove

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For more information about support for families

You can search our online directory for local services for families and Ofsted registered childcare.

You can also view our other factsheets that contain a wide range of local and national information about the things that matter to families.

Visit: www.familyinfobrighton.org.uk

Do you need some extra help?

You can call us to speak to an adviser on 01273 293545. Our helpline is open Monday to Friday

9.00am – 4.30pm. You can also email us with your enquiry familyhubs@brighton-hove.gov.uk

The information included in this factsheet was correct to the best of our knowledge at March 2023. For the most up to date information, please contact the services listed directly.

Brighton & Hove City Council

To find information on all Council services, please visit www.brighton-hove.gov.uk

- Main Switchboard **01273 290000**
- Brighton Customer Service Centre is based at Bartholomew House, Bartholomew Square, BN1 1JE
- Hove Customer Service Centre is based at Hove Town Hall, Norton Road, Hove, BN3 3BQ
Both offer advice and support on local council services.
- Adult Social Care Access Point **01273 295555** or email accesspoint@brighton-hove.gov.uk
- Recycling, Rubbish and Street Cleaning - Get information and help on **01273 292929**
- The Front Door for Families provides support, advice and access to specialist targeted services for parents, carers, young people and professionals.
Find out more at www.brighton-hove.gov.uk/frontdoorforfamilies
Tel: 01273 290400 to report any concerns about a child.
- Housing Options **01273 294400**, email housing.advice@brighton-hove.gov.uk
- Parking **01273 296622**, email parking@brighton-hove.gov.uk

Family Support

Family Hubs

Family Hubs are here to support your family.

Our services are for all families in Brighton & Hove with children aged from 0-19. Young people with special educational needs or disabilities (SEND) can access our services up to age 25.

There are four main Family Hubs in Brighton & Hove. Our services are also delivered from multiple other locations across the city.

Information, advice and guidance

Your family can get information, advice and guidance on topics such as:

- Childcare, childcare funding and free early learning
- Services that can support families with finances
- Local services for parents, young people and children

You can use our [online Family Service Directory](#) to search for services and childcare. You can also view our factsheets which include:

- advice for separated parents
- local support for your family
- new to living in Brighton & Hove
- financial help

Groups and workshops

You can join groups and workshops like:

- Early language and learning
- SEND support
- Parenting and parental relationships
- Physical and mental health

Some parenting groups are also available in Arabic.

One-to-one support for families

Families who face more complex challenges may be offered intensive one-to-one support. We look at the needs of the whole family and work closely with each member to help make positive changes. This support can be offered for a few weeks or up to a year.

NHS services

Midwives, health visitors and school nurses are based in Family Hubs, providing a range of services from pregnancy to age 19. You can also get support to stop smoking and help with breastfeeding and infant feeding.

Childcare and free early education

We provide childcare and free early education at the Family Hub nurseries and the Jeanne Saunders Centre for children with SEND.

Holiday Activities and Food (HAF) programme

We provide free activities and food during the Easter, Summer and Winter school holidays. This programme is for school-age children from reception to year 11 who are eligible for benefit-related free-school meals.

Youth services

We work with youth providers to offer support, activities and services for young people. We also offer opportunities for young people to have a say in the way services are run, plus specialist support for young people in care.

Employment

We can help parent/carers prepare for employment with support, training, volunteering and accessing childcare. We also offer careers advice, better-off calculations, CV writing and preparing for interviews.

You can find the main Family Hubs at:

Central – Ivory Place, Brighton BN2 9QE

East – 178 Whitehawk Rd, Whitehawk, Brighton BN2 5FL

North – Hodshrove Lane, Moulsecoomb, Brighton BN2 4SE

West – Harmsworth Crescent, Hangleton, Hove BN3 8BW

Contact Family Hubs:

Telephone: 01273 293545

Email: familyhubs@brighton-hove.gov.uk

Website: www.brighton-hove.gov.uk/family-hubs

Front Door for families referral form

If you need help filling in this form, you can:

- phone 01273 290400
- send an email to FrontDoorforFamilies@brighton-hove.gov.uk

For information about how we will use and store your personal details:

[Family Hubs privacy notice \(brighton-hove.gov.uk\)](http://FamilyHubs.privacynotice.brighton-hove.gov.uk)

The Brighton Unemployed Centre Family Project

Offers support to local unemployed people through English language courses, welfare advice and guidance, housing advice and a crèche project. A healthy, cheap vegan lunch is cooked every day at a low cost. Based at Tilbury Place, Brighton, BN2 0GY. Call **01273 671213**, **01273 601211** or go to www.bucfp.org.

Community Base

To find out more about local community services, or to search for a community or voluntary job, visit Community Base at 113 Queens Road, Brighton, BN1 3XG.

Website: <https://communitybase.org/> or call **01273 234000**.

Safeguarding Children

If you have concerns about a child's safety or wellbeing, you should contact the Council's Front Door for Families frontdoorforfamilies@brighton-hove.gov.uk, or call **01273 290400**.

You can also make a referral online at www.brighton-hove.gov.uk/frontdoorforfamilies

Brighton & Hove domestic abuse services

Sussex Supportline: **0808 1689274**

Out of hours Supportline **0808 1689111**

For more information: www.victimsupport.org.uk/resources/sussex

For general enquiries please email sussexadmin@victimsupport.org.uk

Professionals:

To make a referral by email: sevcu.referrals@victimsupport.cjism.net

To make a referral by phone please call: **0300 323 9985**

Safety Net

Works to improve safety and well-being for children, young people and families at home, school and in their communities. Call **01273 411613** or visit www.safety-net.org.uk.

The Women's Centre

Offers services to women in Brighton and Hove including counselling, drop-ins, training, and courses.

Email: admin@womenscentre.org.uk, call **01273 698036** or visit www.womenscentre.org.uk

Free access to computers in libraries

Library members can use the computers for free for up to an hour, printers for a small fee and scanners for free. Anyone can use the photocopiers for a small fee.

Visit www.brighton-hove.gov.uk/libraries-leisure-and-arts/libraries Call **01273 290800**

Health Services

To find a GP or Dentist

Visit www.nhs.uk/service-search

Alternatively, **Brighton Station Health Centre** offers a walk-in GP service, open every day including weekends, 8am till 8pm.

Aspect House, 84-87 Queens Road

Call 0333 321 0946 – calls are charged at local rate.

www.practiceplusbrightonstation.nhs.uk

Hospital

- **Accident and Emergency (A & E)**
Royal Sussex County Hospital, Eastern Road, Brighton, BN2 5BE. **Call 01273 696955.**
- **Midwife and Maternity Unit** (as above) Delivery Suite, Level 13, **01273 664793.**
- **Royal Alexandra Children's Hospital- The Alex** (as above). **Call 01273 696955.**

Late night chemists and pharmacies

If you need urgent treatment and you can't find an open pharmacy Call 111

To find your nearest chemist or pharmacy go to www.nhs.uk/service-search/find-a-pharmacy and search by postcode. The following pharmacies open late – closing times vary.

Westons Pharmacy, 6-7 Coombe Terrace BN2 4AD **Tel: 01273 605354.**

Lloyds Pharmacy inside Sainsbury's, Lewes Road, Brighton, BN2 3QA. **Tel: 01273 600906**

Asda Store Pharmacy, the Marina, Brighton BN2 5UT **Tel: 01273 606611**

Boots. 129 North Street, Brighton, BN1 2BE **Tel: 01273 207461**

Mental Health Support Services

- **Brighton and Hove Wellbeing Service** is a primary care based mental health service for all people over 18 who are residing and registered with a GP in Brighton and Hove - **0300 0020060**
<https://www.brightonandhovewellbeing.org/>
- **Community Child and Adolescent Mental Health Services (CAMHS)** supports children and young people with emotional and mental health needs. **Call 01273 718680**
<https://sussexcamhs.nhs.uk/>
- **Mind Brighton and Hove** provides advice and support to empower anyone experiencing a mental health problem. Based at 51 New England Street, BN1 4GQ. **Call 01273 666950** or go to www.mindcharity.co.uk
- **Sussex Mental Health Line** is a telephone service offering support and information to anyone experiencing mental health problems. **Call 0300 5000 101.**
- **Young Minds** offers online mental health support to young people.
Support for parents is offered through their Parent Helpline on **0808 8025544.**
Go to www.youngminds.org.uk

Midwives and Health Visitors

If you are pregnant or have a child under 5 you are entitled to Midwife and Health Visitor support.

Brighton & Hove Health Visiting Contact Point – Monday to Friday 9am to 4.30pm

- Telephone 01273 266 000
- Text 07507 331 296
- Email sc-tr.bh-healthvisitors@nhs.net

If you need help to find your Midwife or Health Visiting team please phone the Family Hubs on **01273 293545**

Money Advice

Benefits Check

If you are not sure what benefits you may be entitled to you can visit: <https://www.gov.uk/benefits-calculators> for an online estimate.

For advice and support on claiming benefits or finding a job

- **Brighton Job Centre** at Windsor House, 30 / 35 Edward Street, Brighton, BN2 0LN.
- **Hove Job Centre** at Boundary House, 87A Boundary Road, Hove, BN3 7GA.
- General number: **Call: 0800 169 0190**

Brighton and Hove Citizens Advice Bureau

Offers free, impartial, confidential advice on a wide range of money, consumer rights and benefits issues. They are based at Tisbury Road Offices, Hove Town Hall, Tisbury Road, Hove, BN3 3BQ.
Telephone: **0808 278 7815**

St Luke's Advice Service

Based at 18 Exeter Street, Brighton, BN1 5PG, they offer benefit and debt advice by phone or appointment only. **Helpline: 01273 549203**

The Welfare Rights Team at Brighton & Hove City Council

Can offer advice on benefits and help with appeals.
The Helpline is open 10am to 1pm on Mondays, Tuesdays and Wednesdays
Call 01273 291116

Support for those with English as an Additional Language

The Black and Minority Ethnic Community Partnership

An umbrella organisation for BME groups across the city. This is an advice and information service for refugees and asylum seekers. Based at 10a Fleet Street, Brighton, BN1 4ZE.

Call **0300 3031171** or visit their website at www.bmecp.org.uk/

English Lessons

The following organisations offer English lessons in Brighton & Hove:

- **Brighton Unemployed Centre Families Project.**
Term time only classes. Women only classes, beginners, intermediate and advance classes offered. Go to www.bucfp.org or call **01273 671213**
- **The Migrant English Project (MEP)**
Provides free informal English lessons for refugees, asylum seekers and migrants. Also, advice, support, and a free vegan lunch.
Call **01273 696104** or go to www.mepbrighton.com

Ethnic Minority Achievement Service (EMAS)

Part of Brighton & Hove City Council, EMAS supports pupils in funded early learning sessions and schools with English as an additional language.

Visit: [Ethnic Minority Achievement Service \(EMAS\) \(brighton-hove.gov.uk\)](http://Ethnic%20Minority%20Achievement%20Service%20(EMAS)%20(brighton-hove.gov.uk))

Call **01273 292521**

Free things to do

Free Swimming for Under 16's

Brighton and Hove City Council fund free swimming in the city for all children under 16 years of age. Children can swim for free at the King Alfred Leisure Centre, Prince Regent Swimming Complex and St Luke's Community Swimming Pool. Parents will need to take along an original birth certificate or passport to register their child for a free swimming card. To find out more information, go to <https://www.brighton-hove.gov.uk/content/leisure-and-libraries/sport-and-activity/free-swimming>

Libraries

There are a few libraries which offer free activities for children, for example, Baby Boogie music groups for pre-school children.

To find your nearest library, go to www.brighton-hove.gov.uk/libraries-leisure-and-arts/libraries

Call **01273 290800**.

Museums

Brighton Museum is situated in the Pavilion Gardens, BN1 1EE and has exhibitions and an art gallery. Hove Museum can be found at 19 New Church Road, BN3 4AB and the Booth Museum at 194 Dyke Road, BN1 5AA.

Visit their website at <https://www.brighton-hove.gov.uk/content/leisure-and-libraries/museums-and-attractions>

Parks and playgrounds

There are a number of large parks in Brighton and Hove including Hove Park, St Ann's Well Gardens, the Level, Queens Park and Preston Park, all of which have excellent playground equipment for children. West Pier, Peter Pan's, the Hove lagoon playgrounds on the seafront, and the Level also have water play facilities for younger children.

To find your nearest park, please go to:

<https://www.brighton-hove.gov.uk/content/leisure-and-libraries/parks-and-green-spaces>

Youth Services

Youth Advice Centre

Based at 11 St Georges Place, Brighton, BN1 4GB. Offers support for young people aged 13 – 25 years including housing advice, benefits support, sexual health and employment advice.

Call **01273 624432** or go to www.ymcadlg.org/what-we-do/support-and-advice/youth-advice-centre-yac/

Email: yacbrightonservices@ymcadlg.org

This service is open every day – ring for an appointment.

Young People's Centre

Based at 69 Ship Street, Brighton, BN1 1AE. Provides services for young people aged 13 – 25

Call **07928 808825** or go to <http://youngpeoplescentre.org.uk/>

To request a paper copy of this factsheet to be sent to your address contact the Family Hubs on 01273 293545