

## Factsheet – New to Brighton & Hove

Welcome to Brighton & Hove! Moving home and settling in a new city can involve a lot of time and effort. We understand that as a parent or carer you will have added considerations and may need some extra support as well. This factsheet introduces you to the key resources that we think will help you.

### The Family Information Service

The Family Information Service (FIS) offers a wide range of information and advice on local services for families in the city. Whether you are looking for fun things to do, or need advice and support, the FIS can help. We also have up to date information on childcare, children's activities, after school clubs and holiday playschemes.

You can search for childcare and services on our Family Services Directory, by visiting [www.familyinfobrighton.org.uk](http://www.familyinfobrighton.org.uk). If you can't find what you're looking for, or need some extra help, you can speak to one of our advisors by calling 01273 293545, or email [familyinfo@brighton-hove.gov.uk](mailto:familyinfo@brighton-hove.gov.uk).

### Brighton & Hove City Council

To find information on all Council services, please visit [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

- **Main Switchboard** 01273 290000
- **Brighton Customer Service Centre** is based at Bartholomew House, Bartholomew Square, BN1 1JP and is open Mon – Fri, 8.45am – 4.30pm
- **Hove Customer Service Centre** is based at Hove Town Hall, Norton Road, Hove, BN3 3BQ and is open Mon – Fri, 8.45am – 5.00pm.  
**Both offer advice and support on local council services.**
- **Children's Social Services** Multi Agency Safeguarding Hub (MASH) 01273 290400
- **Adult Social Care** Access Point 01273 295555
- **Cityclean** Information and help about refuse and recycling 01273 292929
- **Housing** 01273 294400, or visit Bartholomew House (address above)
- **Parking** 01273 296622, or visit Bartholomew House (address above)

## Childcare and Schools

If you are looking for childcare, you can search online on the Family Service Directory at [www.familyinfobrighton.org.uk](http://www.familyinfobrighton.org.uk). The directory lists all Ofsted registered childcare for under 5's, as well as after school and holiday care for school aged children.

### Free childcare for two year olds

Some two year olds are now entitled to up to 570 hours free childcare. Contact the Family Information Service on 01273 293545 for more information or go to [www.brighton-hove.gov.uk/twos](http://www.brighton-hove.gov.uk/twos)

### Free Early Learning for three and four year olds

All three and four year olds are entitled to free part-time early year's provision to begin the term after their third birthday. Contact the Family Information Service on 01273 293545 for more information or go to [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk).

### School places

You can apply for a school place at [www.brighton-hove.gov.uk/schooladmissions](http://www.brighton-hove.gov.uk/schooladmissions). You can also contact the School Admissions Team on 01273 293653, or email [schooladmissions@brighton-hove.gov.uk](mailto:schooladmissions@brighton-hove.gov.uk). If you need help and advice to make your application for a school, then you can contact the School Preference Advisor at the Family Information Service on 01273 293545, or email [familyinfo@brighton-hove.gov.uk](mailto:familyinfo@brighton-hove.gov.uk).

## Family Support

### The Brighton Unemployed Centre Family Project

Offers support to local unemployed people through courses, 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 or go to [www.bucfp.org](http://www.bucfp.org).

### Children's Centres

There are a number of Children's Centres around the city, offering services to families with children under 5 years. This includes Health Visitor and Midwife support, play sessions for children, parenting groups, speech and language support and services for disabled children. To find your nearest Children's Centre, please contact the Family Information Service on 01273 293545 or go to [www.brighton-hove.gov.uk/childrenscentres](http://www.brighton-hove.gov.uk/childrenscentres).

### 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. Open Mon – Fri 8.30am – 4.30pm. Website [www.communitybase.org](http://www.communitybase.org) or call 01273 234000

### Early Help

Often when one person in a family has a problem, it will affect other people in the family. Early Help brings together professionals who will work with the whole family to try and make things better for everyone. This could be workers from schools, health visitors, the youth service and a range of other services. Visit [www.brighton-hove.gov.uk/earlyhelp](http://www.brighton-hove.gov.uk/earlyhelp) or call 01273 292632.

## **Family Support (continued)**

### **The Family Information Service (FIS)**

FIS can tailor their service to meet your needs, from providing information on their helpline and online directory to offering enhanced support on a range of practical issues such as finances and benefits, finding childcare, food crisis or helping you to apply for a school place. Visit: [www.brighton-hove.gov.uk/fis](http://www.brighton-hove.gov.uk/fis), email [familyinfo@brighton-hove.gov.uk](mailto:familyinfo@brighton-hove.gov.uk), or call 01273 293545.

### **RISE**

Helps people affected by domestic abuse by giving practical solutions, shelter, and support in Brighton, Hove and Sussex. For more information call 01273 622822 or visit [www.riseuk.org.uk](http://www.riseuk.org.uk).

### **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](http://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: [info@womenscentre.org.uk](mailto:info@womenscentre.org.uk), call 01273 698036 or visit [www.womenscentre.org.uk](http://www.womenscentre.org.uk)

### **Safeguarding Children**

If you have concerns about a child's safety or wellbeing, you should contact the Multi Agency Safeguarding Hub (MASH) on 01273 290400.

## **Foodbanks**

There are a number of foodbanks operating in Brighton and Hove and most of them work on a referral basis. For more information on your nearest foodbank and to see whether you qualify for support, talk to your Health Visitor, Social Worker, child's school or call the Family Information Service on 01273 293545.

You can also find information about foodbanks or cooking and eating healthily at [www.bhfoodbank.org.uk](http://www.bhfoodbank.org.uk).

## **Free Internet Access**

If you need free access to a computer you can visit one of Brighton & Hove's libraries. To find your nearest library, go to [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk), or call 01273 290800.

Alternatively, you can use a computer for free at both Brighton and Hove Customer Service Centres (see Council Services for location and times).

Most of the Children's Centres in Brighton and Hove have free Wi-Fi and some have free public access to computers. To find your nearest Children's Centre, please go to [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk) or contact the Family Information Service on 01273 293545.

## Health Services

### Accident and Emergency (A & E)

Royal Sussex County Hospital, Eastern Road, Brighton, BN2 5BE, 01273 696955.

### Royal Alexandra Children's Hospital (as above)

**Midwife and Maternity Unit** (as above) Delivery Suite, Level 13, 01273 664793.

### To find a GP or Dentist

Go to NHS Choices at [www.nhs.uk](http://www.nhs.uk). Alternatively, Brighton Station Health Centre on Queens Road offers a walk-in GP service, open every day including weekends, 8am till 8pm. Call 0333 321 0946 – calls are charged at local rate.

### Midwives and Health Visitors

If you are pregnant, or have a child under 5 you are entitled to Midwife and Health Visitor support. To find your Midwife or Health Visiting team please phone the Family Information Service on 01273 293545.

### Late Night Chemists

- Ashtons Pharmacy, 98 Dyke Road BN1 3JD Tel: 01273 325020. Open until 10pm
- Westons Chemist, 6-7 Coombe Terrace BN2 4AD Tel: 01273 605354. Open until 10pm
- Asda Store Pharmacy The Marina, Brighton BN2 5UT Tel: 01273 811210 8am-9pm (Mon-Wed), 8am-10pm (Thurs-Sat), 11am-5pm (Sun)

To find your nearest chemist or pharmacy go to [www.nhs.net](http://www.nhs.net) and search by postcode.

## Money Advice

### Benefits Check

If you are not sure what benefits you may be entitled to you can visit [www.gov.uk/benefits-adviser](http://www.gov.uk/benefits-adviser) for an online estimate.

### For advice and support on claiming benefits or finding a job

**Brighton Job Centre Plus** at Windsor House, 30 / 35 Edward Street, Brighton, BN2 0LN.

**Hove Job Centre Plus** at Boundary House, 87A Boundary Road, Hove, BN3 7GA. Alternatively, you can ring the general helpline number on 0845 604 3719.

### 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 Brighton Town Hall, Bartholomew Square, BN1 1JP or call 01273 223951.

### St Lukes 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 10 am to 1 pm, Monday to Thursday: 01273 291116.

## Support for those with English as an Additional Language

### The Bi-Lingual Families Group

For pre-school children and families at Turner Children's Centre: Weds 12.30 - 2.15 pm, and Hangleton Children's Centre: Fridays 10.30 – 2.30 pm.

### The Black and Minority Ethnic Community Partnership

An umbrella organisation for BME groups across the city, BMECP runs a Drop In Service for Refugees and Asylum Seekers on Fridays from 11am to 2.00pm, offering welfare benefits information and advice. Based at 10 A Fleet Street, Brighton, BN1 4ZE.

Call 0300 3031171 or visit their website at [resourcecentre@bmeccp.org.uk](mailto:resourcecentre@bmeccp.org.uk)

### English Lessons

The following organisations offer English lessons in Brighton & Hove:

The Friends Centre: Turner Children's Centre, Ivory Place, BN2 9QE. Call 01273 810210.

Cornerstone Community Centre, Hove, BN3 2FL. Go to [www.cornerstone-hove.org.uk](http://www.cornerstone-hove.org.uk).

Brighton Unemployed Centre Families Project. Go to [www.bucfp.org](http://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.

Every Monday 10.30am to 4.30pm. Based at the Cowley Club, 12 London Road, Brighton, BN1 4EU. Call 01273 696104 or go to [www.mepbrighton.com](http://www.mepbrighton.com).

### Ethnic Minority Achievement Service (EMAS)

Part of Brighton & Hove City Council, EMAS supports pupils in schools with English as an additional language. 01273 292521 or visit [www.brighton-hove.gov.uk/emas](http://www.brighton-hove.gov.uk/emas)

## Things To Do With Children

### Children's Centres

Many of the Children's Centres offer free parent and toddler / baby groups. To find your nearest Children's Centre phone the Family Information Service on 01273 293545.

### 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

[www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk) and search for free swimming.

### Libraries

There are a number of libraries which offer free activities for children. To find your nearest library, go to [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk) and search for libraries, or 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 <http://brightonmuseum.org.uk>.

## Things To Do With Children (continued)

### 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 [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk) and search for parks and gardens.

### The Playbus

Offers free exciting play opportunities for children around the city after school and at weekends. For times and venues visit [www.brighton-hove.gov.uk/playbus](http://www.brighton-hove.gov.uk/playbus) or call 01273 292733.

## Youth Services

### Brighton & Hove City Council Youth Service

Aims to support young people (aged 13-19, or up to 25 with special educational needs) to achieve their best life chances and outcomes. Go to [www.brighton-hove.gov.uk/youthservice](http://www.brighton-hove.gov.uk/youthservice).

### Brighton and Hove Youth Service Collective

The Youth Service works in partnership with the Brighton and Hove Youth Service Collective. The Collective consists of eight voluntary sector organisations. For more information visit their website at [www.brightonandhoveyouthcollective.org.uk](http://www.brightonandhoveyouthcollective.org.uk)

### Youth Advice Centre

Based at Ovest House, 58 West Street, Brighton, BN1 2RA. Offers support for young people aged 13 – 25 years including housing advice, benefits support, sexual health and employment advice. Call 01273 828828 or go to [www.sussexcentralymca.org.uk](http://www.sussexcentralymca.org.uk).

### Young People's Centre

Based at 69 Ship Street, Brighton, BN1 1AE. Provides services for young people aged 13 – 25 and Drop In Sessions on a Monday, Wednesday and Thursday. Call 01273 887886 or go to [www.youngpeoplescentre.co.uk](http://www.youngpeoplescentre.co.uk).