**The Family Information Service are still here to help you, but we are operating a limited service, with a reduced number of staff.**

* You can email [familyinfo@brighton-hove.gov.uk](mailto:familyinfo@brighton-hove.gov.uk).
* If you have any enquiries, please email them to us at the above address, rather than phone, as we have a voicemail system operating currently.
* **If you’re not sure whether we can help or not, do get in touch and we’ll do what we can**

**Online resources at** [**www.familyinfobrighton.org.uk**](http://www.familyinfobrighton.org.uk)

We have two new factsheets on our online directory that are updated as new information comes in.

* COVID 19 - childcare list for critical workers
* COVID 19 - emotional and practical support (includes foodbank and benefits info)

**What we can do for families at the moment**

* Find out what services are available to support them and signpost/refer as required
* Refer/signpost to foodbanks and emergency funds
* Support critical workers with finding childcare
* Advise or signpost on routes into claiming benefits and Jobcentre services

**What we can’t do for families at the present time**

* Meet anyone face to face, for example to help with forms
* Advise on, or investigate complex benefits issues
* Guarantee that we can apply for grants for items such as household goods
* Offer employment support and advice

**Family Information Service Helpline - 01273 293545**