



Bright Start Family Support Service

We offer family support services for children 0-5 and 5-19 ranging from advice and guidance to having an allocated family support practitioner who can assist with more complex family situations.

Families with children aged 0-5:

Please contact **family support surgeries on 020 7527 8376**

Family engagement workers are available to talk over the phone on **Monday, Wednesday and Friday, 9am to 12noon**. If lines are busy, leave a message and we will call you back. If you want to speak to someone outside of these hours please send an email to: **brightstarteast@islington.gov.uk / brightstartwest@islington.gov.uk / brightstartsouth@islington.gov.uk**

Families with children aged 5-19:

Please call the **Bright Start Family Support helpline on 020 7527 4343**

Family support practitioners are available **Monday to Friday, 9am to 5pm**. Alternatively, email **Early.Help@islington.gov.uk** and we will respond as soon as possible. Depending on your needs, we may be able to provide immediate advice and guidance over the phone or discuss longer-term support for you and your family.

We are here to help

There is a range of support available to families in Islington.

Perhaps you need help or advice with parenting, employment and benefits, family conflict, early learning and education for your children or you just want a friendly chat.

Family Information Service (FIS)

Islington FIS has information about all childcare and free early learning for 2, 3, and 4 year olds, as well as services for children 0-19 available in Islington. Call **020 7527 5959**, email **fis@islington.gov.uk** or visit the website for more information **www.islington.gov.uk/fis**

Other support

Islington Council, the voluntary sector and mutual aid groups are working together to provide a range of support services for Islington residents. This could include help with getting food or medicine, online group activities, legal advice or a friendly phone conversation. You can find more information about the support available via the following link. You can contact organisations directly.

<https://www.islington.gov.uk/social-care-and-health/coronavirus-covid-19/need-help>

For British Sign Language (BSL), use Signvideo. Lines are open Monday - Friday, 9am to 5pm, Saturday from 9am to 1pm, closed Sunday.

You can also call **We are Islington helpline on 020 7527 8222**, minicom on 020 7527 1900. Lines are open **every day from 9am to 5pm**. Alternatively, you can email: **weareislington@islington.gov.uk**

