

**Lorraine Butler**  
**Head of Service**  
**Early Years, Early Help and Neighbourhoods**

**Strictly Private & Confidential**

Call Centre 0161-342-8355  
www.tameside.gov.uk

**Greenside Children Centres**  
**Greenside Lane**  
**Droylsden**  
**M43 7RA**

Contact Number: 0161 342 5197  
E-mail: lorraine.butler@tameside.gov.uk

Date: 17th April 2020

**Re: Tameside Children's Services - Here to help during COVID -19**

I am writing to you in relation to this current situation with COVID-19 as you or your child has been identified as being high risk and on the "shielding" list, which you should have already been contacted about.

**Shielding** means to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household.

This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

As you know, the measures in place are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19).  
These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Safety and supporting our children and families of Tameside is paramount, and although we are now undertaking more limited face to face work, in line with national guidance, we are working differently to ensure that children and families are still supported during this period.

We have put together a list of supporting links and helpful numbers for you to let you know the support available that can still be accessed.

This includes information such as: ideas and tips for activities to do at home, support and advice around Education, Early Years, Mental Health, Parenting, Substance Misuse, Domestic Violence, Volunteering, Debt, and much much more.

Please see useful websites and resources below

Early Help, Early Years and Neighbourhoods website:

<https://www.tameside.gov.uk/earlyhelp/neighbourhoods>

Early Years offer - <https://www.gotogrowtameside.co.uk/>

Tameside Metropolitan Borough Council Website - [www.tameside.gov.uk](http://www.tameside.gov.uk) - this holds information about our other services and support available from our organisation.

The **Customer Services Team** can also be contacted on **0161 342 8355**.

Community support - Action Together - <https://www.actiontogether.org.uk>

Advice and information on Shielding - <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#contents>

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/875126/Easy\\_read\\_guidance\\_on\\_shielding\\_March\\_2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875126/Easy_read_guidance_on_shielding_March_2020.pdf)

What does Self-isolating mean? <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

If you have difficulty accessing the webpage or want to speak with someone from Children Services please ring **the Early Help Access Point** on **0161 342 2791, 0161 342 5434, 0161 342 4261**, helpful and supportive staff remain in place to ensure you get the advice and support you and your family may require.

We hope the information and advice provided in this letter is useful for you and we hope you stay safe and healthy.

Yours sincerely



**Lorraine Hopkins**  
**Head of Service**  
**Early Help, Early Years & Neighbourhoods**