



Hello from the Smiles team,

I wanted to write to you, to update you.

Due to the current circumstances we have kept our Nursery in Billingham open for all children of key workers. If you need childcare now and meet the government criteria, please ring Billingham on **01642 – 803190**.

Going forward please remember **your child's place at the nursery has been saved for when we reopen to all other children**, so please ensure you ring Billingham with your updated funded codes ready for next term **01642- 803190** or email Maxine Leech [manager@smilesnortheast.co.uk](mailto:manager@smilesnortheast.co.uk)

I understand that this is an anxious time for you and your family; we have never before been subjected to a health scare on this scale in our lifetimes and with this comes real fear of loss and of financial insecurity.

We all need to continue to support each other, to stay connected, to be kind and courteous and to carry on being part of our friendly and caring Smiles community.

We miss each and every one of our children and families and we will try our very best to stay in touch with you through email, telephone and social media until we can resume service as usual.

There is a very important message I would like to share; that is, lots of people will need support throughout this time so please don't be stuck, we have fantastic support agencies throughout Stockton and the Smiles team is still here to support you and your family I've put together some information on the different support that is available to you should you need them.

Take care, be safe and all the Smiles team is really looking forward to seeing you and the children again very soon.

Jennifer Franklin  
Company Director



- **Smiles Nursery**; Advise regarding your nursery place: contact Maxine Leech; **01642- 803190** [manager@smilesnortheast.co.uk](mailto:manager@smilesnortheast.co.uk)

- **Catalyst**, Stockton-on-Tees Borough Council and the Borough's Voluntary, Community and Social Enterprise sector have formed the COVID Community Support Team.

If you are at staying at home because you are vulnerable or self-isolating then the team can help with:

- Shopping
- Providing essential food supplies
- Collecting and delivering prescriptions
- Walking or taking care of pets
- Listening on the phone and giving emotional support
- Putting you in touch with places that can provide advice and guidance
- Other practical help – let the team know what you need and they'll try to help.

The Team is determined to make it easy for you to get the help you need. You can get in touch for yourself or if you know of someone who you think needs help ask them if you can contact the team on their behalf.

**Call: 01642 524500** (9am-5pm, Monday-Friday and 10am-4pm, Saturday-Sunday)

Email: [covidcommunitysupport@catalyststockton.org](mailto:covidcommunitysupport@catalyststockton.org)

- **NHS** For information what to do if you think you have Coronavirus go to the NHS website [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)
- **Coronavirus advice** and updates from the Government, including stay at home advice and guidance for employers, employees and businesses, go to [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)
- **Disruptions;** For details of any disruption to services go to [www.stockton.gov.uk/servicedisruptions](http://www.stockton.gov.uk/servicedisruptions) **0330 555 6780**
- **Business support;** For information about Business Support go to [www.stockton.gov.uk/coronavirus/businesssupport](http://www.stockton.gov.uk/coronavirus/businesssupport) **01642 528384**
- **Council Tax & Bills;** For support for residents struggling to pay Council Tax or Household Bills go to [www.stockton.gov.uk/coronavirus/counciltax](http://www.stockton.gov.uk/coronavirus/counciltax)
- For information on Schools and Childcare go to [www.stockton.gov.uk/coronavirus/schoolsandchildcare](http://www.stockton.gov.uk/coronavirus/schoolsandchildcare) **01642 393939**
- **Registration and Bereavement Services;** For information and advice go to [www.stockton.gov.uk/coronavirus/registrationandbereavement](http://www.stockton.gov.uk/coronavirus/registrationandbereavement) **01642 527 720**