OLDHAM SAFEGUARDING CHILDREN PARTNERSHIP

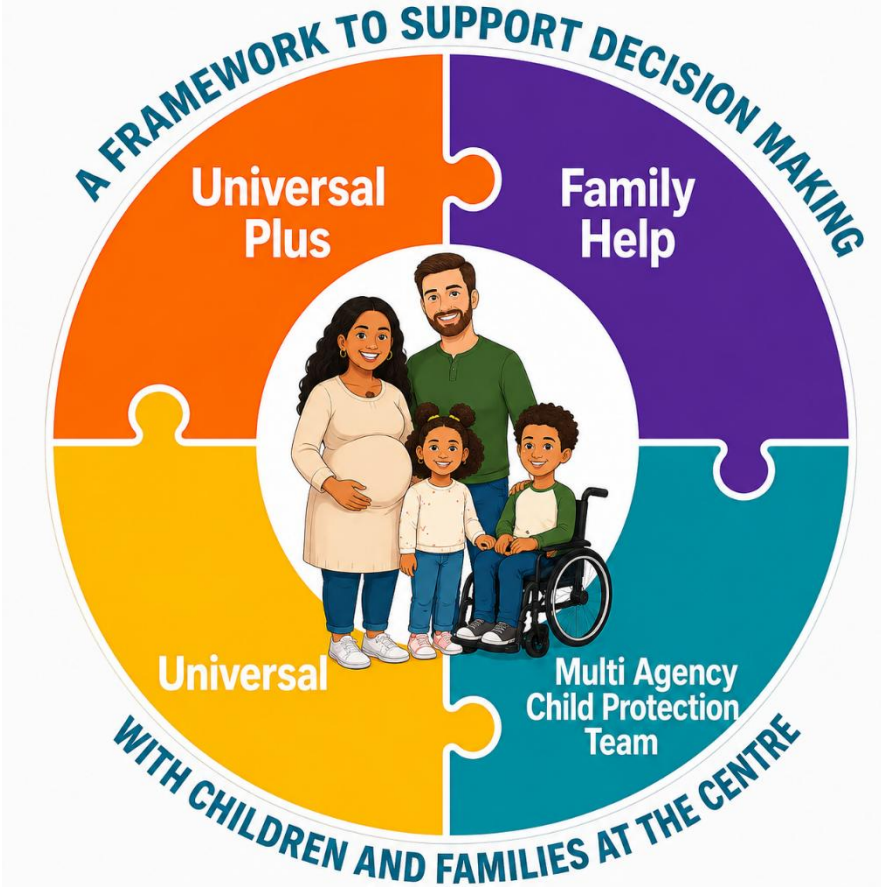
# Directory of Services for Children and Young People

## 2026

Oldham Safeguarding Partnership has set out a Continuum of Need model, this ranges from children receiving “Universal” support – so considering every child, then considering those with low level needs to those whose needs are more acute requiring specialist intervention. Children’s needs can and will change and it is imperative that practitioners are able to support a smooth transition across the continuum. This ensures that we provide the right intervention and help at the lowest possible level and the earliest possible time.

The Partnership are committed to integrated and multi-agency working at all levels. The levels of need shown within the windscreen model demonstrate how we will respond to the requirements of children and families across all levels of need and risk. Therefore, to further enhance multi-agency working, Oldham Safeguarding Children’s Partnership have produced a directory of services to assist all partners and relevant agencies in helping support children, young people and their families at universal and universal plus so that they can access services in their local area and beyond to ensure that the right help is given to them at the right time.

More information about Oldham’s Continuum of Need and the levels of need indicators, can be found here.



| Mental health and Well-being – Services for Children and Young People | | | |
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| **Service** | **Overview of Service** | **Contact Details** | **Website** |
| CAMHS | Oldham CAMHS (Child and Adolescent Mental Health Service) are a service offering help for children and young people, usually between the ages of 5 and 18. CAMHS work with children and young people to help them cope when they are having problems relating to how they feel, how they think about thinks and sometimes how they behave. | Oldham CAMHS<br>Reflections Building<br>The Royal Oldham Hospital<br>Oldham<br>OL1 2JH<br><br>Referrals: 0161 770 8332<br><br>Queries: 0161 716 2020 | Oldham CAMHS :: Pennine Care NHS Foundation Trust |
| Chat Health | Confidential texting service foradvice and support from a healthcare professional for young people between ages 11-19. Support is available on avariety of topics, including bullying, emotional health & emotional wellbeing, relationships, sexual health, drugs & alcohol etc.<br>Parents can also text a specialist nurse for advice around a range of topics, including child development, behavioural issues, breastfeeding support etc. | Parents will receive responses from the service within 24 hours, between Monday and Friday.<br><br>Parents of children under five can text 07480 635990<br><br>Parents of school-aged children (age 5 to 19) can text 07507 330499<br><br>If you are a young person (11-19) wanting anonymous advice on a range of topics including mental health, relationships, alcohol, smoking, bullying you can text 07480 635992 | Chat Health – Family Hubs |
| Kooth | Online mental health support for children & young people via an app. Kooth gives children & young people access to an online community of peers, as well as a team of experienced, accredited counsellors. | To access, follow website link to sign up online. | Home - Kooth |

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| Mind | Tameside, Oldham and Glossop Mind are part of a partnership of five local minds; working together to achieve the best mental health for the community, and to ensure people are sufficiently supported with their mental health and wellbeing | 19-25 Union St, Oldham OL1 1HA<br>0161 330 9223<br>office@togmind.org | Tameside Oldham and Glossop Mind |
| Shout | Shout 85258 is a free, confidential, 24/7 text messaging support service foranyone who is struggling to cope. | Text 'SHOUT' to 85258' | Free, 24/7 mental health text support in theUK \| Shout 85258 (giveusashout.org) |
| The National Self - Harm Network | Support individuals who self-harm to reduce emotional distress and improve their quality of life. The network also provides supports and information for family and carers of individuals who self-harm. | www.nshn.co.uk<br>Online forum to be accessed through the website. | www.nshn.co.uk |
| Solihull Parenting Programme | Parents can access the programme online for free.<br>Professionals can also access the website for advice, guidance and training. | 0121 296 4448 (Mon-Fri 9am-5pm)<br>solihull.approach@uhb.nhs.uk | Online courses for parents - Solihull Approach \| Parenting |

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| Healthy Minds Oldham | One to one counselling to help manage feelings of depression or anxiety that may be related to bereavement. This service accepts self-referrals and referrals from your GP. | 111 Union Street<br>Oldham<br>Ol1 1RU<br><br>0161 716 2777 (available 9am–5pm) | NHS Oldham Talking Therapies :: Pennine Care NHS Foundation Trust |
| Oldham Family Hubs | There will be seven Family Hubs in total, with the first now open as the Beever Family Hub. There are also 15 children's centres, and what's available in each varies. The link below lists the Family Hubs and the areas they can be found:<br><br>Family Hubs and children's centres – Family Hubs | familyinfo@oldham.gov.uk | Family Hubs |
| Greater Manchester Bereavement Service | Greater Manchester Bereavement Service can help to find support for anyone in Greater Manchester that has been bereaved or affected by a death, no matter how long ago.<br><br>Support in Oldham:<br>Find local support - Greater Manchester Bereavement Service | 0161 983 0902 (Monday to Friday, 9am–5pm - except on Bank Holidays) or visit<br><br>gmicb-sal.gm.bs@nhs.net | Home - Greater Manchester Bereavement Service |
| Child Bereavement UK | Child Bereavement UK helps families to rebuild their lives when a child grieves or when a child dies. We support children and young people (up to the age of 25) when someone important to them has died or is not expected to live, and parents and the wider family when a baby or child of any age dies or is dying. | 0800 02 888 40<br><br>northsupport@childbereavementuk.org | Child Bereavement UK |

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| Oldham Community Crisis Support Line– Ghazali Trust | This is a community-based response which can provide support, advice and signposting in a culturally sensitive and supportive way. The service is available in Arabic, Bengali, English, Pashto, Punjabi and Urdu. | 2 Greengate Street, Oldham, UK, OL4 1FN, England<br><br>03000 200 661 (seven days a week, 9am–5pm)<br><br>info@ghazalitrust.com | Ghazali Trust – Helping to nurture a healthy & active community |
| Oldham Family Hubs | There will be seven Family Hubs in total, with the first now open as the Beever Family Hub. There are also 15 children's centres, and what's available in each varies. The link below lists the Family Hubs and the areas they can be found:<br><br>Family Hubs and children's centres – Family Hubs | familyinfo@oldham.gov.uk | Family Hubs |
| **Other useful links:**<br><br>**Young People and Children \| Greater Manchester Mental Health NHS FT** | | | |

| Domestic Abuse – Services for Children and Young People | | | |
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| **Service** | **Overview of Service** | **Contact Details** | **Website** |
| Safenet Services | Supports individuals with information, support & safe accommodation for anyone affected by domestic abuse, stalking & honour-based abuse in Oldham. | Tel: 0300 3033 581<br><br>Email: contact@safenet.org.uk<br><br>Live Chat: Our live chat is available everyday during three dedicated timeslots; 10am – 12pm, 2pm – 4pm and 8pm – 10pm. | Oldham - Safenet |
| Greater Manchester End The Fear | Greater Manchester End The Fear is for anybody who is experiencing domestic or sexual violence. They can find help, support and advice and support to people who know someone who may be being abused. This is also where you can find out about your local services by ringing the helplines or clicking on the website. | GREATER MANCHESTER DOMESTIC ABUSE HELPLINE 0161 636 7525 (MON – FRI, 10AM – 4 PM EXCL. BANK HOLIDAYS)<br><br>24/7 NATIONAL HELPLINE NUMBER: 0808 2000 247 | Greater Manchester End The Fear - End The Fear |
| Specialist Independent Domestic Violence (including Honour Based Violence) Service | Oldham has a team of specialist Independent Domestic Violence Advisors in addition to a specialist Officer who deals with cases of so called honour based violence (including forced marriage and FGM). | Phone: 0161 770 1572.<br><br>The team only operates Monday to Friday during normal work hours (9am-5pm).<br><br>**Out of hours support**<br>National Helpline (24 hours): 0808 2000 247 | No website |
| Victim Support | Free and confidential support 24 hours a day, seven days a week, 365 days a year forpeople affected by crime and traumatic events – regardless of whether or not the crime has been reported to the Police. Support includes information and advice, emotional and practical help, advocacy, peer support and group work, and help in navigating the criminal justice system. | 0300 303 0162 (Local Greater Manchester victim care team)<br><br>08 08 16 89 111 (24-hour support line) | Domestic abuse - Victim Support |

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| Mankind Initiative | Information, support and signposting service for men suffering from domestic abuse. | 01823 334244 | Male Victims of Domestic Abuse –Please call 01823 334244 to speak to us confidentially - (mankind.org.uk) |
| Survivors Manchester | Support for male survivors of sexual abuse and rape. | 0808 800 5005 (helpline)<br>0161 236 2182 (office) | Survivors Manchester - Break the silence |
| Galop | Support for LGBT+ people who have experienced abuse and violence. | 0800 999 5428 (LGBT+ domestic abuse helpline) | Galop - the LGBT+ anti-abuse charity - Galop has provided advice, support, research and lobbying around the issues of LGBT+ policing for over 30 years. |
| Karma Nirvana | Support for people experiencing honour based abuse or forced marriage. | UK Helpline: 0800 5999 247<br>Contact is also made via an online form on the website. | Karma Nirvana |
| Oldham Family Hubs | There will be seven Family Hubs in total, with the first now open as the Beever Family Hub. There are also 15 children's centres, and what's available in each varies. The link below lists the Family Hubs and the areas they can be found:<br>Family Hubs and children's centres– Family Hubs | familyinfo@oldham.gov.uk | Family Hubs |

| Substance Misuse – Services for Children and Young People | | | |
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| **Service** | **Overview of Service** | **Contact Details** | **Website** |
| Early Break (HoldingFamilies) | Early Break is a specialist treatment, information and support service for children and young people and who used drugs and/or alcohol. They also provide support for families of children and young people who use drugs and/or alcohol. | 0161 723 3880<br><br>info@earlybreak.co.uk<br><br>Referral form:<br><br>Referrals - Early Break - Early Break | Home - Early Break - Early Break |
| Change, Grow, Live - Adult and Young People's Drug and Alcohol Service. | Change, Grow, Live provide tailored help for those who are using alcohol or drugs. Trained professionals will support the reduction in alcohol and substance use to improve your well-being. The services are located across Greater Manchester but can be accessed by any young person who needs support. | Phone - 0161 823 6306<br><br>manchester@cgl.org.uk | Adult & Young People's Drug & Alcohol Service - Manchester |
| Narcotics Anonymous (NA) | The NA Helpline is often the first point of contact for people needing support and advice. Everyone who volunteers for shifts is a Recovering Addict, many of whom called the Helpline themselves at some point. The website also lists local support groups. | 0300 999 1212 (open 10am until midnight, 7 days a week) | Welcome to UKNA \| UKNA \| Narcotics Anonymous in the United Kingdom |
| Alcoholics Anonymous (AA) | AA supports the recovery and continued sobriety of individuals. Meetings are available online and in person. | 0800 917 7650<br><br>help@aamail.org<br><br>Live chat is also available | Home - Alcoholics Anonymous Great Britain |
| National Association for Children of Alcoholics (NACOA) | Information, advice, and support for children of alcohol-dependent parents and anyone concerned with the welfare of a child. | 0800 358 3456<br><br>Instant chat is also available | Nacoa: Helping everyone affected by their parent's drinking - Nacoa |

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| LGBTQI+ – Services for Children and Young People | | | |
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| **Service** | **Overview of Service** | **Contact Details** | **Website** |
| Youth Out in Oldham | Run by the Proud Trust, this is a weekly group for LGBT+ young people and those questioning their gender or sexuality aged 13-19 (and up to 25 with additional needs) who live or spend time in Oldham. | youthgroups@theproudtrust.org<br><br>Referral:<br><br>Referring to The Proud Trust - The Proud Trust | Youth Out - The Proud Trust |
| LGBT Foundation | LGBT Foundation support thousands of people from one off helpline calls through to more long term support around isolation, recovery, and domestic abuse. | Helpline: 0345 3303030<br>You can give us a call any time between 9am until 9pm on a week day and between 10am and 6pm on Saturday and Sunday (excluding bank holidays and religious festivals).<br><br>Self-referral or referral from professionals:<br>Contact us - LGBT Foundation | How we can help you - LGBT Foundation |
| Galop | Galop provides free, confidential, and independent support for LGBT+ young people aged 13 to 25. | 0800 999 5428.<br><br>help@galop.org.uk<br><br>Webchat is also available on the website. | Children and young people - Galop - Galop |
| Mind | Tameside, Oldham and Glossop Mind are part of a partnership of five local minds; working together to achieve the best mental health for the community, and to ensure people are sufficiently supported with their mental health and wellbeing | 19-25 Union St, Oldham OL1 1HA<br><br>0161 330 9223<br><br>office@togmind.org | Tameside Oldham and Glossop Mind |
| Kids of Colour | Kids of Colour is an anti-racist youth work organisation, committed to racial justice for young people of colour in Greater Manchester. | Contact is made via an online form on the website. | Home \| Kids of Colour |

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| Mermaids | Supporting trans, non-binary and gender diverse children, young people and families. There are local groups situated in Manchester for under 12's and over 12 to attend once a month, as well as online parent and carer groups. This service also provides support and training for professionals. | Webchat is available with a trained operator 1 p.m. – 8.30 p.m. Monday to Friday.<br><br>Text chat is also available for young people to access 24/7 for crisis support. Text 'Mermaids' to 85258.<br><br>Helpline Support Services - Mermaids | Homepage - Mermaids |
| Manchester Pride | Manchester Pride also has a Youth Pride group, where creativity meets community and every LGBTQ+ young person can thrive. This is for young people aged between 14-18 who are looking for a supportive space where you can celebrate your authenticity and make new friends, then allow us to introduce our Youth Pride workshops! | Young people become a member by filling out the online form at:<br><br>Youth Pride 2024 | Home – Manchester Pride |
| Barnado's | Gender Space offers a social model of support for children, young people and their families who are trans, gender diverse or gender questioning. The support is primarily online, and is a mixture of one-to-one, group work, and therapeutic support. | 0113 239 5581<br><br>If you would like to make a referral to this service, please email positive.identities@barnardos.org.uk | Barnardo's Positive Identities Service– Supporting LGBTQ+ children, young people and their families |
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**Other useful links:**

[Young People and Children | Greater Manchester Mental Health NHS FT]

| SEND – Services for Children and Young People | | | |
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| **Service** | **Overview of Service** | **Contact Details** | **Website** |
| Oldham SEND Information, Advice and Support Service (POINT) | Oldham SEND Information, Advice and Support Service (POINT), is an Oldham based charity supporting children and young people (0-25) with additional needs and/or disabilities and their families. | Chadderton Court<br>451 Middleton Road<br>Chadderton<br>Oldham OL9 9LB<br>0161 503 1547<br>admin@point-send.co.uk | POINT – SEND Oldham<br>Oldham SEND Information, Advice and Support Service also have social media platforms to provide support and guidance for parents and families. |
| Oldham Parent Carer Forum | Oldham Parent Carer Forum ensures that parents and carers have access to meaningful information, consultation and co-production opportunities enabling their voices to be heard to drive change and shape better services to improve the lives and outcomes of children and young people with additional needs and/or disabilities aged 0-25. | 0161 503 1555<br>forum@point-send.co.uk | Oldham Parent Carer Forum are currently updating their website.<br>POINT – SEND Oldham |
| Children and young people with SEND (Local Offer) | The Oldham Local Offer provides information on what is available in Oldham for children and young people and their families with special educational needs and/or a disability (SEND). | Children and young people with SEND (Local Offer) \| Oldham Council | Children and young people with SEND (Local Offer) \| Oldham Council |
| Oldham SENDIASS Service | Special Educational Needs and Disability Information, Advice Support Service (SENDIASS) exists to help parents and carers of children who have, or may have, special educational needs and/or disabilities; and children and young people themselves, in matters relating to their Education, Health or Social Care provision. | 0161 503 1540 (Monday to Friday 9am to 5pm but a voicemail is available on our phone lines 24 hours a day, so please leave a message)<br>iassoldham@point-send.co.uk | Oldham SENDIASS – POINT |
| Oldham Family Hubs | There will be seven Family Hubs in total, with the first now open as the Beever Family Hub. There are also 15 children's | familyinfo@oldham.gov.uk | Family Hubs |

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| | centres, and what's available in each varies. The link below lists the Family Hubs and the areas they can be found:<br><br>Family Hubs and children's centres– Family Hubs | | |
| The SPACE Group | The SPACE Group provides informal advice and support for parents and carers of children with additional needs. | 07731925208<br><br>spacegroup@manchesterparentcarerforum.org.uk | The SPACE Group has a Facebook group for parents and carers who need informal support and guidance. |
| Manchester Parent Champions | Manchester Parent Carer Forum provides an opportunity for parents and carers to receive information, share their voice and come together. | Parents/carers make contact by submitting an online enquiry form. | Manchester Parent Champions – Manchester Parent Carer Forum<br><br>Manchester Parent Champions also have social media platforms to provide support and guidance for parents and families. |
| Contact | Contact supports families by bringing them together and helping families take action for others. | Our helpline is for parents and carers in any part of the UK with a disabled child aged from birth to 25.<br><br>Freephone: 0808 808 3555 (Monday-Friday, 9.30am-5pm).<br><br>Parents/carers can also submit an online enquiry form. | Contact: the charity for families with disabled children<br><br>Contact also have social media platforms to provide support and guidance for parents and families. |

| Housing and Financial Support for Families – Services for Children and Young People | | | |
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| **Service** | **Overview of Service** | **Contact Details** | **Website** |
| Oldham Council | Oldham Council provide a range of service to help families worried about the rising cost of energy bills, food, and transport. They can also help with issues like debt, finding a job, heating your home, feeding your family and more. | Cost of Living helpline: 0161 770 7007<br>Open Monday to Friday, 9am to 5pm | Cost of living - We can help \| Oldham Council |
| Housing Options Team | Housing Options Service delivers a comprehensive range of services.These include:<br>• Applying for social housing<br>• Housing advice<br>• Homelessness Service<br>• Tenancy Relations Service<br>• Central Access Point (CAP) for supported housing | 0161 770 4605<br>housing.options@oldham.gov.uk | Housing advice and support \| Housing advice and support \| Oldham Council |
| Reporting a housing problem | The links on the website allows you to report concerns<br>• Repairs at First Choice Homes Oldham (FCHO) properties<br>• Repairs if your home is managed by Oldham Council<br>• What to do if you need to report repairs and maintenance of rented properties<br>• What to do about reporting damp and mold | Contact details are listed for each housing provider on the website:<br>Report a housing problem \| Report a housing problem \| Oldham Council | Housing \| Oldham Council |
| Citizens Advice | Citizens Advice is a national charity and network of local charities who offer confidential advice online, over the phone, and in person, for free. They give people the knowledge and confidence they need to find their way forward - whoever they are, and | 0808 278 7803<br>Mon-Fri 8:30-5:30<br>There are a range of other contact methods, these include face to face, | Citizens Advice<br>This is the Citizens Advice website providing information for families living in Stockport, Oldham, Rochdale and Trafford. |

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| | whatever their problem. | WhatsApp and an out of hours service. These can be located on the Oldham page of the website:<br><br>Citizens Advice Oldham — Citizens Advice | |
| Shelter Manchester | Free targeted advice on housing, benefits, or debt issues for all Manchester residents, including support around eviction or homelessness, damp or disrepair, benefits, rent arrears or overdue utility bills. | 03301 755 121 | Shelter services in Manchester - Shelter England |
| Tenancy Relations Service (TRS) | This is part of the Council's Housing Section offer advice and support to tenants and landlords on what their responsibilities and legal obligations are in accordance with the law. | 0161 770 4605<br>Monday – Friday between 9am-5pm<br><br>tenancy.relations@oldham.gov.uk | Tenancy Relations Service (TRS) \| Tenancy Relations Service (TRS) \| Oldham Council |
| Gov.uk | This webpage outlines your rights and responsibilities when renting a private property. It also outlines what to do if you have any concerns about anti-social behaviour, repairs or disputes concerning rent. | Private renting: Your rights and responsibilities - GOV.UK | Private renting: Your rights and responsibilities - GOV.UK |

| Foodbanks and Financial Support for Families – Services for Children and Young People | | | |
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| **Service** | **Overview of Service** | **Contact Details** | **Website** |
| Oldham Foodbank | Emergency food for local residents in crisis. Care professionals such as doctors, health visitors, social workers, CAB and police identify people in crisis and issue them with a foodbank voucher. Delivery service only, residents would need a voucher beforehand from a referrer. | 0161 622 1061<br>This service is open 9am - 3pm Monday - Friday.<br><br>Unit B, Prince of Wales Ind Estate, Vulcan Street, OL1 4ER.<br><br>There is no walk-up service available at the centre. | Oldham Foodbank \| Helping Local People in Crisis |
| Oldham Council | Oldham Council provide a range of service to help families worried about the rising cost of energy bills, food, and transport. They can also help with issues like debt, finding a job, heating your home, feeding your family and more. | Cost of Living helpline: 0161 770 7007<br><br>Open Monday to Friday, 9am to 5pm | Cost of living - We can help \| Oldham Council |
| Ancora Project | The Ancora Project aims to provide immediate help and ongoing support to the people of Oldham who are experiencing crisis. People can access support by presenting at any of the hubs in person or by contacting Ancora by email or phone and arrange a meeting. | 0161 669 5868<br><br>ancora@keyring.org<br><br>Referrals:<br><br>We work with Oldham Social Workers, GP surgeries and a range of other teams including housing and homelessness. We know that there are just not enough hours in the day so we take the load off.<br><br>People can refer themselves to our service. To refer yourself or someone else you can contact us at oldhamreferrals@keyring.org | KeyRing - North West services |

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| Uk Education and Faith Foundation (UKeff) | Provide support around food aid, advice and signposting.<br><br>Supporting families in need, the homeless and vulnerable. Provides weekly advice, hot meals and food parcels. Monday 12 – 2pm. | 72 Yorkshire Street<br>Oldham<br>OL1 1SR<br><br>Phone: 0161 660 6818<br><br>The Unitarian Chapel<br>Connaught Street (off King Street roundabout)<br>Oldham<br>OL8 1EB | UK Education & Faith Foundation – UK Education & Faith Foundation |
| Impact Community Church Foodshare Project | Provide food parcels and furniture via self-referral. Monday 9:30am-1pm. | The Old Bank<br>358 Manchester Road<br>Hollinwood<br>OL9 7NU | No website |
| The Welcome Centre | Drop-in centre 10.30am - 12noon every day (except Tuesday and Sunday).<br>• Free meals<br>• Can provide clothing | St Aidan & Oswald RC Church<br>Vaughan Street<br>Royton<br>OL2 5DL<br><br>0161 624 1322 | |
| Citizens Advice | Citizens Advice is a national charity and network of local charities who offer confidential advice online, over the phone, and in person, for free. They give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem. | 0808 278 7803<br><br>Mon-Fri 8:30-5:30<br><br>There are a range of other contact methods, these include face to face, WhatsApp and an out of hours service. These can be located on the Oldham page of the website:<br><br>Citizens Advice Oldham — Citizens Advice | Citizens Advice<br><br>This is the Citizens Advice website providing information for families living in Stockport, Oldham, Rochdale and Trafford. |