



# Induction to Early Years in Oldham

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## Induction and Preparation for your first Ofsted inspection

Welcome to the Local Authority Early Years Team. This guide has been created to help childminders and early years settings understand who to contact for different areas of support, outline the roles within the team, and provide useful links to key information and resources.

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# Early Years Team

| <b>Job title</b>                                        | <b>Name</b>                                           |
|---------------------------------------------------------|-------------------------------------------------------|
| Challenge & Intervention Officer, Early Years & Primary | Aisa Burton & Laura Williams                          |
| Early Years Quality & Standards Officers                | Lauren Blythe, Claire Burton and Emma Blyden          |
| Early Years Funding and Sufficiency Manager             | Jennifer Wright                                       |
| Project Manager – Wraparound Care                       | Jackie Hanley                                         |
| Sufficiency Officer                                     | Cherice Fyan                                          |
| Early Years Funding Officer                             | Peter Hawkins                                         |
| Early Years Funding Support Officer                     | Stephanie Pritchard                                   |
| Early Years Funding Assistants                          | Kyrinda Carter-Moore, Karen Whiteley and Simone Corry |
| Business Support Officers                               | Rachel Peterson and Emma Bennett                      |

# Better Communication Team

Liz Metcalfe Speech and Language Therapist [liz.metcalfe@oldham.gov.uk](mailto:liz.metcalfe@oldham.gov.uk)

Holly Richards Speech and Language Therapist [holly.richards@oldham.gov.uk](mailto:holly.richards@oldham.gov.uk)

Jane Winterbottom Speech and Language Advisor [jane.winterbottom@oldham.gov.uk](mailto:jane.winterbottom@oldham.gov.uk)

Our team is made up of Speech and Language Therapists and Advisors. We work across the Early Years sector including the Family Hubs. We provide group and bespoke training and support for settings and childminders. Early Years practitioners can contact us for guidance in developing their universal offer and for advice regarding next steps for children where speech and language difficulties have been identified.

Please get in touch via email and we will be happy to book a time to chat further!

There are lots of online sources of information for practitioners and families.

For support for developing your environment and supporting your team:

GMCA resources including audit tool and CPD links [Useful resources for speech and language - Greater Manchester Combined Authority](#)

High quality interactions including a video for teams [The ShREC approach | EEF](#)

Support for families:

A wealth of videos and articles for families: [CBeebies Parenting - Tips and advice for children's speech and language](#)

Specific parent child interaction strategies, videos and handouts: [Parent Child Interaction Support Package \(18 months - 2.5 years\) - Greater Manchester Combined Authority](#)

# Family Hubs

## [Best Start Family Hubs](#)

## What we do

The Integrated Child & Family Services is offered to all families with children living in Oldham, from pregnancy to 19 years old or 25 for those with special educational needs and disabilities (SEND).

The hubs are a one stop shop for all services that relate to families and children and provide a welcoming space to make it easier for families to access the support they need.

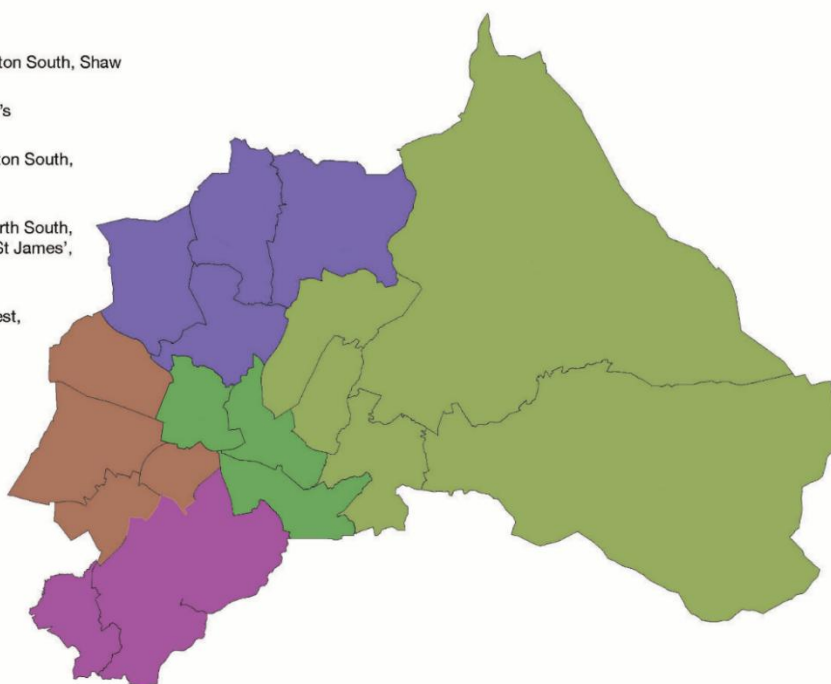
## Family Hubs

Who to reach out to: Get to know your district and what's available in your area.

### [Family hubs](#)

#### Districts

- North District**  
Crompton, Royton North, Royton South, Shaw
- Central District**  
Alexandra, Coldhurst, St Mary's
- West District**  
Chadderton Central, Chadderton South, Chadderton North, Werneth
- East District**  
Saddleworth North, Saddleworth South, Saddleworth West and Lees, St James', Waterhead
- South District**  
Failsworth East, Failsworth West, Hollinwood, Medlock Vale



## Where is your closest Family Hub?

Reach out and get to know who your contacts are at your nearest Family Hub, book a visit to meet the team. You can also get to know the health visitors within your area

| District | Family Hub     | Location                   |
|----------|----------------|----------------------------|
| West     | Stanley Road   | Derby Street, OL9 7HX      |
| East     | Spring Meadows | Leamington Street, OL4 2RN |
| North    | Shaw           | High Street, OL2 8RF       |

|         |                                       |                                                                        |
|---------|---------------------------------------|------------------------------------------------------------------------|
| Central | Beever<br>Alexander<br>Oldham Library | Moorby Street, OL1 3QU<br>Wildmoor Ave, OL4 5PU<br>Greaves St, OL1 1AL |
| South   | Medlock Vale                          | Honeywell Centre, OL8 3BP                                              |

## Useful links

We have additional teams who link in with our Family Hubs, their contact details are provided within our directory section on this document

[Early help](#)

## Welcome to Oldham Best Start Family Hubs

Our Best Start Family Hubs are universal (for everyone) one-stop shops, where you can access all the help and support you need to make sure your child is healthy, safe, and looked after.

### [Family hubs](#)

Child's age



## Interventions

Getting to know the team working within your area allows you to gain an understanding of how interventions work for your children and families

### **For Childminders**

Childminders do not complete WELCOMM assessments themselves. If you have concerns about a child's speech, language, communication, or overall development, please contact your local Family Hub. A member of the Family Hub team will arrange to complete a WELCOMM assessment with the child and discuss the outcomes with you and the family, helping to identify any appropriate next steps or support.

### **For Early Years Settings**

Early Years settings are expected to complete WELCOMM assessments in house. If there are concerns about a child's speech, language, communication, or overall development, the

setting's SENDCo (or another appropriately trained staff member) should carry out the WELCOMM within the setting. The results should then be used to plan appropriate support, monitor progress, and determine whether any additional referrals or interventions are needed.

The Early Years team are always available and at hand to support you in accessing teams and specific persons to provide support in completing these forms.

# SEND Team

## SEND Support

The Special Educational Needs and Disabilities (SEND) Team works in partnership with childminders, early years providers, schools, and families to ensure that children with additional needs receive the right support at the right time. The team provides advice, guidance, and funding support to help providers create inclusive environments where all children can thrive and achieve their potential.

The SEND Team can support providers with:

- Identifying and responding to children's emerging special educational needs and disabilities.
- Advice and guidance on inclusive practice and meeting the requirements of the SEND Code of Practice.
- Accessing training, resources, and specialist support to develop staff knowledge and confidence.
- Guidance on the Graduated Approach, including Assess, Plan, Do, Review processes.
- Support with referrals to appropriate services and professionals.
- Information on accessing additional SEND funding to help meet a child's individual needs.
- Signposting providers and families to local SEND services and support available through Oldham's Local Offer.

## Additional SEND Funding

Early years providers may be able to access additional SEND funding to support children with identified special educational needs and disabilities. This funding is intended to help providers make reasonable adjustments, implement targeted interventions, and provide resources or support that enable children to access their early education alongside their peers.

Providers should refer to the guidance and eligibility criteria available through:

### Early Years Additional SEND Funding

[Early years: additional SEND funding | Oldham Council](#)

## SEND Information and Resources

Providers are encouraged to regularly access the dedicated SEND website, which contains information, guidance, resources, referral pathways, training opportunities, and updates relating specifically to SEND provision across Oldham.

[Early years: additional SEND funding | Oldham Council](#)

**The Ordinarily Available document** is a really handy tool when you notice a child could benefit from a bit more focused support. It's full of practical ideas and strategies to try, and it can help you spot a child's next steps in their development.

[Oldham Ordinarily Available Provision Framework | Oldham Council](#)

# Safeguarding

## Useful links

The following links are intended to provide information and guidance to Early Years practitioners and managers to support working with children.

[Safeguarding toolkit](#)

[Working together to safeguard children](#)

## **Early Years Safeguarding Support Offer 2026-27**

### **Early Years Providers**

The Early Years Team, in partnership with the Oldham Safeguarding Children Partnership (OSCP) is committed to supporting providers to maintain effective safeguarding arrangements and continuously develop safeguarding practice across the sector.

The safeguarding offer for 2026-27 has been shaped by:

- OSCP strategic priorities
- Emerging safeguarding themes locally, regionally and nationally.
- Recent safeguarding incidents and concerns across the sector.
- Updates to *Working Together to Safeguard Children*.
- Learning from Child Safeguarding Practice Reviews.
- Feedback from Early Years providers through the OSCP survey and from safeguarding professionals.

Our aim is to ensure that all settings have access to high-quality safeguarding training, professional networks, resources and updates that support leaders and practitioners to keep children safe.

## **Oldham's Early Years Safeguarding Support Offer**

[Oldham's introduction to safeguarding](#)

[Safeguarding Offer for Early Years September 2026-27](#)

# Safeguarding referrals

- Local Authority Designated Officer (LADO): Colette Morris & Wendy Nicholls
- Multi-Agency Safeguarding Hub – MASH - You wish to notify/refer child(ren) where concerns have been raised over safety and welfare.
  - **Children's assessment team**
  - Telephone: 0161 770 7777
  - **Emergency duty team (out of hours)**
  - Telephone: 0161 770 6936
  - **Uniformed police**
  - Telephone: 101
- Early Help
- These can be accessed using [OSCP | Welcome](#) page (shown on the next page)

Further contacts:

## **Forced marriage unit**

- Telephone 0207 008 0151
- **CEOP website:** [www.ceop.police.uk](http://www.ceop.police.uk)

## **Specialist Independent Domestic Violence (including Honour Based Violence) Service**

- 0161 770 1604
- **Or**
- **Community Safety Services** 0161 770 1573

## **NSPCC**

- Whistleblowing advice line: 0800 0280285
- [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## **Ofsted**

- complaints line: 0300 123 4666
- [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

# What's available for you

The safeguarding of children is paramount, and as childcare professionals, it is important to be confident that all necessary steps are taken to keep children safe and well.

The Oldham Safeguarding Children Partnership webpage provides support to professionals; parents and carers and children and young people.

## [Safeguarding in Early Years](#)

### [OSCP | Welcome](#)

We provide support to



Professionals

[Find out more](#)



Parents & carers

[Find out more](#)



Children & young  
people

[Find out more](#)



About OSCP

[Find out more](#)

Worried about a child?

Are you concerned that a child has or is suffering harm, neglect or abuse?

# Safeguarding Guidance

The DfE have published new [safeguarding guidance for early years providers](#) to help practitioners, managers and childminders understand and apply the safeguarding and welfare requirements of the EYFS.

The new content provides practical information and advice on creating a strong safeguarding culture, recognising concerns early, responding appropriately, and ensuring children are safe, healthy and supported to thrive.

The guidance includes information on:

- the safeguarding responsibilities of early years providers and practitioners
- the role of the Designated Safeguarding Lead (DSL)
- creating and maintaining a strong safeguarding culture
- recognising signs of possible abuse, neglect and harm
- raising, recording and reporting safeguarding concerns
- whistleblowing procedures and when to use them
- safer recruitment and vetting requirements
- working in partnership with parents and carers to keep children safe
- staff training, supervision and ongoing safeguarding practice
- attendance, absence monitoring and information sharing
- resources, posters and links to further guidance and support

By using this guidance and supporting resources, you can strengthen safeguarding practice in your setting, support staff confidence and help ensure every child grows up in a safe, nurturing and protective environment.

# Environmental Health

## Health and Safety- RIDDOR

Under the Health and Safety at Work etc. Act 1974, all early years providers have a legal duty to ensure, so far as is reasonably practicable, the health, safety, and welfare of children, staff, visitors, and anyone affected by their activities. Providers must maintain a safe environment, carry out regular risk assessments, provide appropriate training and supervision, and implement clear policies and procedures to reduce risks and promote the wellbeing of all

### Useful links:

- [Health and Safety at Work etc. Act 1974](#)
- [Childcare: reporting children's accidents and injuries - GOV.UK](#)

An early years provider must ensure that premises are clean, hygienic, free from health hazards, safe for food preparation, effective in preventing infection, adequately ventilated and supplied with suitable washing, toileting and waste disposal facilities. These arrangements are typically monitored by the local authority Environmental Health team alongside Ofsted's assessment of EYFS welfare requirements.

[Help for early years providers: Food safety](#)

[Safer food, better business \(SFBB\) - GOV.UK](#)

[Safer food, better business for childminders - GOV.UK](#)

**You may receive inspection, audits or visits from services within this department.**

Documentation to support your setting:

- [Food safety | Oldham Council](#)
- [Food standards agency](#)
- [Early Years Foundation Stage nutrition guidance](#) –

For further queries and support please contact: [ENVhealth@oldham.gov.uk](mailto:ENVhealth@oldham.gov.uk)

- **Related services:** For pest control quotes, you can also email [pestcontrol@oldham.gov.uk](mailto:pestcontrol@oldham.gov.uk). [[1](#), [2](#)]

# Useful Links

## Meet the wider Team

Welcome to Oldham Council's Early Years  
(Education and Early Years within Children's Services directorate of the council)

|                                                         |                                                                                            |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Director of Education, Skills & Early Years             | Paul Tinsley                                                                               |
| Assistant Director of Education & Early Years           | Tony Shepherd                                                                              |
| Challenge & Intervention Officer, Early Years & Primary | Aisa Burton & Laura Williams                                                               |
| Early Years Quality & Standards Officers                | Lauren Blythe, Claire Burton and Emma Blyden                                               |
| Early Years Funding and Sufficiency Manager             | Jennifer Wright                                                                            |
| Project Manager – Wraparound Care                       | Jackie Hanley                                                                              |
| Sufficiency Officer                                     | Cherice Fyan                                                                               |
| Early Years Funding Officer                             | Peter Hawkins                                                                              |
| Early Years Funding Support Officer                     | Stephanie Pritchard                                                                        |
| Early Years Funding Assistants                          | Kyrinda Carter-Moore, Karen Whiteley and Simone Corry                                      |
| Business Support Officers                               | Rachel Peterson & Emma Bennett                                                             |
| Data Manager                                            | Laurence Rafferty                                                                          |
| Family Hub District Manager                             | Karen Bennett                                                                              |
| Family Hub Managers                                     | Nina Lees, Sonja Jones, Jenny Clarke, Mel Jones & Gary Melia                               |
| Parenting Manager                                       | Samantha White                                                                             |
| SEND Practitioners                                      | Christine Radcliffe, Hayley Carr, Jane Morley, Nikki Earl, Michelle Doig & Sherrean Taylor |
| Better Communication Team                               | Liz Metcalfe, Holly Richards & Jane Winterbottom                                           |

# Oldham's Quality, Improvement, Support and Intervention Framework (QISIF)

QISIF focuses on promoting a cycle of continuous improvement through robust self-evaluation and reflective practice.

## Oldham's offer

[Quality improvement support and intervention programme | Oldham Council](#)

Now that you have successfully registered, here's what happens next.

Following receipt of your induction pack, a member of the Early Years Team will contact you to arrange a meeting. This can take place either face-to-face or via Microsoft Teams.

This meeting provides an opportunity to reflect on the information covered during your induction, discuss upcoming processes and next steps, and ask any questions you may have.

The meeting will also help you gain a greater understanding of the Quality Improvement Programme, including the support available to your setting. Together, we will discuss your individual circumstances and identify the most appropriate support offer to help you achieve positive outcomes for children, families, and your setting.

As part of your initial meeting, the Early Years Team will discuss the different levels of support available through the Quality Improvement Programme. There are three support offers: **Universal Support**, **Targeted Support**, and **Oldham's Intensive Support Offer**. Your allocated Quality Improvement Officer will work with you to identify the most appropriate level of support for your setting, based on your individual circumstances, strengths, and areas for development.

This will ensure that you receive tailored guidance and support to help you achieve the best possible outcomes for children, families, and your setting. The level of support you receive, along with the expectations and opportunities available within that offer, will be discussed in detail during your meeting.

# Quality Improvement Programme (QIP)

Quality improvement is focused on ensuring that all early education providers and all early years professionals consider how best to create, maintain and improve provision to ensure delivery of highest quality early education for children and their families.

Quality improvement is a continuous cycle based on planning; implementing; reviewing and analysing. It is a constant journey involving children, parents and professionals, not a short-term project.

Oldham's Quality Improvement Support and Intervention Framework, draws on the continuous quality improvement principles of the Early Years Foundation Stage (EYFS) Framework and the NQIPs. The framework focuses on promoting an ongoing cycle of continuous improvement through robust self-evaluation and reflective practice.

The LA has worked in collaboration with early education providers and key partners to develop quality improvement tools and to support this process including:

- Self-Reflection Toolkit has been developed in collaboration with early years providers to support this process
- New providers induction support - introducing conditions of grant and local systems and processes
- Safeguarding Toolkit
- Early Years webpage
- GM Reflect Competency Framework, eLearning and resource bank
- SEND - The Local Offer, Ordinarily Available Inclusive Provision document.

For full information about the Quality Improvement Support and Intervention Framework please refer to the link: [Early Years Quality Framework | Early Years Quality Framework | Oldham Council](#)

## QIP

As part of the **Quality Improvement Programme**, as a new setting you will be placed within Category A, enabling tailored support to be provided throughout the terms leading up to your first Ofsted inspection. Support will include scheduled morning or afternoon visits from a member of the Quality Improvement Partnership (QIP) Team. Following each visit, you will receive a written report outlining strengths, areas for development, and clear actions to support ongoing improvement.

As explained under the QISIF framework, follow-up visits will take place across subsequent terms to review progress, support the embedding of improvements, and help your team implement and sustain the feedback received.

Training and professional development opportunities offered by the Local Authority will align with this improvement journey, ensuring a coordinated approach to strengthening practice across your setting.

This support will remain available until your first Ofsted inspection has been completed. Following this, we will reconnect approximately two years later to begin the process again in preparation for your next inspection cycle. Please remember that support is always available through the Local Authority, and advice, guidance, and training can be accessed at any time through the Early Years Team.

The Quality Improvement Programme is designed to provide timely, tailored support to help settings and childminders feel confident and prepared for their upcoming inspection, while promoting continuous improvement and high-quality outcomes for children.

# Key Relevant Early Years Services

| Early Years Services:                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Local Authority Early Years Quality Team:</b> | <a href="mailto:early.years@oldham.gov.uk">early.years@oldham.gov.uk</a><br>0161 770 1857<br><a href="mailto:Schooolsandsettingsworktray@oldham.gov.uk">Schooolsandsettingsworktray@oldham.gov.uk</a><br><a href="http://www.oldham.gov.uk/eyfs">www.oldham.gov.uk/eyfs</a>                                                                                                                                                                                                                                                                              |
| <b>Funding &amp; Free Entitlement Team:</b>      | <a href="mailto:Free.Entitlement@oldham.gov.uk">Free.Entitlement@oldham.gov.uk</a><br>0161 770 8914<br><a href="https://www.oldham.gov.uk/info/200230/early_years">https://www.oldham.gov.uk/info/200230/early_years</a>                                                                                                                                                                                                                                                                                                                                 |
| <b>Family Hubs:</b>                              | <a href="https://familyhubs.oldham.gov.uk/family-hubs/">https://familyhubs.oldham.gov.uk/family-hubs/</a><br>Based at the hubs: health visitors, child and family inclusion practitioners and Area SENDCo's. <ul style="list-style-type: none"> <li>• Alexandra Family Hub – 0161 206 0408</li> <li>• Beever Family Hub – 0161 206 0408</li> <li>• Medlock Vale Family Hub – 0161 206 0409</li> <li>• Shaw Family Hub – 0161 206 0401</li> <li>• Spring Meadows Family Hub – 0161 206 0420</li> <li>• Stanley Road Family Hub – 0161 206 0419</li> </ul> |
| <b>Family Information Service:</b>               | <a href="mailto:familyinfo@oldham.gov.uk">familyinfo@oldham.gov.uk</a><br><a href="http://www.oldham.gov.uk/info/200534/family_information_service">www.oldham.gov.uk/info/200534/family_information_service</a>                                                                                                                                                                                                                                                                                                                                         |

| Wider Key Services: |                                                                                                                            |
|---------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Early Help:</b>  | <a href="mailto:earlyhelpteam@oldham.gov.uk">earlyhelpteam@oldham.gov.uk</a><br>0161 770 7777<br><a href="#">EarlyHelp</a> |

|                                                         |                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Multi-Agency Safeguarding Hub (MASH):</b>            | <a href="mailto:child.mash@oldham.gov.uk">child.mash@oldham.gov.uk</a><br>0161 770 7777<br><a href="#">Report Child Abuse</a>                                                                                                                                                                                                                                                                  |
| <b>Oldham Safeguarding Children Partnership</b>         | OSCP Group <a href="mailto:OSCP.Group@oldham.gov.uk">OSCP.Group@oldham.gov.uk</a><br><a href="http://www.oldhamsafeguarding.org/">www.oldhamsafeguarding.org/</a>                                                                                                                                                                                                                              |
| <b>Oldham Local Authority Designated Officer (LADO)</b> | LADO: Colette Morris <ul style="list-style-type: none"> <li>• 0161 770 8870/ 07583 101 863</li> <li>• <a href="mailto:colette.morris@oldham.gov.uk">colette.morris@oldham.gov.uk</a></li> </ul> LADO: Wendy Nicholls <ul style="list-style-type: none"> <li>• 0161 770 0008/ 07974 619094</li> <li>• <a href="mailto:wendy.nicholls@oldham.gov.uk">wendy.nicholls@oldham.gov.uk</a></li> </ul> |
| <b>SEND/ EHCP Team:</b>                                 | <a href="mailto:EHCinfo@oldham.gov.uk">EHCinfo@oldham.gov.uk</a><br>0161 770 4269<br><a href="#">EHCP</a><br><a href="http://www.oldham.gov.uk/localoffer">www.oldham.gov.uk/localoffer</a>                                                                                                                                                                                                    |
| <b>Virtual School/ Looked After Children:</b>           | Virtual school<br><a href="mailto:virtual.school@oldham.gov.uk">virtual.school@oldham.gov.uk</a>                                                                                                                                                                                                                                                                                               |
| <b>Health &amp; Safety/ Environmental Health:</b>       | Health & Safety Team<br><a href="mailto:healthandsafetyteam@oldham.gov.uk">healthandsafetyteam@oldham.gov.uk</a><br>Environmental Health<br><a href="mailto:ENVhealth@oldham.gov.uk">ENVhealth@oldham.gov.uk</a>                                                                                                                                                                               |
| <b>Public Health:</b>                                   | Public Health Team<br><a href="mailto:PublicHealthTeam@oldham.gov.uk">PublicHealthTeam@oldham.gov.uk</a>                                                                                                                                                                                                                                                                                       |

# Additional Information

## More useful links to share with your families

We appreciate there are lots of tools available within the Early Years, but we feel it is important to have access to these resources for your families to support your child's development

### **Supporting Families with Digital Parenting Resources**

#### **50 Things to Do Before You're Five**

##### **50 Things to Do | Oldham**

Please encourage all expectant parents who visit your setting to download and sign up to the 50 Things to Do Before You're Five – Oldham app. The app is full of simple, fun, and free activities that parents can enjoy with their child from birth, helping to support early language, communication, learning, and development through everyday experiences. Introducing the app during pregnancy gives families the opportunity to become familiar with it before their baby arrives. When families enrol with your setting, please revisit the app with them to see how they have been getting on, whether they have been using it, and encourage them to continue exploring new activities as their child grows.

Families can also follow the 50 things in Oldham social media pages, with regular activity ideas, seasonal inspiration and information about local events are shared, providing even more opportunities to enjoy learning together.

Oldham Best Start Family Hubs' Facebook: <https://www.facebook.com/OldhamFamilyHubs/>

Oldham Best Start Family Hubs' Instagram: <https://www.instagram.com/oldhamfamilyhubs/>

Oldham Best Start Family Hubs' TikTok: <https://www.tiktok.com/@oldhamfamilyhubs>

### **Essential Parent App**

##### **Homepage – Essential Parent**

Please also encourage expectant parents and families to download the Essential Parent app. This provides trusted, age-specific information and advice from pregnancy through the early years, helping parents understand their child's development and what to expect at each stage. The app includes guidance on child development, health and wellbeing, feeding, sleep, behaviour, safety, local support services, and practical parenting advice, ensuring families can easily access reliable information that is relevant to their child's age and developmental stage. As with the 50 Things app, please revisit this during enrolment to discuss whether families have been using it, answer any questions, and encourage continued use as their child develops.

### **The Family Information Service (FIS)**

**Homepage – Family Information Service**  
[familyinfo@oldham.gov.uk](mailto:familyinfo@oldham.gov.uk)

Provides free, impartial, up-to-date information to support parents/carers with children and young people aged 0-19 years (25 with an additional need) and prospective parents.

Information is provided on a wide range of services such as:

- Childcare
- Local and national services
- Local events and activities
- Financial support
- Health issues
- Choosing and applying for school places
- Get Oldham Working
- Oldham SEND Local Offer

FIS also provides a childcare brokerage service which offers additional support to help find suitable childcare. The service is available to everyone; however specific consideration is given to:

- Parents experiencing difficulty finding childcare
- Parents stating childcare is a barrier to employment, education or training
- Parents of children with AEN
- Parents with additional needs (including disability, learning difficulties, literacy etc)
- Teenage parents
- Single parents
- Parents needing emergency childcare or childcare at short notice
- Low income families
- Carers of looked after children

To ensure that communications, training opportunities, workshops, and ongoing project information are shared with the correct individuals, it is the responsibility of each setting to notify us promptly of any staffing changes that need to be updated on the Staff Portal. This includes new starters, leavers, role changes, or any amendments to contact details. Keeping portal information accurate will help ensure that the appropriate staff members have access to relevant information, resources, and professional development opportunities.

Oldham's Local offer: [Oldham SEND Local Offer](#)

# Funding

The Free Entitlement team can be contacted several ways:

- Email – [Free.entitlement@oldham.gov.uk](mailto:Free.entitlement@oldham.gov.uk)
- Phone – 0161 770 8914, Monday – Thursday between 9.30am – 12:30pm

## Funding Team Support

The Funding Team provides guidance and support to childminders and early years providers in accessing and delivering funded childcare places. Their role is to ensure that funding arrangements are fair, transparent and sustainable, enabling a diverse range of providers to offer high-quality early education and childcare for local families.

The team can support providers with:

- Information and guidance on funded childcare entitlements for eligible children aged 9 months to 4 years.
- Joining the Oldham Directory of Approved Providers to offer funded places.
- Advice on eligibility criteria, funding processes and compliance requirements.
- Support with provider agreements, headcount submissions and funding claims.
- Updates on changes to funding policies and national childcare reforms.
- Responding to queries relating to funded places and the delivery of the Early Education and Childcare Entitlements.

Oldham Council is committed to ensuring fair and transparent funding arrangements that support existing providers to grow, encourage new providers to enter the childcare market, and give families access to a broad range of childcare options that best meet their needs.

## Offering Funded Places

If you wish to join the Directory of Approved Providers in Oldham and offer funded childcare for eligible children aged 9 months to 4 years, please contact the Funding Team at [free.entitlement@oldham.gov.uk](mailto:free.entitlement@oldham.gov.uk). Providers should allow sufficient time for the approval process and are advised to apply during the term before they intend to offer funded places.

## Childcare for Children Aged 9 Months to 4 Years

Eligible working parents may be able to access up to **30 hours of funded childcare per week** for children aged 9 months to 4 years. The entitlement can be accessed over **38 weeks of the year (term time)** or stretched across more weeks using fewer hours per week.

Funding becomes available from the term after a child reaches the eligible age and meets the Government's criteria. These childcare entitlements form part of the Government's **Best Start in Life** programme, helping families access affordable childcare while supporting children's learning and development.

Further information for parents and providers can be found via:

- **Oldham Family Information Service and Childcare Directory:**  
[https://www.oldham.gov.uk/info/200230/early\\_years](https://www.oldham.gov.uk/info/200230/early_years)

- **Help Paying for Childcare:** [https://www.oldham.gov.uk/info/200230/early\\_years](https://www.oldham.gov.uk/info/200230/early_years)

This support helps providers confidently deliver funded places while ensuring children and families can access high-quality early education within their local community.

# What to do next

If you are a new manager, early years setting, or childminder, your next step is to complete the **Self-Reflection Toolkit**, focusing on the area that is most relevant to your current priorities for improvement. Once identified, please access and engage with any training, workshops, and resources that have been shared and that align with your chosen area of development. A member of the **Quality Improvement Programme (QIP) Team** will then be in touch to discuss your reflections, provide targeted support, and work alongside you to help drive improvement across your setting.

[Oldham's Self-reflection toolkit](#)

As explained previously in addition, you can access the **Greater Manchester (GM) Competency Framework and support resources** to further strengthen practice and build confidence in your chosen area of focus. Together, these opportunities will help support continuous quality improvement and positive outcomes for children and families.

[GM Reflect - Greater Manchester Combined Authority](#)

[GM REFLECT competencies - Greater Manchester Combined Authority](#)

## Training and training links

[Early Years Training Calendar | Early Years Training Calendar & Briefing | Oldham Council](#)

Mandatory Training to be completed:

- Paediatric First Aid
- Food Hygiene
- Safeguarding level 1 & 2
- Safer recruitment (for employers and childminder's employing assistants)
- Baby Room Training

Eventbrite is Oldham Council's online booking platform, providing easy access to a wide range of training, networking events and professional development opportunities for those working across the Early Years sector.

[Eventbrite - Oldham Early Years and Primary School Services](#)

If you require any further support, or if you have any queries please do not hesitate to contact the team.