



Solihull

METROPOLITAN
BOROUGH COUNCIL

Here2Help

2024/25

**Services and support to
help you live well**

www.solihull.gov.uk/here2help

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Solihull Council is here to help everyone live well and find the services and support needed at all stages of life.

If you need help or cannot find what you need in this booklet, please contact our Community Advice Hubs on **0121 709 7590**, Monday – Friday, 10am-4pm.

Alternatively, you can call Solihull Connect at Solihull Council on **0121 704 8001**, Monday to Friday.



If you are struggling to pay for food for yourself and your family, there are a number of options.

Help in an emergency

A foodbank is for anyone in crisis, who does not have enough money to buy food or essential supplies for themselves or their family.

There are several organisations within Solihull that can provide a food parcel or a hot meal to feed yourself and your household.

To access your nearest food bank please call Solihull Council on **0121 704 8001** to request a referral to your nearest collection point.

Deliveries will only be provided if you are not able to collect in person.

Food support for older people

Age UK Solihull can help anyone over 60 who has any issues accessing food. For support please contact Age UK Solihull on **0121 704 7840** or email info@ageuksolihull.org.uk.

Energy and fuel



Is your home energy efficient? Inefficient homes which are susceptible to being either too hot or cold, can create health issues or make existing health conditions worse and can also make us more vulnerable to falls, stress and serious illnesses e.g. respiratory conditions.

People over 65, infants or people of any age with underlying health conditions are particularly at risk, the ideal home temperature is 18°C-21°C (64-70°F).

Winter Warmth campaign

Supported by Solihull Council, Age UK Solihull provides a local Winter Warmth Helpline. This service is primarily aimed at older people, those living with disabilities or long-term health conditions, carers, and families with young children. You can access lots of advice and support through the Winter Warmth Helpline on: **0121 704 8080**, 9am – 5pm Monday to Friday.

Advice and help with your energy bills

Solihull Council has partnered with energy experts Act on Energy, to help you reduce your energy bills and make your home warmer and more energy efficient.

For advice, tips and support, including energy saving tips, pre-payment meters, energy debt, home heating repairs or improvements and energy efficiency grants

please contact the free Act on Energy advice line on: **0800 988 2881**, 9am – 5pm Monday to Friday, or email: advice@actonenergy.org.uk.

Contact your supplier if you are struggling to pay your bill or you are in debt. The earlier you contact them, the better. They can help with debt payment plans and help you with managing your ongoing payments. Some also have hardship funds to help people.

Priority Services Register

The Priority Services Register is operated by energy suppliers to help people in vulnerable situations. If you are eligible for this scheme (e.g. over the state pension age, long term medical condition or disability) contact your own energy supplier to be added to their list.

For more information and a full list of the eligibility criteria visit: www.ofgem.gov.uk/energy-advice-households/join-your-suppliers-priority-services-register.

Money and debt



If you are experiencing financial hardship as a result of your council tax charge and you are on a low income you may be entitled to support from our **Local Council Tax Reduction Scheme**. Call 0121 704 8200 or visit: www.solihull.gov.uk/Council-tax-and-benefits/Council-tax-reduction.

There are a variety of other **council tax discounts, exemptions and reductions** available that you may be eligible for depending on your circumstances. Call 0121 704 8100 or visit: www.solihull.gov.uk/Council-tax-and-benefits/discounts.

Solihull Council's Discretionary Crisis Fund provides help with food, fuel and items like white goods and beds for households experiencing financial hardship. Call 0121 704 8284 or visit financialinclusion@solihull.gov.uk. You can also apply online at www.solihull.gov.uk/here2help/money-advice.

Solihull Council's Discretionary Housing Payments Scheme

provides help with rent for Solihull residents experiencing financial hardship and who are in receipt of housing benefit or the housing costs element of Universal Credit. Call 0121 704 6202 or visit: financialinclusion@solihull.gov.uk.

You can also apply online at www.solihull.gov.uk/here2help/money-advice.

Solihull Community Advice Hubs

Based in Chelmsley Wood and central Solihull, the Hubs provide a wide range of information, advice, and support. Call **0121 709 7590** or alternatively email: admin@solihullcommunityhub.org.uk.

Solihull Community Housing (SCH)

Provides advice for SCH tenants and leaseholders. Call **0121 717 1515** or email moneyadvice@solihullcommunityhousing.org.uk or visit: www.solihullcommunityhousing.org.uk/advice-and-support/money-advice/

Citizens Advice Solihull provides free and confidential advice. Call **0808 2787976** Monday to Friday or visit www.casb.org.uk/.

Entitlements and household grants

To check that you are receiving all the money that you are entitled to and find out what you can claim, call the DWP Help to claim line on **0800 1448444** or contact the Solihull Community Advice Hubs on **0121 709 7590**.

Universal Credit Helpline is available for help to make a claim for Universal Credit. Call **0800 144 8444**.

Money Advice Service provides lots of information on topics such as money, benefits, work and pensions. Visit www.moneyhelper.org.uk. They can also signpost to other debt organisations such as the National Debtline **0808 808 4000** and Stepchange, the leading debt charity which provides free and confidential debt advice. Call **0800 138 1111** or visit: www.stepchange.org.

Getting online



Did you know that free wifi access is available at all Solihull libraries (except Smiths Wood Neighbourhood Library). You don't need to be a library member to use it and there is no time limit.

All Solihull libraries have computers for public use. Library members can book or drop-in and use a computer for up to 3 hours free of charge each day.

Solihull Libraries run free drop-in sessions to guide you and are available for queries, in the Core Library, Thursdays 4-5pm, booking is required on **0121 704 6977** and Shirley Library, Wednesday 10-11am, booking on **0121 704 6300**.

If you have a laptop, tablet or phone and want some assistance in using it, here are some links that can help you.

Learn My Way website

The Learn My Way website, available at home or in the library, assumes no knowledge of computers and will help you even if you've never used a keyboard, mouse or touchscreen before. It covers the basics on shopping, banking and managing your budget online. For more information visit: www.learnmyway.com/.

AbilityNet

AbilityNet is a charity that provides support for people with disabilities and older people in using computers and technology.

For more information call their free helpline from Monday – Friday on **0300 180 0028** or visit: www.abilitynet.org.uk/free-tech-support-and-info.

Improving your digital skills

If you need help to access work, training or improve your digital skills, get in touch with the Employment and Skills Team.

They work with any Solihull resident, including people with a disability or health condition, young people, and older age residents.

For more information contact us on employmentteam@solihull.gov.uk or phone **0121 704 6869**.

Could you save money on your broadband and mobile bills?

A social tariff is a lower cost broadband and mobile tariff.

To find out more visit: www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs.

Family Hubs



A Family Hub is a place where children, young people and their families can go to access help and support.

They have a range of services on site, such as health services including maternity and health visiting clinics, youth groups, sessions for children and young people with additional needs as well as housing, debt, employment advice and domestic abuse support.

The Family Hub buildings are open every weekday from 8am until at least 5pm in the following areas (with outreach elsewhere in the borough):

Evergreen Family Hub -
42 Kingshurst Way, Kingshurst
B37 6DX
Telephone: **0121 779 1724**

Elmwood Family Hub -
37 Burtons Way, Smith's Wood
B36 0UG
Telephone: **0121 779 1700**

Riverside Family Hub -
289 Bosworth Drive, Chelmsley Wood
B37 5DP
Telephone: **0121 779 1750**

Hatchford Brook Family Hub -
Old Lode Lane, Solihull
B92 8JE



To find out more please visit www.solihull.gov.uk/children-and-family-support/family-hubs/local-family-hubs or the Facebook page at: www.facebook.com/SolihullFamilyHubs.

The Family Hub team is also available on familyhubs@solihull.gov.uk for any queries.

Family Information Service (FIS) has a wealth of information for parents and families such as choosing childcare (including accessing 9 month, 2, 3 and 4 year-old funding), finding activities for you and your child, and helping you access any local support you may need. You can call the helpline on 0800 389 8667, email familyinfo@solihull.gov.uk and visit: www.solihull.gov.uk/children-and-family-support

Health Visiting & Healthy Start (NHS) 0-4 years

From pregnancy until school, the Health Visiting team supports every child in Solihull with health checks and advice. Text **07507 332563** or visit: www.healthforunder5s.co.uk/solihull/. Healthy Start vouchers support families to buy food and with free vitamins - www.healthystart.nhs.uk.

School Nursing (NHS) 5-19 years

Provides information and advice to families and young people to promote good health and wellbeing. Parents/carers of children in a Solihull school can text **07480 635496** or visit www.healthforkids.co.uk/solihull/ whilst young people aged 11+ can text **07520 615730** for help and advice.

Staying well



Mental health

The Mental Health Helpline offers mental health support for all Solihull residents. The service is open 24hrs a day 7 days a week. Call **0121 262 3555** or **0800 915 9292**.

To see the range of easily accessible mental health support that is now available visit www.solihull.gov.uk/health-and-wellbeing/healthy-minds.

When life is tough, Samaritans are here to listen – day or night, 365 days a year. Call: **116 123** (free) Email: jo@samaritans.org Website: www.samaritans.org/.

Health checks

The NHS Health Check is a health check-up for adults aged 40 to 74, who do not have a pre-existing health condition. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. For more information visit: www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check-new/.

Solihull on the Move

Keeping active is an important part of a healthy, happy lifestyle. Solihull has opportunities for people of all ages so everyone can start getting active. For ideas and support to get moving, visit solihullonthemove.co.uk or call **0121 704 8207**.

Smoking

The Solihull Stop Smoking service is delivered in partnership with 'A Better Life Health Ltd' and is free

and easy to access if you live in Solihull or have a Solihull GP. For more information call: **0121 740 1212** or visit Stop Smoking Solihull.

Addiction support

Do you or someone you care about need support with an addiction? Whether that addiction is alcohol, drugs or gambling, Solihull Integrated Addiction Service can help with support. For more information call **0121 301 4141** or visit: www.sias-solihull.org.uk/.

To see the range of support available to help you keep physically and mentally healthy visit: www.solihull.gov.uk/health-and-wellbeing/staying-well.

Help for carers



Are you helping to look after someone who couldn't manage without your help because of illness or disability? Carers Trust Solihull can help you understand and access the support that is available.

For information call **0121 788 1143** or email centre@solihullcarers.org or www.solihullcarers.org. If the situation is urgent and you need to access care for yourself or the person you care for, you can call the Council on **0121 704 8007** (weekdays from 9am-5pm, except Wednesdays when we open at 10am) or email ccadults@solihull.gov.uk.

If you need to contact us about an emergency out of hours, please call **0121 605 6060**.

Solihull Community Advice Hubs

The Community Advice Hubs in Chelmsley Wood Library and The Core in Solihull town centre are available for drop-ins to discuss and support you or the person you care for.

Chelmsley Wood – Monday, Tuesday, Thursday, and Friday from 10am-1pm.

The Core – Monday to Friday from 10am-1pm.

If we can't help you, we'll refer you to services that can. Call: **0121 709 7590** Monday to Friday from 10am-4pm or alternatively email **admin@solihullcommunityhub.org.uk** to book an appointment at either of the hubs (appointments are available from 2pm-4pm).

Working in partnership with Solihull Council, the SCH Wellbeing Team deliver a range of services (listed below) designed to help residents of Solihull lead happy independent lives in their own home.

- Safe & Sound (pendant & alarm system) with the added unique benefit of access to a 24/7 responder service.
- Assisted technology to support people (who are over the age of 18 and at risk of falling) with low level adaptations.
- Handyperson service to help with odd jobs around the home.

To find out which service could be suitable for you please phone: **0121 717 1515** and ask for the Wellbeing Team.

Keeping safe



Safeguarding adults

If you are worried about your own safety or about the safety of an adult who is unable to protect themselves, please call: **0121 704 8007** - Monday to Friday 9am-5pm (10am-5pm on Wednesdays).

Or call **0121 605 6060** evenings, weekends, or bank holidays.

For more information visit www.solihull.gov.uk/adult-social-care/safeguarding-vulnerable-adults.

Concern about a child or young person

To report a child or young person at risk call: **0121 788 4300** - Monday to Thursday 8.45am-5.20pm, Friday 8.45am-4.30pm. Call **0121 605 6060** - evenings, weekends, or bank holidays.

You can also call Childline on **0800 1111** or NSPCC on **0808 800 5000**. For more information visit: www.solihull.gov.uk/children-and-family-support/Safeguarding-children-young-people.

Domestic abuse

If you or someone you know are experiencing domestic abuse and need help or support call Birmingham and Solihull Women's Aid on **0808 800 0028**.

If you are in immediate danger call **999**.

For more information visit: www.solihull.gov.uk/crime-and-safety/domestic-abuse.

For details of all of the support available please visit:
www.solihull.gov.uk/here2help

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