

Here 2 Help Winter 2023-24

www.solihull.gov.uk/here2help



Department
for Work &
Pensions



Solihull

METROPOLITAN
BOROUGH COUNCIL

Help and support this winter

Winter can often be a difficult time for people. With energy costs being higher than normal, we know it could be even harder this winter. Solihull Council has worked with local voluntary groups to create this information booklet to help you and highlight just some of the many services and initiatives that are available to support you.

Inside you will find information to help you keep warm, healthy, and safe plus details of financial help and assistance. Wherever possible there are telephone numbers as well as web addresses.

If you need help or cannot find what you need in this booklet, then please call our local Winter Warmth Helpline which is run by Age UK Solihull on 0121 704 8080, 9am – 5pm Monday to Friday.

Alternatively, you can call the Solihull Connect service at Solihull Council on 0121 704 8001, 9am – 5pm Monday to Friday.

We hope that you find this leaflet useful.

We know that many different factors can affect our health and wellbeing, however there is a lot we can do to help ourselves to stay both physically healthy and mentally well.

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Keep Warm

Winter can make existing health conditions worse and can also make us more vulnerable to respiratory and other serious illnesses.

People over 65 or people of any age with underlying health conditions are particularly at risk.

Sitting in a cold home for a long time can put pressure on your heart and circulation - the ideal temperature in your home is 18C - 21C (64 - 70 degrees Fahrenheit).

It is important to stay protected against a drop in temperature as cold weather can affect your body's ability to fight off viruses and infections. By keeping warm, you can help yourself stay well this winter.

What can you do to keep yourself warm?

Keep moving. Try not to sit still for more than an hour at a time. Even a little bit of activity now and then can help you maintain strength and mobility.

Eat and drink well. It can sometimes be difficult to keep up the motivation to prepare meals. But it is good to try and keep to a routine where you can. Eating hot meals and drinking hot drinks regularly will help keep you warm.

Wrap up well. Wearing plenty of layers is the best way to keep warm in winter. If you are heading out, make sure you take some extra layers, even if you don't need them immediately, as the temperature can drop significantly when the sun goes in.

Wear thick socks or slippers. Keeping your feet warm during the day and through the night will make your whole body feel warmer. For an extra cosy feel, slip on a pair of ultra-warm wool or thermal socks. (Please make sure you wear appropriate, well-fitting footwear to avoid trips or falls).

Use electric blankets, heat pads, and footwarmers. Be careful to only use your electric blanket as instructed and get it tested every three years. Never use a hot water bottle with an electric blanket.

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.

Support includes:

- Information and advice, including help with benefits and debt.
- Emergency heaters if your heating breaks down or is not keeping you warm.
- Finding a tradesperson for emergency repairs
- Boiler/heating repairs and servicing
- Access to warm clothing
- Provision of electric blankets, duvets, and blankets to vulnerable residents.

Support specifically for those of State Pension Age and above includes:

- Support to access food
- Support with essential white goods
- Support with energy bills

For advice and support please ring the Winter Warmth Helpline on 0121 704 8080, 9am - 5pm Monday to Friday.

Warm places to go and things to do

This winter there will be lots of "Warm Welcome Hubs" being run at local libraries, community centres and places of worship. These provide a safe, warm, and friendly environment with refreshments and food, opportunities to socialise and access a range of useful information and advice. They are open to all local residents and may even be able to provide transport to help you attend.

To find out more details and the location of your nearest Hub visit: www.solihull.gov.uk/Here2help/Stay-well or call Solihull Connect service at Solihull Council and one of our advisers will assist. Ring 0121 704 8001, 9am – 5pm, Monday to Friday.

What can you do to keep your home warm?

It is important to regularly put your heating on to stop your pipes from freezing and because it can be more expensive to keep starting up and stopping your heating. Here are some tips from 'Act on Energy' that can help to make your home as warm as possible, whilst reducing your energy use and saving money:

- 1. Turn your thermostat down by 1 degree.** Most people will not notice the difference – and an extra jumper can always help. The ideal room temperature is 18-21 degrees but do consider if this is warm enough for anyone who has a vulnerability. This could save you up to 10% a year on your bill.
- 2. Set your timer** to come on 15-30 minutes before you need it and switch off 30 minutes before you leave or go to bed.
- 3. Switch to low energy lightbulbs.** LEDs use about 90% less energy than standard bulbs. They are more expensive to buy – but last up to 12 times longer. Turning off lights in rooms when you do not need them could save about £25 a year.

- 4. Wash your clothes on the lowest heat setting.** 90% of a washing machine's energy is used to heat up the water. Reducing your number of washes by one cycle a week will save about £34 a year. Tumble dryers use a lot of energy so whenever possible dry your clothes outside on a line.
- 5. Switch appliances off 'stand-by'.** This could typically save about £65 a year.
- 6. Insulate a hot water tank.** It will pay for itself within 6 months.
- 7. Reduce your shower time.** It is easy to lose track of time so try setting an alarm for 3-4 minutes. You could save about £95 a year.
- 8. Thick curtains help to keep the heat in.** Keep them tucked behind radiators and pull them at dusk to avoid heat escaping through glass.
- 9. Draught proof your home.** Check doors, letterboxes, windows, loft hatches and floorboards. Move furniture away from radiators to let warm air circulate.
- 10. Be savvy in the kitchen.** Only boil the amount of water you need when you need it. When filling the kettle like this you could save £13 a year. Keep a lid on it and trap the heat in your saucepan. Use the dishwasher only when it is full as reducing use by one cycle a week could save £17 a year. Turn the oven off a few minutes' early and use residual heat to finish cooking. Using a microwave will also be cheaper than using the oven.

Defrost your fridge and freezer regularly for maximum efficiency (and while we've got you...keeping a fridge or freezer door open for just a minute means it'll take three minutes to cool down again).

Advice and help with your energy bills

We know that the rise in energy costs has left many people worried, but there is help available. Solihull Council has teamed up with local energy experts to help you reduce your energy bills and make your home warmer and more energy efficient.

Subject to funding and eligibility criteria, Act on Energy can provide help to eligible Solihull residents. This includes:

- Energy advice and tips
- Free energy vouchers
- Energy bill payments
- Energy debt relief
- Free repairs/replacement of broken heating systems
- Home improvements such as insulation, windows and doors and renewable, clean heating

For advice and support please ring 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.

Price Cap explained. From 1 October 2023, the Energy Price Cap fell by about 7% compared with prices over the summer. But many people won't necessarily feel the difference as the Energy Bills Support Scheme (the £400 payment made to all householders last winter) isn't available this year. A typical bill is now around £1834 a year and is predicted to rise again in January. Please remember that the price cap does not limit what the maximum bill could be, as it caps the unit rates not the

overall charge. The more energy you use the more you'll pay. That's why it's so important to make sure that your home is as energy efficient as possible, so that you can still enjoy a comfortable temperature.

The price cap is only applicable to those on a standard tariff – if you have a special off-peak tariff for example or a fixed tariff your prices will be listed on your bill.

Pre-Payment meters

New rules around pre-payment meters are being made. It tightens up the 'rules' on when and how pre-payment meters can be involuntarily fitted. The prices on pre-payment meters have also been levelled to Direct Debit rates so it is no longer the case that there is a premium to pay. However, please remember that you may be 'paying more' overall because you are repaying a debt. Please call Act on Energy for more advice if you are concerned about pre-payment meters.

Power Cuts

The Priority Services Register is operated by energy suppliers providing support to help people in vulnerable situations. They can notify you of planned power cuts e.g. for engineering work, prioritise support in an emergency, and help with meter readings, amongst other things. 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/information-consumers/energy-advice-households/getting-extra-help-priority-services-register.

During a power cut you can call 105 for help and advice or visit the 105 web page: www.powercut105.com/experience.

Stay Well

The NHS – and other services – are here to help you with your physical and mental health.

If you are feeling unwell but not in need of urgent/emergency care, there are several options available to you:

- Pharmacies are available to advise and treat minor illnesses.
- GP practices across Solihull are open and continue to offer both face to face and remote consultations. GPs have been working hard together to anticipate and support the additional demands of illnesses this winter.
- You can call NHS 111 or visit: www.111.nhs.uk at any time. If you need to go to A&E, NHS 111 will book an arrival time. This might mean you spend less time in A&E.

Call 999 only in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

Infectious diseases

As we learn to live safely with Covid, there are simple things we can all do to help reduce the risk of catching Covid and other respiratory infections, such as flu and colds. Things you can choose to do are:

- Get vaccinated.
- Let fresh air in if meeting others indoors.
- Practise good hygiene: wash your hands; cover your coughs and sneezes; clean your surroundings frequently

- Wear a face covering or a face mask.

We urge all those eligible to get their Covid booster vaccines and flu jabs as soon as you can, so you have the strongest possible protection over the winter months.

NHS flu jabs

Flu vaccination is an important priority this coming winter to reduce serious illness and death associated with influenza, and to reduce hospitalisations.

You can get a flu jab this year if you:

- Are 65 and over (including those who will be 65 by 31 March 2024).
- Have a certain long term health condition.
- Are pregnant.
- Are in long-stay residential care.
- Receive a carer's allowance or are the main carer for an older or disabled person who may be at risk if you get sick.
- Live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus, or rheumatoid arthritis.
- A frontline health and social care worker.

Ask your pharmacist or GP if you are eligible for a free flu vaccine. It is one of the most important things you can do to prevent yourself from becoming ill this winter.

Covid vaccinations

As we head into winter, we should remember that Covid continues to circulate in Solihull.

For those who have not had all of their vaccinations (first, second, or booster dose), it is never too late – to book an appointment at a vaccine centre or find out where your local walk in clinics are visit: www.birminghamandsolihullcovidvaccine.nhs.uk/

You can get the autumn Covid booster if you:

- Are in long-stay residential care.
- Are aged 65 years and over.
- Are pregnant.
- Are aged 6 months to 64 years and at high risk due to a health condition or because of a weakened immune system.
- Are a carer and aged 16 to 64 years.
- Aged 12 to 64 years and are household contacts of people with immunosuppression.
- A front-line health and social care worker.

Prescriptions

If it is difficult to get out, ask your pharmacy about signing up for a delivery service. You can also get help with collecting medicines and attending medical appointments by calling the NHS Volunteer Responders on 0808 196 3646 8am – 8pm, 7 days a week.

Healthy Lifestyles

Do you want to...

- Eat more healthily?

- Manage your weight?
- Reduce stress?
- Be more active?
- Stop or reduce smoking?
- Learn about activities in your area?

The Solihull Lifestyle Service can help with all of these. This is a free service offering a range of health and well-being advice and support to help you make positive lifestyle changes.

For more information call 0121 456 7820 or visit: www.gatewayfs.org/what-we-do/solihull-lifestyle-service/

There are a range of targeted services supported by the Solihull Active team for families, older people, people with disabilities and long-term health conditions. For more information call 0121 704 8207 or visit: solihullonthemove.co.uk

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.

As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. You are invited for a check every 5 years. If you think you are due a health check, book with your GP. For more information visit: www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check-new/

Addictions 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 (SIAS) can help with support. Whether it's for intervention, treatment, recovery, support for your family or help with housing, they can help.

For more information call 0121 301 4141 or visit: www.sias-solihull.org.uk/

Mental Health

Mental health is important because it's a vital part of your life and impacts your thoughts, behaviours, and emotions.

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.

See the range of easily accessible mental health support that is now available at: www.solihull.gov.uk/Here2help/Stay-well

Every Mind Matters has practical tips for mental health and wellbeing at: www.nhs.uk/oneyou/every-mind-matters/

Samaritans

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/

PAPYRUS - HOPELINEUK

HOPELINEUK is a confidential support and advice service for children and young people under the age

of 35 who are experiencing thoughts of suicide, or anyone concerned that a young person could be thinking about suicide.

Call: 0800 068 41 41
Text: 07860 039967
Email: pat@papyrus-uk.org
Website: www.papyrus-uk.org/

Stay Safe

Safeguarding

If you have a concern that someone is being abused or neglected, or at risk of exploitation, please raise it straight away. If someone is in immediate danger or you think a crime is being committed call the police on 999.

If you are in an emergency situation and it is not safe to speak, you can use the Silent Solution System by calling 999 from a mobile telephone. You will hear an automated police message and can press 55 on your handset to be transferred to police call management.

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.

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 Report safeguarding (solihull.gov.uk)

Domestic Abuse

Stopping domestic abuse in Solihull is everybody's business. If you or someone you know is in immediate danger or in an emergency call 999.

If you are calling from a mobile and unable to speak: dial 999, listen to the questions from the 999 operator and respond by coughing or tapping the handset if you can. If prompted press 55, this lets the operator know it's a genuine emergency and you will be put through to the police.

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

Birmingham and Solihull Women's aid call 0808 800 0028

West Midlands Fire Service - Safe and Well Checks

These checks cover various topics relating to fire safety and can be carried out over the phone, virtually or with a visit. To arrange a check or find out more call 0800 389 5525 or visit: www.wmfs.net/our-services/safe-and-well/

Money & Food

The winter poses several challenges for household finances. Severe weather conditions can pose a serious health risk, but many people may struggle to heat their homes and stay healthy because of costly energy bills. We've compiled a list of services and organisations that the Council works with, which can offer advice and support.

Foodbanks - food parcels and hot meals

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.

Entitlements and household grants

Check that you are receiving all the money that you are entitled to. Do you know what you can claim? Call the DWP Help to Claim line on 0800 1448444 to find out or contact the Solihull Community Advice Hubs on 0121 709 7590.

Council Tax Reduction

Call 0121 704 8200 or visit: www.solihull.gov.uk/Council-tax-and-benefits/Council-tax-reduction

Household Support Fund

The Council is providing support through several schemes and organisations, which are listed in this booklet.

This includes:

- Age UK Solihull Winter Warmth campaign
- Act On Energy
- Food banks
- Holiday Food Support for Families
- Solihull Council's Discretionary Crisis Fund
- Solihull Community Housing Hardship Fund
- Warm Welcome Hubs

Housing Benefit

Call 0121 704 8200 or visit: www.solihull.gov.uk/council-tax-and-benefits/housing-benefit

Sick Pay

Visit: www.gov.uk/statutory-sick-pay

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

Provide help with rent for Solihull residents in receipt of housing benefit/Universal credit housing costs and experiencing financial hardship. 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 Housing Hardship Fund

Provides emergency help for tenants with urgent financial needs. call 0121 717 1515 or visit: moneyadvice@solihullcommunityhousing.org.uk

Universal Credit Helpline

Call 0800 144 8444

Advance Credit Union

A safe way to save and a cost-effective way to borrow. Call 0121 350 8883 or email info@advancecu.org.uk

Armed Forces and Veterans.

The British Legion helps people who have served or are serving in the armed forces. Call 0808 802 8080

Citizens Advice Solihull

CAS provides free and confidential advice. Call 0808 2787976

Monday to Friday 9am to 5pm. Adviceline Universal Credit – Help to Claim Line call 0800 1448 444 or visit: www.casb.org.uk/

Money Advice Service

A debt counselling service. Call 0800 138 7777 or visit www.moneyhelper.org.uk

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 email admin@solihullcommunityhub.org.uk

Community Housing

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

Debt

Stepchange is a debt charity. Call 0800 138 1111 or visit: www.stepchange.org

Stop Loan Sharks

Stop Loan Sharks provides 24/7 support. Call 0300 555 2222 or visit: www.stoploansharks.co.uk

Business Debtline

Provides free debt advice to the self-employed and small businesses. Call 0800 197 6026 or visit: www.businessdebtline.org

Solihull Council Business Support

Visit www.solihullforsuccess.com or email business@solihull.gov.uk for advice on self-employment, the latest grants, finance and all aspects of business support.

Support for Children, Young People and Families

There are several places that families can go for information, help, and support over the winter. Services and organisations that the Council works with and promotes are listed here.

Family Hubs

A Family Hub is a place where children, young people and their families can go when in need of help and support. The Family Hub will work in partnership with others to enable you to access the advice and help that's needed in your area.

To find out more please contact the Evergreen Family Hub Coordinator on 07442 550 818 or email evergreen@colebridge.org. The Family Hub team is also available on familyhubs@solihull.gov.uk for any queries you might have.

Family Information Service (FIS)

FIS has a wealth of information for parents and families such as choosing childcare (including accessing 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 can 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/ and young people aged 11+ can text 07520 615730 for help and advice.

Healthy Start vouchers and vitamins

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops to buy plain liquid cow's milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses or infant formula milk based on cow's milk.

You can also use your card to collect Healthy Start vitamins. This includes vitamins for mums to support

during pregnancy and breastfeeding and vitamin drops for babies and young children from birth to 4 years old.

If you're receiving a qualifying benefit and are pregnant or have parental responsibility for at least one child under the age of 4, you can apply online now for the NHS Healthy Start card by visiting www.healthystart.nhs.uk/how-to-apply/

Free School Meals (FSM)

If you receive benefits or have a low income, your child may be eligible for FSM. Call the Family Information Service (FIS) on 0121 7046611 or email edfreesm@solihull.gov.uk

Holiday Food Support

For families in receipt of benefits, free school meals will continue over the winter period. These supermarket vouchers, which are funded through the Household Support Fund, will be automatically sent by email or post to those who are eligible. You do not need to contact the council to apply.

Solihull Holiday Activities and Food (HAF) Programme

The Solihull HAF Programme provides free healthy meals and fun activities for children from Reception to Year 11 who are in receipt of benefits-related free school meals (FSM). This winter, parents/carers of eligible children will be able to use their HAF codes to book onto a maximum of 4 sessions over the holiday period.

This winter holiday period we will also have some exciting, new opportunities!

- Activities for the whole family
- Food and activity hampers for you to enjoy at home.

To find out more visit: www.solihull.gov.uk/children-and-family-support/haf

Support for Adults

Adult Social Care

If you or another adult may require support from Adult Social Care, such as care at home to support with personal care, contact the Council's Adult Social Care Directorate on 0121 704 8007 or email ccadults@solihull.gov.uk

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 (CTS) can help you.

For information call 0121 788 1143 or email centre@solihullcarers.org or www.solihullcarers.org

Solihull Community Housing (SCH) Wellbeing Team

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.
- Other assisted technology that can be found in our product guide on the website.
Home Hazard Assessments 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.

You can also visit: www.solihullcommunityhousing.org.uk/advice-and-support/schwellbeing/ for more information and our easy to use self-referral links

Solihull Community Advice Hubs

Our 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 to 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 email admin@solihullcommunityhub.org.uk to book an appointment at either of the hubs (Appointments are available from 2.00 - 4.00pm).

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 9.00am to 5.00pm, except Wednesdays when we open at 10.00am) or email ccadults@solihull.gov.uk.

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

General advice & support

Citizens Advice Solihull

Provides advice and information on a range of issues, including benefits and welfare rights, consumer issues, energy, employment and housing rights, legal issues, money, and debt. Contact chelmsley@casb.org.uk or 0808 2787976.

Help to adapt your home

You may be eligible for a grant (called a Disabled Facilities Grant) to help with the cost of making adaptations to your home if you or your child have disability-related needs. The most common adaptations are level access showers, ramps, hoists, stair lifts and widening doors. The grants can also be used to help with disability-related heating needs.

The Council may need to carry out a financial assessment to see if we can pay the grant and how much you might need to contribute. However, in many circumstances we may be able to offer discretionary help.

To apply for a Disabled Facilities Grant, you must own the property or be a tenant and intend to live in the property for the next five years. If you are a Solihull Community Housing tenant, there is a separate scheme to help with adaptations.

For more information visit www.solihull.gov.uk/adult-social-care/disabled-facilities-grant or contact Solihull Connect Adult Social Care on 0121 704 8007 to ask about applying for a Disabled Facilities Grant.

Damp and Mould

People who live in damp or mouldy homes are at increased risk of experiencing health problems.

Solihull Community Housing (SCH) runs Solihull Council's housing service. SCH has lots of advice and information on how to minimise condensation and prevent mould. Whether you are an SCH tenant, private sector tenant or own your own home if you are concerned about mould in your home, please call us on 0121 717 1515 or 0121 704 8001.

Or visit: www.solihullcommunityhousing.org.uk/tenants/your-home/repairs-and-home-improvements/damp-mould-and-condensation/

Homelessness

If you're concerned about your housing situation and are at risk of being homeless there is help available through the Council and its partner Solihull Community Housing. It's important to access advice and help as soon as possible and details can be found via www.solihull.gov.uk/Housing/Homelessness. You can also phone Solihull Community Housing via 0121 717 1515.

If you are aged 16-24 and have no dependants, you can contact Solihull Youth Hub on 0330 33 27 978

Employment & Skills

Do you need help to access work, training or improve your digital skills? If so, why not get in touch with the Employment and Skills Team. We work with any resident in the borough. This includes people with a disability or health condition, young people, and older age residents.

For more information email srtc@solihull.gov.uk or phone 0121 704 6869.

Alternatively, why not pop into our centre?
We are based in:

**Solihull Recruitment & Training Centre,
Chelmsley Wood Shopping Centre,
16-18 Maple Walk,
Chelmsley Wood, B37 5TS.**

People under 30 years old can call 07468 354929. People 30 years and over can call 07468 354928. You can also email: employmentandskillsteam@solihull.gov.uk

Solihull Community and Voluntary Action (CAVA)

Find local volunteering opportunities and speak to the volunteering coordinator via www.wcava.org.uk/volunteering. You can also phone or e-mail CAVA via 0121 270 7127 or 07708474076 and donna.norford@wcava.org.uk.

Solihull Community Development Team (CDT)

Solihull Council's CDT work closely with a range of groups and organisations, as well as with individuals to help start-up new activities and groups. Contact cdt@solihull.gov.uk or follow the team on Facebook.

Love Solihull

The Council can help you get active in the community or do your bit at home through litter picking groups and activities, supporting community gardening and open spaces. To find out more visit: www.lovesolihull.org



0121 704 7840



0121 788 1143



0121 312 3717



0121 203 3300



0808 278 7976



0121 448 0720



0808 196 3912



Helping Hands



0121 706 4696



0121 709 7590



0121 717 1515



0121 704 8080



0121 704 8001