

**Draft Minutes of Castle Bromwich, Smith's Wood, Kingshurst, Fordbridge, Chelmsley Wood and Marston Green Partnership Forum held on 28<sup>th</sup> February 2012 at Smith's wood Community Primary School**

**Attendees:**

Dave Pinwell, SUSTAIN (Chair)  
Pauline Allen, Neighbourhood Watch  
Becke Ayres, North Solihull Partnership  
Hannah Bryan, Solihull NHS Primary Care Trust  
Michael Buckley, Whateley Green Neighbourhood Watch  
Dave Dixon, Safe and Sound  
Janet Down, SOLO  
Alwyn Doyle, Fordbridge Town Council  
Deborah Fenney, Northern Star  
Councillor Jamieson, Kingshurst & Fordbridge Ward  
Jacqueline Jones, West Midlands Fire Service  
Eric Knibb, Castle Bromwich Youth and Community Partnership  
David Lane, DISe  
Melanie Lockey, Solihull Partnership  
Phillip Lockey, Solihull Partnership (notes)  
Alison Lush, Solihull MBC  
Steve Mann, West Midlands Fire Service  
Claire Noakes, Solihull Music Service  
David Reed, Solihull MBC  
Councillor John Riordan, Castle Bromwich Parish Council  
Hilary Samms, Credit Union  
Councillor Stephens, Chelmsley Wood Ward  
David Threlkeld, Chair Kingshurst Primary School Governing Body  
Rachel Westwood, Solihull MBC  
Kerrie Whitehouse, WMP

**Apologies:**

Kate Baldwin-Millington, AgeUK Solihull  
Diana Black, Chelmsley in Partnership Group  
Steve Boyd, Solihull Community Housing  
Ronnie Cashmore, Craig Croft Resident Implementation Group  
Jane Connelly, Solihull Probation  
Councillor Corser, Chelmsley Wood Town Council  
Kieran Dooley, Tuesday Club  
Lee Fletcher, Kingshurst CTC  
Alvin Follows, Kingshurst & Babbs Mill RIG  
Angela Lawton, Lions Club  
Gordon Lewis, Craig Croft Regeneration Implementation Groups & Roach Close and Pike Drive Residents Association  
Councillor Martin, Bickenhill Ward  
Councillor Richards, Castle Bromwich Ward  
Neil Roberts, Chelmsley Wood Baptist Church  
Councillor Walters, Smith's Wood Ward  
Councillor Williams, Kingshurst Parish Council

## **1. Welcome and introductions**

Dave Pinwell started the meeting by welcoming everyone. Then everyone in the group introduced themselves.

## **2. Notes of Meeting held on 8<sup>th</sup> November**

The previous meetings minutes were approved with two small changes. It was noted that the street name Coleshill Road should read Coleshill Heath Road and that a phone number for the Anti-social Behaviour Unit should be 0121 717 1500 not 1515

### **Matters Arising:**

**Police Related Matters** – Dave Pinwell asked the group if they had any questions or issues relating to policing in the area.

- Problems with youths climbing on the roofs of the Craig Croft shops were raised. Police Sgt Kerrie Whitehouse requested the names of the specific shops having problems so that the police could address the issue.
- The group were also informed that the latest crime figures for the area showed that crime was down.
- Cllr Jamieson asked if acquisitive crime had gone down, as he believed it had recently risen in the area. The group were informed that it too was down in the latest figures as the police had taken measures such as extra patrols in the area to prevent such crime. Kerrie then asked if the group knew about these figures and whether or not they were easily available to them. The group agreed that they didn't know where to find the statistics. The only place they knew of where they could find the statistics was Alison Lush's monthly newsletter. Kerrie explained that they could also find information from their Neighbourhood Watch coordinator as well as the Police's Twitter account.

## **3. Update on Cultural Festival**

Deborah Fenney informed the group that Northern Star had failed in a funding bid for a North Solihull cultural festival. She also told the group that she was planning to set up a website to promote planned events in the area for both the Olympics and the Queen's Jubilee; however this was still in the initial stages of development. The Group were then invited to discuss the matter.

The general opinion from the group was that it is essential to ensure that planned events do not clash and that the sooner information on events becomes available the better to help avoid any clashes. The issue of advertisement for planned events was raised, and it was suggested that posters would be a good way for people to advertise their planned events. It was suggested that posters should be placed on notice boards in schools, libraries and post offices rather than just in windows. The fire service also wished to know about planned street parties as they would need to be able to plan street closures and safety inspections.

## **4. Solihull Music Service**

Claire Noakes gave a presentation on Solihull Music Service and its plans in the area. The key points were:

- The service is preparing a bid for £100,000 of funding, with the aim of using that funding to improve services offered in Solihull with particular focus in North Solihull.
- They hope to make the programmes sustainable over time.
- Their aim is to spend the money to expand and link up current programmes offered in the area

- Claire was keen to receive views on what the people in the area need or want. A survey would be sent out to allow the people of the area to have their say on the issue.
- Claire also asked if the group could provide information on the current services offered in the area.

The topic was opened up for discussion. Claire was asked if she had approached schools or churches as they would be able to provide a lot of information on existing services. Claire told the group that she had contacted some schools and would contact the rest in the near future. Concerns were raised over the possible venues for planned programmes, with particular concern over the territorial nature of some people in the area. There were concerns that children could be unwilling to go to a different school to their own for events. It was expressed that the services offered would need to be held in neutral venues. One possible venue suggested was the Loft, in the Bluebell Centre, which the group also approved of because of its location, near to many bus routes. David Lane offered to work with the service to help it achieve its goal of sustainability. Dave Pinwell also offered to provide Claire with a list of email addresses for churches in the area as well as to advertise the plans in his newsletter.

## **5. Credit Unions**

Hilary Samms explained the nature and role of credit unions and in particular the North Birmingham Community Credit Union. The main areas covered were:

- They have 2500 adult members and 400 junior members. 300 members have joined from North Solihull since the credit union became active there in 2007.
- They provide a way for members to save money
- They also can provide members with small loans at a much lower rate than Payday lending companies
- They will give members guidance on their finances and won't lend money if they don't feel there's a real need for it.

The group were then asked if they had any questions. There was an inquiry into the mechanics of the scheme. Hilary explained that members are able to contact the Credit Union using phone, post or online as well as go to a collection centre. Hilary also added that the collection centres operate limited opening times and that in the case of an emergency that people would need to go to the head office in Erdington. She also stated that members will soon be able to access the services through the post office. It was asked if the service linked in with the citizen's advice bureau, which Hilary confirmed that it did. Melanie Lockey also asked if the Union had the infrastructure to take on many new members. Hilary stated that they should be able to accommodate up to 3000 members under their current infrastructure but that they do face a seasonal problem during the Christmas period when there are larger numbers of new member applications, which means they have to rely on temporary voluntary staff. The final question was do members require a bank account to partake in the scheme, Hilary stated they did not.

Hilary circulated a range of promotional materials to be distributed within the community, with the offer of more if required.

## **6. Support to businesses**

Rachel Westwood informed the group about the Enterprise for Success programme in Solihull. The key points were:

- The main role of the programme was to offer wide ranging advice to people at any stage of starting up their own business.
- The programme also holds workshops on different aspects of setting up a business
- They are looking to promote a regular drop in centre for interested people

- The Council contracts with Blue Orchid to provide business advice

David Lane informed the group about Development in Social Enterprise Programme (DISE) and its role in delivering community enterprise for success. The main points were:

1. DISE's aims are to turn existing community and voluntary work into sustainable businesses that give back to the community.
2. They generally work on a one to one basis within the community but they do hold some seminars.
3. They work in partnership with SUSTAIN and Business in the Community.
4. They help local people to make money and create wealth.
5. They are planning an event on the 7<sup>th</sup> of March to be held at John Lewis's.

The group then inquired about Business Links and the North Solihull Business Forum to understand whether these groups were still operating. The group was told that the North Solihull Business Forum was no longer active and that Business Links was operating in a much more limited role only offering services online or over the phone.

## **7. Brief Information Items**

David Reed informed the group that Solihull Library and Information Service were conducting a survey to find out what people wanted from the library service and how they use it. He passed copies of the survey to the group and encouraged them to fill it in and return it. He told the group that so far they have had 1800 responses to the survey. He also told the group about the Solihull home Library service and how it is a service available to people who are unable to access the library for various reasons and that it can offer these people the same services available at libraries in their own home. He added that the service was running at 50 members below its capacity and asked the group to promote the service to anyone they know who may find the service useful.

The group were informed about the message in a bottle programme, key points were:

- It was a programme where members place all their medical details including medication taken etc. in a bottle in their fridge.
- They also place a mark on their door so the emergency services would know they were part of the programme and could find their medical details in the fridge.
- The programme is not widely known in the area and it would benefit from some form of publicity.

Dave Pinwell then offered to add the issue to the latest issue of North Solihull newsletter. He also explained that Sustain had secured funding for 3 issues of the newsletter and hoped to make it sustainable over that period.

## **8. Identify items for next Discussion**

Two items were put forward for the next meeting on the 17<sup>th</sup> July 2012:

- Local planned events for the Olympics.
- Presentation on the proposed changes to the Health system

**Draft Minutes of Castle Bromwich, Smith's Wood, Kingshurst, Fordbridge, Chelmsley  
Wood and Marston Green Partnership Forum  
held on 17<sup>th</sup> July 2012 at Kingshurst Evangelical Church**

**Attendees:**

Dave Pinwell, SUSTAIN (Chair)  
Kate Baldwin-Millington, AgeUK Solihull  
Ronnie Cashmore, Craig Croft Resident Implementation Group  
Hannah Colson, Solihull Partnership (notes)  
Sergeant Mark Cowl, WM Police  
Graham Craig, Smith's Wood Parish Council  
Dave Dixon, Safe and Sound  
Kieran Dooley, Tuesday Club  
Alwyn Doyle, Fordbridge Town Council  
Peter Drummond, WM Fire Service  
Sarah James, Solihull MBC (presentation on neighbourhood planning)  
Alvin Follows, Kingshurst & Babbs Mill RIG  
Eric Knibb, Castle Bromwich Youth and Community Partnership  
Terrie Knibb, Castle Bromwich Youth and Community Partnership  
David Lane, DISe  
Gordon Lewis, Craig Croft Regeneration Implementation Group & Roach Close and Pike Drive Residents Association  
Melanie Lockey, Solihull Partnership  
Councillor McNaughton, Chelmsley Wood Ward  
Dr Stephen Munday, Solihull MBC (presentation on health changes)  
Councillor John Riordan, Castle Bromwich Parish Council  
Neil Roberts, Chelmsley Wood Baptist Church (1<sup>st</sup> hour only)  
Dave Simpson, Solihull MBC (presentation on neighbourhood planning)  
Councillor Stephens, Chelmsley Wood Ward (1<sup>st</sup> hour only)  
Councillor Williams, Chelmsley Wood Ward

**Apologies:**

Becke Ayres, North Solihull Partnership  
Jean & John Holland, Friends of Kingfisher Country Park  
Chris Hopkins, Craig Croft Regeneration Implementation Group  
Councillor Jamieson, Kingshurst & Fordbridge Ward  
Alison Lush, Solihull MBC  
Councillor Richards, Castle Bromwich Ward  
Councillor Gail Sleigh, Castle Bromwich Ward  
Kerry Turner, Citizens Advice Bureau Chelmsley Wood  
Councillor Walters, Smith's Wood Ward

**1. Welcome and Introductions**

Dave Pinwell started the meeting by welcoming everyone, and introductions took place.

**2. Notes of Meeting held on 28<sup>th</sup> February**

The previous meetings minutes were approved.

**Matters Arising:**

**Police Related Matters** – Melanie advised the group, forum members should now be receiving Chief Superintendent Sally Bourner's monthly update with regards to crime information in Solihull. If anyone hasn't been receiving this and would like to, they are to contact Hannah (0121 704 8258 or [hcolson@solihull.gov.uk](mailto:hcolson@solihull.gov.uk)).

**Credit Union** – Melanie noted to the group she had been to a meeting this morning to discuss the development of the Credit Union. Melanie explained they are looking to hold their next meeting in Chelmsley Wood at the Library. The North Birmingham Community Credit Union, have been offered officer support from Solihull MBC to help get things moving with developing a Credit Union in Solihull.

Ronnie advised the group that the majority of people are put off by the Credit Union as they don't understand how it works and they don't want to go to Erdington to have to get some money out. Melanie replied to say that is why they are looking to hold their next meeting in Solihull so they can start to identify Solihull solutions, and develop a marketing strategy so people can understand more about it.

### **Civic Honours:**

Melanie also reminded the group to publicise the Civic Honours Awards amongst their wider networks. There are six award categories: The Arts, Sport (which was won by John Walker from the north of the Borough last year), Community Involvement, Making a Difference for Young People, Young Hero; and the Mayor's Award. The nomination form has been circulated with the papers for the meeting; the closing date for all nominations is Saturday 21<sup>st</sup> July but Melanie advised nominations will be accepted a couple of weeks after the deadline date.

Terrie Knibb questioned whether you have to live in the borough, or whether you can nominate someone who works or volunteers within Solihull. Dave replied to say they would accept nominations from both those who live and those who contribute to the borough of Solihull.

### **3. Local Planned Events over the summer**

The group were asked to notify forum members of any planned events they have between now and the next forum in October.

- Neil Roberts advised that Chelmsley Wood Baptist Church have got an art exhibition open to the public this week and welcomed forum members to drop in. Ronnie Cashmore explained to the group that Chelmsley Wood Baptist Church is also hosting 'Chelmond's Day' on Saturday 21<sup>st</sup> July, 11am-3pm, to try to promote the identity of the area and raise its profile. It is hoped if successful it will be an annual event for the area.
- Peter Drummond from the Fire Service advised the group, that Solihull Community Housing have kindly offered Gonville and Girton Tower Blocks in Smith's Wood to the Fire Service for them to use for training purposes; as the West Midlands have taken a lead on high rise fire fighting. Peter asked the group to tell local residents not to be alarmed about smoke coming from the top storey's of those buildings over the next 6 months, as all exercises will be taken under controlled measures and there will be no adverse affects on the local community.

Peter also noted that WM Fire Service have taken a paper to the Corporate Board to ask for an additional response unit to be based at Bacon's End Ambulance Service, a decision is yet to be made from the Board.

- Alvin Follows advised that Kingshurst Parish Council is holding a fun day on Sunday 5<sup>th</sup> August, and asked forum members to promote the event to local residents. Alvin also noted to the group, he has just found out that Babbs Mill park and lake has been awarded official green flag status and to look out for some celebratory events in the local area to promote this, as well as the green flags in the park.
- Graham Craig noted that Smith's Wood Parish Council are hosting a fun day on Saturday 21<sup>st</sup> July at Smith's Wood Community Primary School, 10am-3pm. Local residents in Smith's Wood have been voting on a name for the new village centre, and the winning name will be announced at the fun day.
- Alwyn Doyle informed the group that CAFÉ (Community Action in Fordbridge) are hosting a mini Olympics event on Saturday 28<sup>th</sup> July, 1-4pm, on the Bennetts Well Field

site. Alwyn advised the group, that the Old Bennetts Well Site has now got sports facilities (e.g. basketball, football) for local youngsters to use.

- Melanie Lockey noted the information which has been circulated on Kingshurst Mini Soccer School which is taking place over the summer holidays, and asked forum members to promote this to local residents.

Sergeant Mark Cowl provided the group with a brief update on crime figures since the last meeting in February, advising that crime is the lowest it has been for over 10 years in Solihull, which is due to hard work in communities and by the police. All types of crime with the exception of most serious violence have seen a decrease.

Terrie Knibb asked Mark how the police are recording internet crime? Mark replied to say all crime is recorded in the same way and then is forwarded on to relevant specialist teams to deal with, of which internet crime is one.

Mark continued to say Anti-Social Behaviour (ASB) is a serious issue across the whole of the Solihull borough and the police are taking it seriously. A working group has been established to tackle ASB which meets once a week and looks at both repeat calls and incidences against vulnerable residents. The Police have successfully applied for a Dispersal Notice in Chelmsley Wood town centre which will run until Christmas Eve to help alleviate ASB. Mark also noted the police are working hard to identify known off-road bike offenders, and asked for the public's help in identifying who they are. Ronnie commented that many local residents would be uncomfortable in reporting, for fear of retribution; he suggested that strategic fencing might help to tackle the bike problem in the area.

Dave thanked Mark for the encouraging news on crime statistics; and acknowledged Terrie's comment regarding online safety. The group agreed it would be useful to have an item at a future meeting around keeping safe online.

Dave circulated the first copy of the new 'Colebridge News' which is back after 4 years. It covers information about what is going on in the communities of Castle Bromwich, Chelmsley Wood, Fordbridge, Kingshurst, Marston Green and Smith's Wood, and will be published on a quarterly basis. Dave explained that copies will not be going to individual households but they will be made widely available in public places in the areas; he asked group members to promote the 'Colebridge News' to local residents.

#### **4. Presentation on Health Service Changes (Dr Stephen Munday)**

Dr Stephen Munday gave a detailed presentation on the national changes around the health service and what the implications of this will be for local residents. The key points were:

- The majority of the policy changes within health care, social care and public health have now passed through legislation; the immediate impact will be management changes so there will be a minimum impact on the day to day health services which residents' access.
- The NHS reforms have been implemented to move power away from central government to enable decisions around health at a more local level, putting patients and the public at the centre e.g. patients given more choice around which hospital to go to.
- Clinical Commissioning Groups (groups of GP's within a local area) will have responsibility for spending NHS money in the local area to provide a range of local health services e.g. rehabilitation care, urgent and emergency care, community health services.
- Local Authorities will have new health responsibilities with a specific duty to promote health and wellbeing within the area; including establishing a Health & Wellbeing Board where partners will come together to discuss and influence health and social care in the local area.
- Primary Care Trusts (by April 2013) and Strategic Health Authorities (by April 2012) will be abolished and responsibilities transferred to others including; local authorities, Clinical Commissioning Groups (CCG's) and the national commissioning board.

- The public and patients will be involved through a range of arenas; local patient participation groups, two lay members will be on the CCG, local healthwatch.
- Healthwatch will replace LINK's (Local Involvement Networks) (in April 2013), and will act as an independent body giving local residents and communities a stronger voice to influence and challenge the way health and social care services are provided locally.

During the presentation questions were asked on the following:

- Under the new set up whose responsibility will it be to promote a healthy lifestyle? *Stephen replied to say overall responsibility will lie with Solihull MBC as they will fund those types of services through public health programmes. The CCG will have the majority of the health budget so the council will need to work closely with them to ensure there is a wide range of integrated health services available to local residents. Stephen emphasised the positive move to the council is that they have the ability to affect a whole range of services which affect healthy lifestyles.*
- Will the local Healthwatch be an influencing body or will it have an actual say in health decisions? *Stephen stated it will mostly be an influencing body, but it will have a seat and voting right on Solihull's Health & Wellbeing Board. It will also receive complaints, and will be able to look at areas of concern to influence local health providers.*

The three main issues which arose from further discussions were:

1. Affordability of accessible physical exercise e.g. the withdrawal of free swimming passes
2. Lack of available green space to be able to participate in physical exercise
3. Challenge of health and social care services on cross border e.g. patients of a Birmingham GP being referred to Solihull health services but then not being given consent from Solihull to access them due to cross border issues.

Dave thanked Stephen for his presentation and rounded up discussion by concluding that health inequalities in the north of the Borough is a grave concern for local residents; Dave noted this is a significant priority for the Solihull Partnership and this issue is being taken seriously by partner agencies.

##### **5. Presentation on Neighbourhood Planning** (Sarah James, Planning Officer)

Sarah James, from Neighbourhood Planning Team at Solihull MBC, gave forum members a short presentation on 'Neighbourhood Planning in Solihull'. Solihull MBC have produced a guidance to help those considering producing a neighbourhood plan which will be sent out to all Parish and Town Councils and local community groups within the next few weeks.

The presentation (sent out with the notes) covered the following points:

- The key principles behind neighbourhood planning and the different types of neighbourhood planning tools (3 sets which the Government have introduced)
- Who is able to get involved in neighbourhood planning: Parish or Town Council, where there is one' otherwise a community group can apply to become a 'Neighbourhood Forum'
- Issues to consider before starting the process
- The key stages (8 steps) in the process for applying for a neighbourhood plan
- The role and support of Solihull MBC

During the presentation questions were asked on the following:

- What influence do neighbourhood plans have in relation to Local Development Framework (LDF) and North Solihull Regeneration? *Sarah explained to the group that once the LDF and north Solihull regeneration development has been approved through formal processes they will take precedence over neighbourhood plans. However, neighbourhood plans are very local to an area; they are about small scale developments. Once adopted the neighbourhood plans will sit alongside the borough wide LDF and will be used to influence future planning applications.*



- Can a community group be established and take the lead on a neighbourhood plan in a Parish or Town Council area? *Sarah replied to say that Parish or Town Council's must take the lead on neighbourhood plans. Community groups can only be established and constituted to do neighbourhood plans in areas where there isn't a Parish or Town Council.*
- How can Parish and Town Councils engage with the community? *Sarah explained Solihull MBC can help to support this process as engaging with the community is a really important part as more than 50% of the local community must vote in favour of the neighbourhood plan if it is to be successfully implemented.*
- What examples can you give of current pilot areas who have adopted a neighbourhood plan? *Sarah advised the group that there are three neighbourhood plans which she knows about in the West Midlands region. One in a rural village town in Shropshire is looking at a town wide plan and the focus and use of the town centre now and into the future. Dave Simpson explained that neighbourhood plans should not cut across strategic planning policy, within the LDF but can usefully cover matters such as housing types and design standards in a local area.*
- Is there a limit on how large the neighbourhood plan can be? *Sarah responded to say there is no limit on the size but reminded forum members to be aware of the time (approximately 2 years) and the money (anything from £20K-£80K) involved in developing a neighbourhood plan. You can also set your own boundaries and work together with other Parish or Town Council's on your neighbourhood plans.*
- Can Parish and Town Council's use precept money from the Government to contribute towards / pay for neighbourhood plans? *Sarah replied to say she would need to confirm this, but she couldn't see it being a problem. Sarah explained that the Local Authority would not pay for the plans, but they are responsible for organising and hosting the Community Referendum and paying for the independent check of the plan.*

Towards the end of the presentation there was a discussion about 'Craig Croft Village Centre' planning application, as local residents were aware an 'amendment' was passed at the recent planning committee meeting. Sarah James agreed to follow this up with Council colleagues and report back to those interested in finding out more information.

The group were advised if they had any further questions to contact someone from the neighbourhood planning team at the Council, either Dave Simpson (0121 704 6395 [dsimpson@solihull.gov.uk](mailto:dsimpson@solihull.gov.uk)), Emma Tinsley-Evans (0121 704 6428 [etinsley@solihull.gov.uk](mailto:etinsley@solihull.gov.uk)) or Sarah James (0121 704 8376 or [sajames@solihull.gov.uk](mailto:sajames@solihull.gov.uk))

## **6. Identify items for next Discussion**

Two items were put forward for the next meeting which is currently scheduled for Wednesday 31<sup>st</sup> October (this is half term so please watch out for an alternative date which Hannah is trying to organise):

- Internet / online safety
- Community empowerment / engagement

Any further items please contact Hannah ([hcolson@solihull.gov.uk](mailto:hcolson@solihull.gov.uk) or 0121 704 8258). Melanie encouraged group members to complete feedback forms which will also be circulated with the minutes.

**PLEASE NOTE NEW MEETING DATE: Wednesday 14<sup>th</sup> November, 6:00-8:00pm, venue to be confirmed**

# Health Care, Social Care and Public Health – national reforms and local implications

Dr Stephen Munday  
Director of Public Health

# National Government Policy Changes

- Reforms of the NHS
  - ('Equity and Excellence – Liberating the NHS')
- Reforms of Public Health
  - ('Healthy Lives, Healthy People')
- Reforms of Social Care

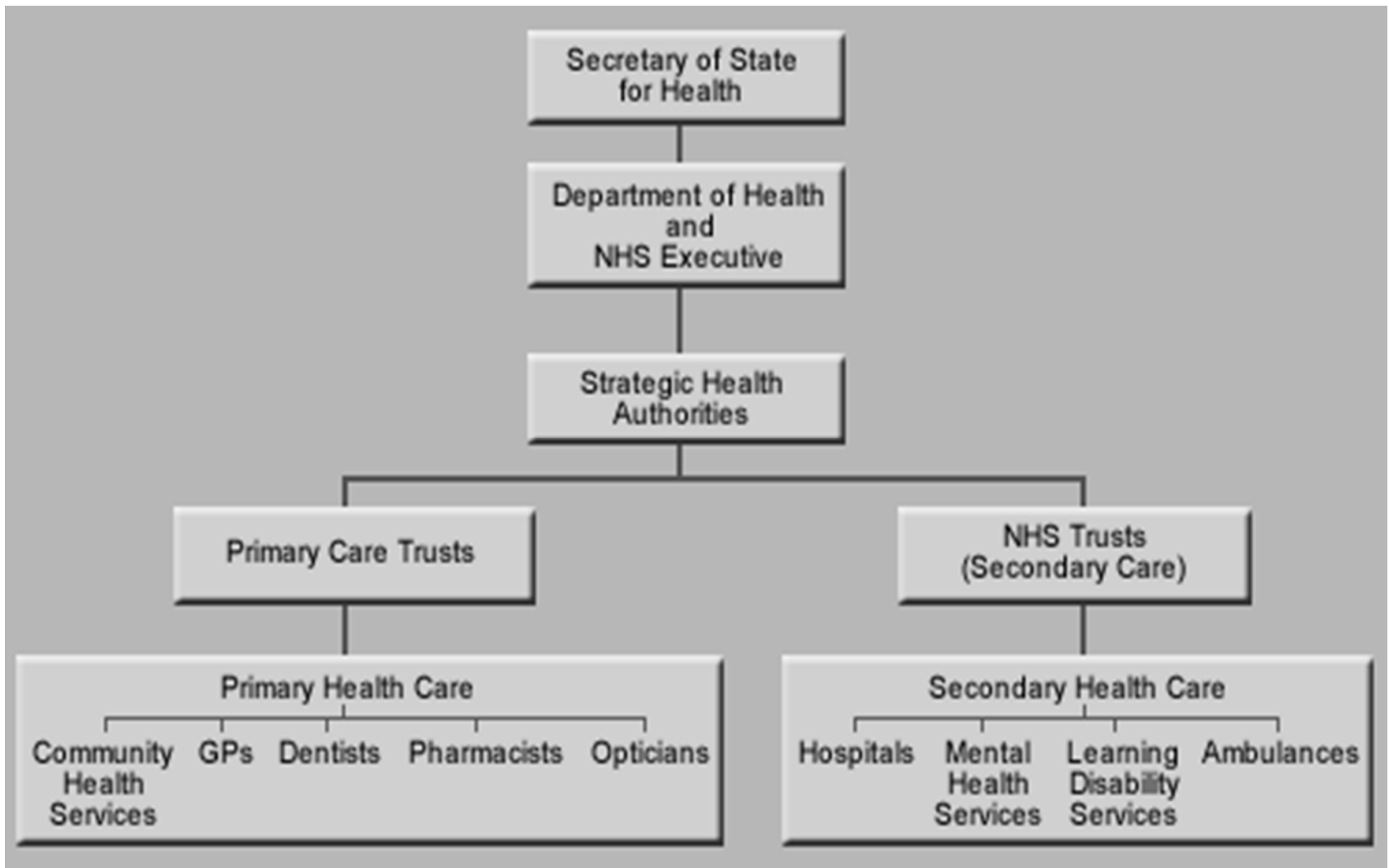
# NHS Reforms

- **Reforms are intended to:**
  - Improve health outcomes
  - Puts patients and public first
  - Devolve control and influence to local level
  - Improve efficiency and reduces bureaucracy

# Main NHS reform proposals

- Patients given more choice and control
- Create 'HealthWatch' – independent consumer champion
- Devolve health care funding to Clinical Commissioning Groups at local level
- Establish National Commissioning Board
- All NHS providers to become more independent
- Local Authority new health responsibilities

# Current organisation of the NHS



# Organisational implications

## Primary Care Trusts abolished by April 2013:

- Responsibilities (£) transfer to Local Authorities, National Commissioning Board or to Clinical Commissioning Groups

## Strategic Health Authorities abolished by April 2012:

- responsibilities transfer to National Commissioning Board

# Clinical Commissioning Groups

## Responsible for designing and commissioning local health services:

- Planned hospital care
- Rehabilitation care
- Urgent and emergency care
- Most community health services
- Mental health, learning disability and public health services (in partnership with Local Authority)

## Clinical Commissioning Group Board:

- must meet in public and publish all documents
- GPs
- registered nurse
- doctor who is a secondary care specialist
- 2 lay people (1 governance & 1 patient engagement)
- one of the lay members will be chair or vice-chair



# Improving the quality and efficiency health services (QIPP)

- national programme involving all NHS staff, patients, clinicians and the voluntary sector
- aims to improve the quality and delivery of NHS care while reducing costs to make £20bn efficiency savings by 2014/15
- savings will be reinvested to support the front line.

# Public and patient involvement

## **Level of individual patient:**

E.g. patients involved in their care and having choice about where they are referred

## **Involvement of local groups:**

E.g. Practice participation groups, local representative groups

## **Feedback from service users and patient experience**

E.g. satisfaction surveys

## **Lay involvement in governance of the Clinical Commissioning Group**

E.g. two lay members on CCG Board

## **Healthwatch**

# Patient Choice agenda

- ‘Any qualified provider’ concept – widen choice available of service provider
- Choice of service provider, including GP
- ‘No decision about me without me’ - actively involving patients in decisions about their treatment
- Provide easily understandable information – to enable patient choice

# HealthWatch

- Independent consumer champion - locally and nationally
- Promote better outcomes in health and social care (adults)
- Represent diverse communities
- Provide customer insight – e.g. people's views and experiences
- Influence policy, planning, commissioning and delivery of health and social care
- Provide information and advice to help people access and make choices about services
- Access independent complaints advocacy to support people if they need help to complain about NHS services

# New Responsibilities for Local Authorities

- Ensuring development of a health and wellbeing strategy supported by needs assessment
- Ensuring joined up commissioning/funding of local NHS services, social care and health improvement
- Supporting local voice and patient choice
- Establishment of a Health and Wellbeing Board
- Leading on local public health and illness prevention

# Public Health Reforms

(‘Healthy Lives, Healthy People’ - Public Health  
White Paper)

# Seizing opportunities for better health

- Too many people die too young, spending too long suffering from preventable ill-health, and the gap between rich and poor isn't improving
- Actions in the NHS, social care, education, transport and environment can all have a major impact on health
- Focus on prevention and early intervention

# Public Health

*Science and art of promoting and protecting health and prolonging life through the organised efforts of society*

- Health improvement (wider determinants, lifestyle)
- Health protection (infections, environment, emergencies)
- Health services (planning, effectiveness, quality)







**SWINE FLU  
INFORMATION**  
0800 1 513 513  
www.nhs.uk  
www.direct.gov.uk/swineflu

**IMPORTANT  
INFORMATION  
ABOUT  
SWINE FLU**

This leaflet contains important information to help you and your family - **KEEP IT SAFE**

NHS  
CG  
DRISPS  
LIFE



**No Smoking**  
**in buildings or grounds**

NHS

This is a  
**Smoke Free Site**

To protect patients, staff and visitors  
do not smoke here

For information on stopping smoking, phone the NHS Smoking Helpline free on 0800 169 0 169





you+  
US

Come and see us for free.

- ✓ Help to stop smoking
- ✓ Health MOT checks (inc. blood and cholesterol)
- ✓ Weight management advice

# Public Health programmes - Local Authority responsibility

- Tobacco control
- NHS Health Checks
- Physical activity
- Obesity
- Sexual health
- Drug and Alcohol misuse
- Accident prevention
- Mental health promotion
- Health intelligence
- Seasonal mortality
- Health at work
- Preventing birth defects
- Dental health/Fluoridation
- Prevention/early intervention
- Children 5 - 19 yrs
- School immunisation
- Community safety
- Social exclusion

# Solihull Response

- Solihull Primary Care Trust now part of Birmingham and Solihull NHS Cluster
- Community health services now provided by Heart of England Trust
- Social care - responsibility of the Solihull council
- Clinical engagement - built on existing arrangements with practices i.e. Solis and Sirius Consortia
- 'Solihull Health' Clinical Commissioning Group being established - operating in 'shadow' form from April 2012
- Health and wellbeing board established in 'shadow' form from April 2011
- Solihull council taking on public health responsibility from April 2012
- Maintained focus on improving health and improving services

# Neighbourhood Planning in Solihull

North Solihull Partnership Forum  
17 July 2012

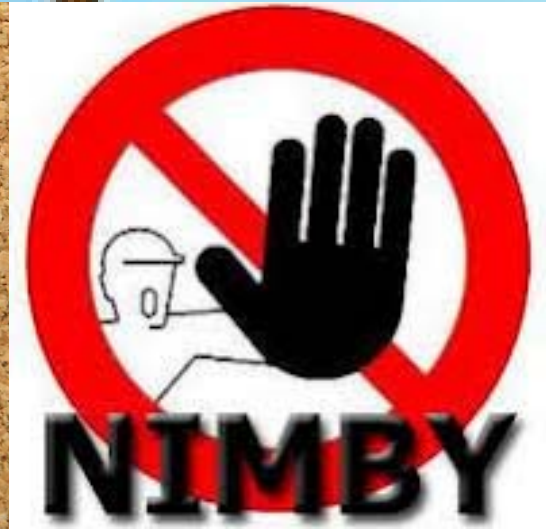
Sarah James  
Principal Planning Officer  
Solihull MBC



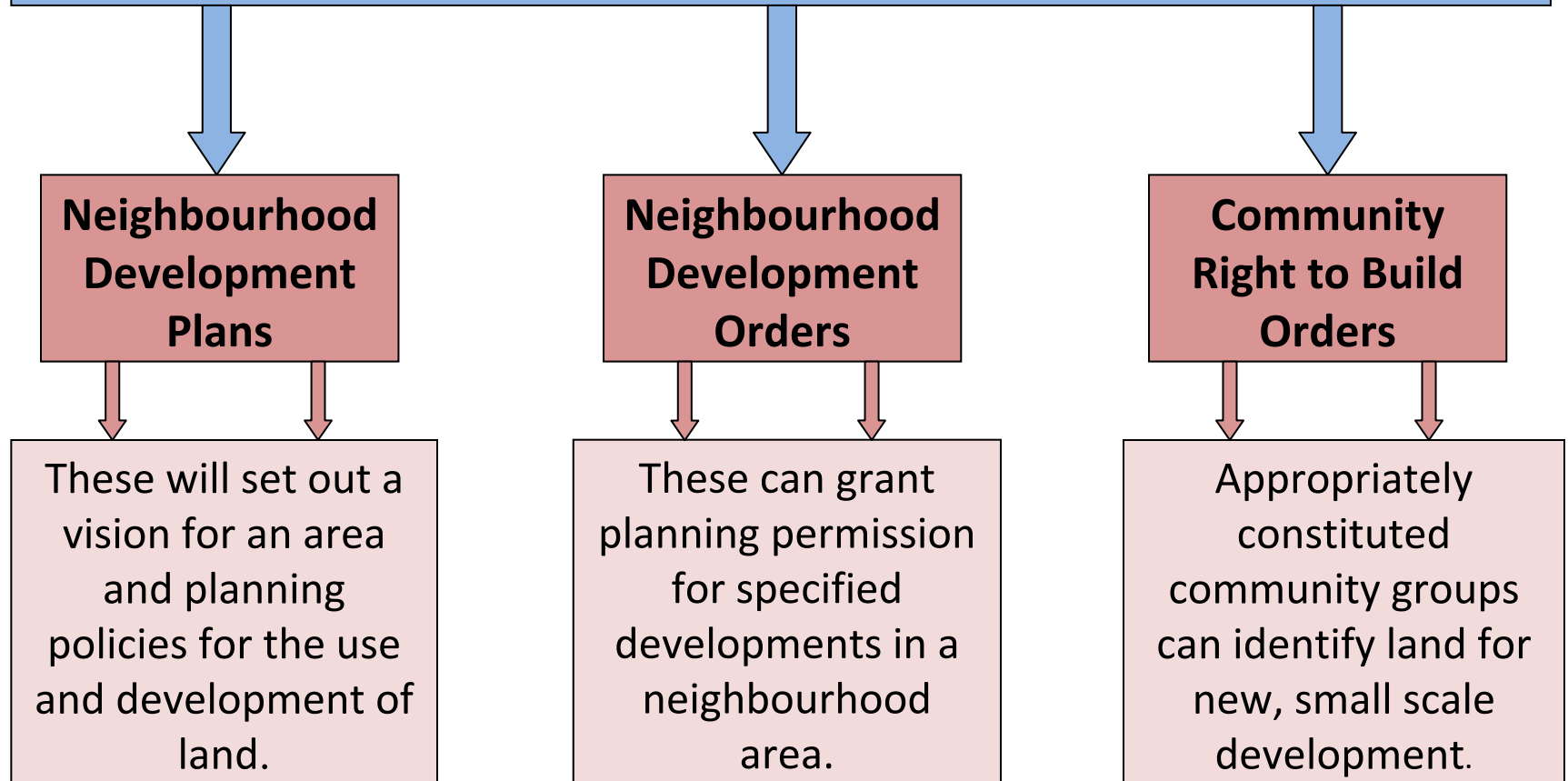


# What is Neighbourhood Planning?

- Part of the Government's Localism agenda
- Embodied in National Planning Policy and guided by Regulation
- New way for communities to shape the future of their area.
- Set of neighbourhood planning tools



# NEIGHBOURHOOD PLANNING TOOLS



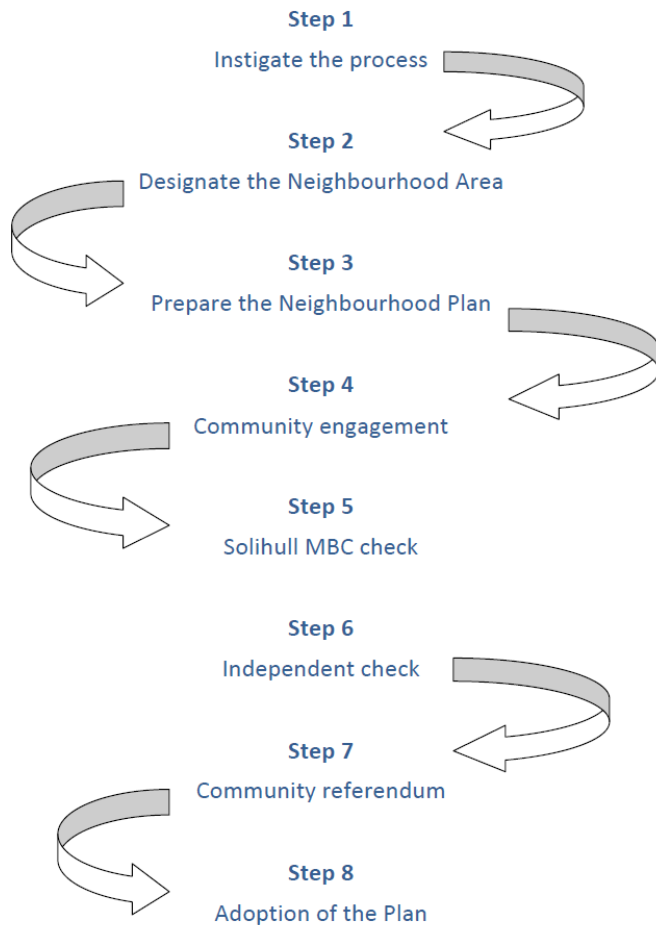
# Who can get involved?

- Neighbourhood planning is open to everyone
- Parish or Town Council will take the lead
- Elsewhere, a community group can apply to be a 'Neighbourhood Forum'

# Before Getting Started

- What do you want to achieve?
- Do you need a Neighbourhood Plan?
- Are you eligible?
- Do you have the resources?

# How will it work - The Key Stages



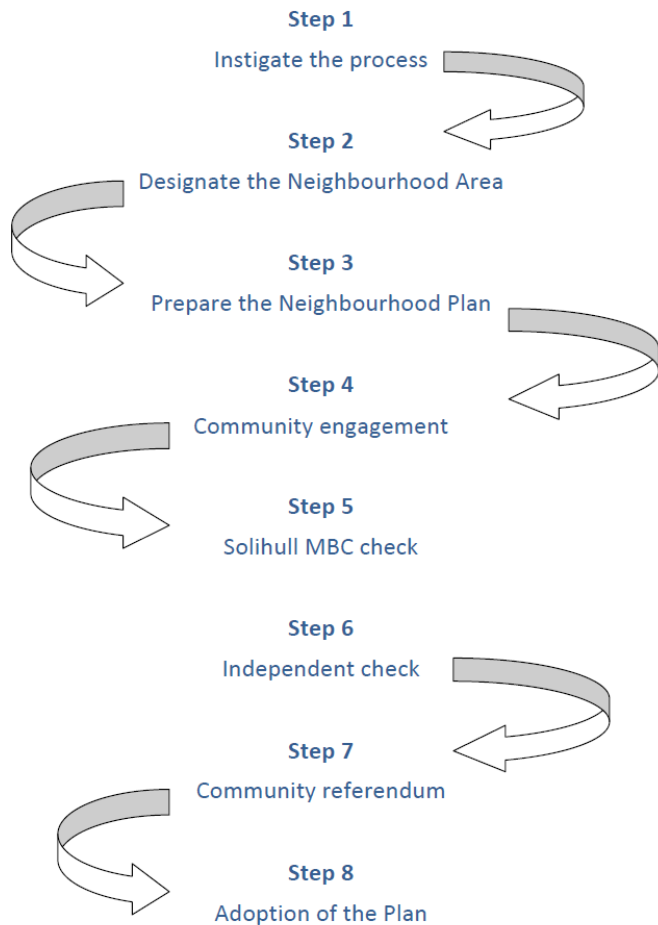
## 1. Instigate the process

- Think about what you want to achieve
- Is Neighbourhood Planning the best way?

## 2. Designate the Area

- Boundary of area to be defined.
- Needs to be agreed by the local authority.

# How will it work - The Key Stages



## 3. Prepare the Plan

- Content is up to you, but needs to be consistent with policy and regulations

## 4. Engaging the community

- Involvement throughout the process is crucial

## 5. SMBC check

# How will it work - The Key Stages



## 6. Independent Check

- To check the plan meets basic standards required by regulations and is in conformity

## 7. Community Referendum

- Ensures the community has the final say; more than 50% of people voting must be in support

## 8. Adoption of the Plan

- Will be part of the Development Plan



# Local Authority Role

- Agree and formally designate the Neighbourhood Area
- Assess and formally designate the Neighbourhood Forum (in non-parished areas)
- Check that legislation and regulations have been complied with
- Arrange and pay for Independent Examination
- Organise and pay for the Referendum

# Solihull MBC Support

## Duty to support the process:

- Continued guidance and advice
- Sharing evidence and offering support
- Guidance on consultation
- Neighbourhood Planning webpage
- Neighbourhood Planning Guidance and FAQs



## Solihull MBC – Neighbourhood Planning FAQs

### Neighbourhood Planning Frequently Asked Questions

- 1. Can my community have a Neighbourhood Plan?**

Yes, Neighbourhood Planning is available to all areas.  
In areas covered by Parish or Town Councils, only the Parish or Town Council can prepare the Neighbourhood Plan. Outside parished areas, Neighbourhood Planning can be carried out by anyone who wants to set up or join a group to write a Neighbourhood Plan. The group should include residents, businesses and local councillors and it will need to be designated as a Neighbourhood Forum by Solihull MBC.
- 2. Do we have to prepare a Neighbourhood Plan?**

No, it is entirely up to your local community.  
Solihull MBC will help local people get involved in the planning of their areas. However, there are a variety of ways in which you can shape the development of your local area, one of which is Neighbourhood Planning.  
Read the Council's Neighbourhood Planning Guidance and think carefully about whether Neighbourhood Planning is the best way of achieving the local ambitions for your area. For further information, contact the Council's Policy and Spatial Planning Team.
- 3. What can a Neighbourhood Plan do?**

Neighbourhood Plans can be used to influence the use and development of land within a specific area, such as what new housing will look like, and can bring forward sites for development. However, they will not be able to stop development that Solihull MBC has identified in the Local Plan as being suitable for the Borough.
- 4. Does a Neighbourhood Plan have to follow Parish Council boundaries?**

No. In non-parished areas of the Solihull your community will need to set up a group and apply to Solihull MBC to designate your area as a formal Neighbourhood Area. The boundary is up to you but it cannot include any part of a Parish or Town Council Area and must make sense in terms of community, communications, transport and service arrangements.  
In the case of Parish and Town Councils the area covered can be the Parish or Town Council boundary, just part of it, or Parish Councils can work together to make a joint Neighbourhood Plan.
- 5. What help can Solihull MBC provide?**

Solihull MBC's Policy and Spatial Planning Team are able to provide guidance on Neighbourhood Planning and advice on how to get through the process. The extent of support will depend on the amount of enquiries we receive and the resources available, however, the kind of things we might be able to help with are:

  - Sharing evidence and information on planning issues



**Solihull**  
METROPOLITAN  
BOROUGH COUNCIL

# SMBC Protocol and FAQs

- Useful starting point
- Providing easy to read detail on the new powers
- Outlines the process of preparing a neighbourhood plan
- Clarifies the level and nature of SMBC support

# Key Facts

- Must be in conformity with the strategic policies of the local plan
- Must not promote less development than set out in the Local Plan
- Once adopted, part of the Development Plan for Solihull

# Things to consider

- Do you need a Neighbourhood Plan to resolve the problem?
- Resource issues - time and money
- Need support of the local community
- Talk to Solihull MBC for advice

# Solihull MBC Contacts

Sarah James, Principal Planning Officer  
[sajames@solihull.gov.uk](mailto:sajames@solihull.gov.uk)

Emma Tinsley-Evans, Principal Planning Officer  
[etinsley@solihull.gov.uk](mailto:etinsley@solihull.gov.uk)

**Draft Minutes of Castle Bromwich, Smith's Wood, Kingshurst, Fordbridge, Chelmsley  
Wood and Marston Green Partnership Forum  
held on 14<sup>th</sup> November 2012 at Fordbridge Town Council**

**Attendees:**

Dave Pinwell, SUSTAIN (Chair)  
Donavon Bailey, HS2 (Item 3)  
Hannah Bryan, Solihull Clinical Commissioning Group  
Hannah Colson, Solihull Partnership (notes)  
Dave Dixon, Safe and Sound  
Alwyn Doyle, Fordbridge Town Council Representative  
Lee Fletcher, CTC Kingshurst  
Alvin Follows, Kingshurst & Babbs Mill RIG  
Steve Hayes, CENTRO (Item 4)  
Jacqueline Jones, WM Fire Service  
Eric Knibb, Castle Bromwich Youth and Community Partnership  
Melanie Lockey, Solihull Partnership  
Catherine McLaughlin, Fordbridge Town Council Representative  
Sarah McLaughlin, Fordbridge Town Council Representative  
Councillor McNaughton, Chelmsley Wood Ward  
Councillor Alan Nash, Kingshurst & Fordbridge Ward  
Councillor Flo Nash, Kingshurst & Fordbridge Ward  
Keith Portman, WM Police  
Neil Roberts, Chelmsley Wood Baptist Church (last hour only)  
Councillor Stephens, Chelmsley Wood Ward  
Liz Tomkins, Chelmsley Wood Town Council

**Apologies:**

Becke Ayres, North Solihull Partnership  
Terrie Knibb, Castle Bromwich Community Project  
Alison Lush, Solihull MBC  
David Peplow, Age UK  
Councillor Richards, Castle Bromwich Ward  
John Riordan, Castle Bromwich Parish Council  
Councillor Robinson, Castle Bromwich Ward  
Councillor Williams, Chelmsley Wood Ward

**1. Welcome and Introductions**

Dave Pinwell started the meeting by welcoming everyone, and introductions took place.

**2. Notes of Meeting held on 17<sup>th</sup> July**

The previous meetings minutes were approved.

**Matters Arising:**

**Police Related Matters** – Keith advised the group that just before 5am on Sunday 11<sup>th</sup> November, police were called to the Craig Croft shopping precinct on Dunster Road where a man had suffered a single fatal stab wound. On the evening of 12<sup>th</sup> November detectives have charged a 24 year old man with the murder. Anyone with information is asked to contact local police on 101 or via the independent charity Crimestoppers on 0800 555 111.

Keith urged members of the group, to speak with the local community and reassure them and to ask for peace and calm.

Dave Dixon noted to the group on the night of 31<sup>st</sup> October, along with the Police, partners and volunteers, he was involved in “visible guardians on the streets of Solihull”. The Police came up with the idea to put partners and volunteers (local community leaders) out on the streets from 5:00pm-11:00pm to prevent / deter ASB and engage with the local community. Dave commented that it was a really good experience. Keith endorsed Dave’s comments and advised the group that the number of ASB reports had been cut by 50% compared with this time last year; and the Police have received good feedback from local young people.

Councillor Alan Nash, raised concerns that local residents in his Ward have complained of lack of police visibility. Keith reassured Councillor Nash that police presence is focused in areas where it is most needed, but he agreed to take back the feedback.

**Civic Honours** - Dave Pinwell explained that the local Annual Civic Honours Awards took place on the evening of Tuesday 23<sup>rd</sup> October; Dave Pinwell congratulated Dave Dixon who was jointly awarded the Community Involvement Award with Christine Iddles for being the founding members of Safe and Sound, which allows residents and various agencies such as the Police and the Council to work together to tackle issues in the Smith’s Wood community.

**Credit Union** – Dave Dixon asked if the Credit Union is still called the North Birmingham Community Credit Union, as it puts people off in Solihull from using it. Melanie explained that is the registered name for it; however they are looking into branding it so local people know they can use it. Group members agreed that they would like the Credit Union to be promoted more in the area, so they can try and discourage local people from getting money from untrustworthy loan companies.

**Solihull Music Service** – Melanie read out an update on Solihull Music Service, which Claire Noakes (who had attended a previous meeting) had provided. The update was as follows: Both Smith’s Wood secondary and Kingshurst CTC Academy were involved in a transition project with several north primary schools last summer term looking at improving the transition experience for pupils both socially and musically as they leave in year 6 and start at secondary school. This was a huge success and we are looking to build on this for next summer 2013. Solihull Music Service is currently exploring ways to set up a number of projects with a number of different partners.

1. We are hoping to set up a project working with Birmingham LA and City of Birmingham Symphony Orchestra to provide more opportunities for pupils to play a more traditional musical instrument both inside and outside the school day. The project will be based in Chelmsley Wood and over 5 years aim to build and develop a number of musical opportunities for the whole family to be involved in. We are currently bidding for funds at this stage in the process but are hoping to start the project in January 2013.
2. We are again looking to bid for funds to set up an early years project that will provide musical activities for families at the children's centre in Chelmsley Wood. We are again currently writing the bid and hope to start activity in September 2013 if we are successful.

Both these projects are in the early stages of development but we feel will have a really positive impact opportunities available for children, young people and their families in north Solihull.

Councillor Alan Nash suggested that the music service could be incorporated with events in the local parks. Hannah Colson agreed to circulate Claire Noakes contact details to group members and pass on Councillor Nash’s suggestion to Claire.

**Other Updates** - Dave also advised members of the group that the second edition of the Colebridge news has now been published; copies are available to take from this meeting. Councillor Alan Nash asked if it was possible for them to be distributed through people’s



letterboxes? Dave explained that they did do a consultation before the first edition and it was suggested to make it available in public places, e.g. libraries, local supermarkets, schools, doctors. Dave noted that they will review this following the second edition, but they have to take cost implications into account.

### **3. High Speed 2 – Consultation & Information:**

Donovan Bailey provided forum members with an overview of the HS2 process, explaining that the Government gave the go ahead in January 2012 for the route to be developed. HS2 are now listening to community representatives and giving them the opportunity to talk to the designers and environmental experts, this will continue until the end of next year. Following this, a hybrid bill will go through Parliament, estimated to take about 2 years and during that period people still have the opportunity to petition. Once development starts, the estimate is 10 years to construct, align and build stations with the line expected to run live from 2026.

Donovan explained that his role as stakeholder engagement manager is to have as much dialogue with local people as possible as HS2 realise that the project will have a huge impact on communities and the environment. Donovan advised that HS2 have developed Community Forums (membership by invite) which he is looking to improve. Donovan Bailey explained that they are in need of more community representatives from north Solihull at the HS2 community forums.

Donovan noted that HS2 will also hold bi-monthly meetings in between the Community Forums if a constitution or non-constituted group requests one to give them information about HS2.

Donovan explained they are working closely with Solihull MBC and their HS2 Working Party; and they are happy to use existing communication streams to publish information about HS2 e.g. Colebridge News, Parish or Town Council magazines.

Donovan advised the group the next HS2 Community Forum is being held on Monday 26<sup>th</sup> November, 6:30-8:30pm, at The Loft, Bluebell Centre in Chelmsley Wood. He explained that they are by invite only, but he stated he would be happy for anyone from this forum to attend as they are currently lacking representation from this area.

Donovan continued to say there is also a meeting taking place on Thursday 29<sup>th</sup> November, which will specifically focus on the impact of HS2 on properties and compensation details. The property consultation ends on 31<sup>st</sup> January 2013.

Cath McLaughlin suggested that Donovan gets in contact with Fordbridge Town Council clerk to get an item put in the next Community magazine in January, which goes through all letterboxes in the area.

Councillor Stephens urged for members of this forum to get involved with the HS2 Community Forums, to ensure that north Solihull is represented and that messages are filtered out to local people. Councillor Stephens also advised that the Council have a HS2 working party, the next one is being held at Windy Arbour School on 20<sup>th</sup> November, at 6:00pm, it is a formal council meeting but members of the public are welcome to attend to observe and listen.

Dave Dixon noted there is general apathy in this area due to lack of publicity that HS2 is not going to affect people; so there is a real need to ensure that information is circulated to local people.

Councillor Flo Nash suggested to Donovan that there is a need for HS2 to come out to the five Parish and Town Councils in this area as a priority.

Councillor Alan Nash requested that if HS2 goes ahead that they use local labour for the construction and general operation of the service so as to provide employment opportunities for local people. He also noted that HS2 need to work alongside the regeneration already going on in north Solihull.

**Actions:**

- Contact Hannah Colson if you wish to be involved in the HS2 Community Forums.
- Contact Hannah Colson for further details about the meeting on 29<sup>th</sup> November on the Property Consultation.

**4. Public Transport (Steve Hayes)**

Steven provided the group with a brief background to Centro's role within Solihull. Centro work within the area to provide travel information and infrastructure; and work in partnership with bus and rail operators to ensure that customers are provided with high standards in services and value for money. Centro fund non commercially viable services and West Midlands Special Needs Transport who operate the Ring & Ride Service.

Steve explained to the group that CENTRO are mainly working on two issues in north Solihull at the moment: 1) access to employment and 2) improving transport links between north and south Solihull.

Steve explained CENTRO are working to extend the 97 bus route through to the airport, and to provide a limited service throughout the night so people would be able to get there for shifts, this will be a first in this area as there are currently no buses which run throughout the night in Solihull. They are also looking at making the 966 service more frequent and direct.

Cath McLaughlin raised concerns with the 71, 72 and 966 buses which in her experience are overcrowded, particularly between 7am-9am, due to only being single deckers. Steve noted Cath's concerns and said he would take the comments back. He advised the group that National Express are looking to improve the services as due to the non regulation, competition buses such as Sunny Travel have started appearing.

Dave Dixon asked whether the 97 service would try to integrate with the 966, as currently there is only an hourly service in the evenings between Solihull and Chelmsley Wood. Dave also noted to Steve comments about the 966 route taking even longer now it stops off at the Forte Shopping Park, and asked if the route beyond the Forte could be looked at, as in his experience people very rarely get on after the Forte. Steve agreed to take the comments back.

Councillor McNaughton asked if labelling of services could be introduced, as when there are lots of different bus operators, servicing the same route it can be confusing for local residents. He also asked if the reliability of the 71 was being looked at? Steve responded to say there are problems with the 71 and 72 due to congestion at traffic junctions, in particular the Coventry Road, and CENTRO are looking to work with the Highways Agency to see if this can be improved. The issue around ticketing, Steve advised the group CENTRO are looking to introduce a smartcard (similar to the Oyster card in London) called the 'Swift', which will help to resolve the issue of ticketing as people won't need to have change as the card will be pre-loaded with money. Steve explained it has been trialled on certain routes in the West Midlands and it is now slowly being rolled out over the Bus Operators. Melanie advised this will also have Community Safety benefits, as the Police would be able to trace any offenders on public transport through the cards.

Eric Knibb asked Steve if CENTRO could look at introducing an express route on the 966, which just stops off at a few stops along the route, alongside the 966 which stops at all of them. Steve responded to say that is exactly the type of things they are looking at as part of the transport improvements between north and south Solihull.

Liz Tomkins raised concerns about a certain number of bus drivers, who drive off before people are able to sit down, causing health & safety concerns; and also asked Steve where you would be able to top up the smartcards? Steve agreed to take back the comment of the bus driver behaviour, but also asked group members to notify CENTRO of any specific details of occasions such as the bus registration, time and date. He also explained that people will be able to top up

the cards online, through setting up direct debits; and they are also looking at other ways e.g. through cash points.

Dave Pinwell requested that Steve also takes back the comments about it being a problem in Solihull that buses are not even turning up.

## **5. Presentation on On-line Safety (Dave Pinwell)**

Dave Pinwell gave a presentation on 'Staying Safe and Secure Online'. The key points were:

- The major risks for adults online are; Computer Disruption, Data Loss, Identify Fraud and Financial Loss. Anti-Virus (threats to the computer), Anti-Spyware (unseen ID theft threats) and, Firewall (threats to a network) are the main ways people can try to overcome the risks. Dave also provided examples of what to avoid, e.g. don't download unless you are sure of the source, and how to identify a false web link.
- The importance of making sure your passwords are of a high quality, are changed regularly; and not written down or stored in files on the computer.
- The risks to the vulnerable, including; ID loss, Game Addiction, Exposure to pornography, Cyberbullying and Grooming; as well as how to try and overcome these risks e.g. through software, designing your 'OwnFone', getting children to sign a 'Kids Charter'.

Following Dave's presentation, Alvin Follows raised the issue of 'Data Protection'. Dave explained this is a different issue altogether, and that corporate bodies need protection to encrypt their systems. The group thanked Dave for his presentation.

## **6. Information Sharing**

The group were asked to notify forum members of any planned events they have coming up over the next couple of months:

- Alvin Follows advised forum members to look out for a media day at Babbs Mill park later on this month to celebrate the Green Flag status. Kingshurst Parish Council will also be holding a Christmas Event on Saturday 15<sup>th</sup> December, from 1pm-5pm.
- Cath McLaughlin advised that Fordbridge Town Council are holding a ladies night, this Saturday 17<sup>th</sup> November, at the Town Council Hall, from 7:30-11:30pm to raise money for Macmillan nurses. Fordbridge will also be turning on the Christmas lights on 26<sup>th</sup> November, at 6:00pm.
- Lee Fletcher asked forum members to contact him if they know of any senior citizens who are particularly deserving, preferably living in the Kingshurst area, as the Kingshurst CTC, have a few places left on their free senior citizens Christmas Lunch on 7<sup>th</sup> December.
- Hannah Colson advised forum members of the CAFÉ Christmas Fayre event taking place on Saturday 1<sup>st</sup> December, 1:00-4:00pm, at Bosworth Community Centre.

## **7. Identify items for next Discussion:**

Items put forward for future meetings included:

- Regeneration in north Solihull
- A presentation on the Clinical Commissioning Group and information about Patient Participation Groups from Hannah Bryan.
- Information on the change in welfare benefits, including inviting the local Citizens Advice Bureau (CAB) to attend.

Any further items please contact Hannah ([hcolson@solihull.gov.uk](mailto:hcolson@solihull.gov.uk) or 0121 704 8258).

Melanie raised the awareness with the group of the newly established shadow Health and Wellbeing Board in Solihull who have drawn up a draft Health & Wellbeing Strategy which is currently out for consultation, asking for people's views on the priorities set out in the document.

Melanie asked people to fill in the online questionnaire or to contact Sangeeta Leahy with any comments.

- View the draft Solihull Health and Wellbeing Strategy [here](#) (PDF, 5 MB)
- [Answer just 8 questions to share your thoughts on the strategy](#)
- Email your views to us at [sangeeta.leahy@nhs.net](mailto:sangeeta.leahy@nhs.net)

**This listening exercise closes on 28 December 2012**

Dave apologised for the meeting over running and thanked everyone for participating in the discussions.

**Actions:**

- Melanie to invite Ian Cox, from the North Solihull Partnership to attend the next meeting.
- Melanie to invite colleagues from the Benefits team at the Council and Kerry Turner from Chelmsley Wood CAB to attend a future meeting.
- Hannah to circulate information on the Health & Wellbeing Strategy consultation to forum members.

**Next Meeting Date: Wednesday 6<sup>th</sup> March 2013, 6:00-8:00pm, venue to be confirmed**



# Staying Safe and Secure Online

**Dave Pinwell**

**14 November 2012**



# Risks – for Adults

**Computer Disruption**

**Data Loss**

**Identity Fraud**

**Financial Loss**



# Mitigation - Computer

**Anti-Virus** – for threats to the computer

**Anti-Phishing** – for fake emails aimed at ID theft

**Anti-Spyware** – for unseen ID theft threats

**Anti-Adware** – for on screen irritants

**Spam Filtering** – for email irritants

**Firewall** – for threats to a network



# Mitigation - Precautions

**Never Click on EMail Links unless Sure of Source**

**Don't Download unless Sure of Source**

**Never Reveal a Password in any Circumstances**

**Always suspect Emails from Banks & Eshops etc**

**Never Run .exe Files from Unknown Sources**





# Mitigation - Precautions

**Never Use Portable Media from Untrusted Sources**

**Spell Accurately on Search Engines**

**Use Links to/on Unknown Websites with Care**

**Keep Software You Use Up to Date**

**Know How to Check a Link.**



# Mitigation – Link Checking

The screenshot shows an Outlook email window. On the left is a navigation pane with the following items: Outbox, Storage folders, Drafts, Sent items, Deleted items, Alert Pending, Imported Folder, Inbox\_2009\_2H, and Inbox\_Q1\_2010. At the bottom of the navigation pane are icons for Home, Send, Mailbox, RSS, and Print. The main content area is titled "Link" and shows the sender "Dave Pinwell" and the recipient "To: Dave Pinwell (SUSTAiN);". The body of the email contains a purple underlined link: <https://www.google.com/calendar/render?pli=1>. A tooltip is displayed over the link, containing the text: `https://www.google.com/calendar/render?pli=1`. At the bottom of the email window, the same link is repeated in a grey bar.



# Mitigation - Passwords

**Use Different Passwords for Different Purposes**

**Never Write Passwords Down or Store them in Files**

**Use Passwords at Least 8 Characters Long**

**Use Passwords with Numbers and Capitals**

**Change Passwords Regularly.**



# Password Quality

**davepinwell - dreadful**

**14nov2012 - grim**

**fordbridge - weak**

**Charlie27 - weak**

**Che1ms1eyW00d – ok**

**atlpwdtacf – strong**

**g7VkxpH6 - excellent**



# Mitigation - Precautions

**Never Use Portable Media from Untrusted Sources**

**Spell Accurately on Search Engines**

**Use Links to/on Unknown Websites with Care**

**Keep Software You Use Up to Date**

**Know How to Check a Link.**



# Related Issues

**Web Sites that Track Activity**

**Obscene Material**

**Public Networks**

**Computer Backups**

**Computer Disposal**



# Risks – to the Vulnerable

**ID Loss**

**Game Addiction**

**Exposure to Porn**

**Cyberbullying**

**Grooming**



# Mitigation - Relationship

**Openness to What May be Said**

**Honesty about Concerns**

**Discouragement of Secrecy**

**Showing of Interest**

**Avoidance of Negativity**





# Mitigation - Software

**Filtering Software**

**Monitoring Software**

**But, Beware**

- Effectiveness Diminishes with Age
- They Use Phones Instead



# Mitigation - OwnFone





# Mitigation – Kids Charter

**If a web site, email or instant message asks me give out or type in information about myself or my parents (like names, addresses, hobbies, etc), I will first show my parents before I respond.**

**I will only respond to emails or instant messages from people or organisations that I know**

**If I receive an email or instant message that makes me uncomfortable or is hurtful or I think is weird, I will not respond but will show my parents.**

**If someone I met online wants to meet me in the real world or wants to have my photograph, I will tell my parents first.**



# Contact



**0121 711 3148**