

**Notes of North Solihull Partnership Forum Meeting  
held on Tuesday, 8<sup>th</sup> November 2011  
in the Pavilion Room, Arden Hall, Castle Bromwich**

**Attendees:**

Sarah Barnes, Solihull Partnership (Chair)  
Pauline Allen, Neighbourhood Watch  
Kate Baldwin-Millington, Age UK, Solihull  
Steven Boyd, Solihull Community Housing  
Michael Buckley, Neighbourhood Watch (Rural)  
Sgt Liam Dalton, Neighbourhood Police  
Dave Dixon, Safe & Sound  
Tom Dixon, Solihull MBC  
Cllr Alwyn Doyle, Fordbridge Town Council  
Wendy Evans, Solihull Partnership  
Lee Fletcher, Kingshurst City Technology College  
Steve Hodgetts, W M Fire Service  
Jean & John Holland, Friends of Kingfisher Park  
Jacqueline Jones, W M Fire Service  
Eric Knibb, Castle Bromwich Community Project  
Alan Laight, Marston Green Residents' Assoc  
Angela Lawton, Marston Green Lions  
Alison Lush, Neighbourhood Manager  
Cllr Karl MacNaughton, Chelmsley Wood Ward  
Christine Moss, Marston Green Lions  
Jan Phillips, Solihull MBC  
Wayne Pittam, North Solihull Partnership  
David Reed, Libraries, Solihull MBC  
John Riordan, Castle Bromwich Parish Council  
Neil Roberts, Chelmsley Baptist Church  
Derek Smart, Chair of Governors, Park Hall Academy  
Cllr Nick Stephens, Chelmsley Wood Ward  
Sherry Studholme, Solihull Community Housing  
Cllr Liz Tomkins, Chelmsley Wood Town Council  
Nick Tromans, Solihull Partnership  
Cllr Alison Walters, Smith's Wood ward  
Rev Albert Watson, New Testament Church

**Apologies:**

Kieran Dooley, Fordbridge Residents  
Alvin Follows, Kingshurst & Babbs Mill RIG  
Christine Hopkins, Craig Croft RIG  
Kingshurst Parish Council (clash with Parish Council Meeting)  
Heather Lee, Marston Green Lions  
John Morris, Neighbourhood Watch (Olton)  
Dot Parker, Neighbourhood Watch  
Cllr Linda Poulson, Bickenhill Parish Council  
Cllr Ted Richards, Castle Bromwich Ward  
Cllr B Sleigh, Bickenhill Ward  
Cllr G Sleigh, Castle Bromwich Ward

## 1. Welcome and Introductions

Sarah Barnes welcomed everyone to the meeting and introductions were made around the table. For the benefit of several people attending for the first time, Sarah explained the purpose of Forum meetings, emphasising that the key role was to bring together and provide a channel for communication and consultation between the Solihull Partnership and a range of local stakeholders ie. police, volunteer groups, health services, residents, parish/town councils and business representatives. Forums had been running for 18 months, and were encouraging discussions of important local issues and issues of common interest in an informal and open way.

## 2. Notes of Meeting held on 7<sup>th</sup> July 2011 (as distributed)

The notes of the March meeting were approved and an update given as follows:

- Page 2 Transport: The final paragraph refers to a bus only right turn at the bottom of Coleshill Road. This turn is now available for use by all vehicles on a trial basis.

## 3. Hate Crime Reporting (presented by Nick Tromans, Cohesion Lead, Solihull Partnership)

The profile of hate crime as an issue has risen in recent years following high profile cases such as the murder of Stephen Lawrence, and more recently, the deaths of Fiona Pilkington and her daughter. These and other such crimes led to the setting-up of trial projects in the West Midlands to provide 'Hate Crime Reporting Centres'.

Nick described hate crime as being "an important issues because it affects the lives of individuals, families and the community, affecting not only minority groups but society as a whole". He confirmed that in 2010, 168 hate crimes were reported in this borough, of which none were motivated by disability.

As there is national recognition that the under-reporting of such crimes is an issue, the setting up of Hate Crime Reporting Centres is intended to overcome some of the reasons for this. Among the reasons for under-reporting are:

- fear of reprisals;
- embarrassment to discuss issues/incidents;
- fear of exposure in Court.

The borough's attempt to overcome under-reporting has three objectives:

- to raise a victim's confidence to report, especially within minority groups;
- raise awareness (eg. in schools);
- provide more opportunities to report these crimes.

The non-police reporting process will provide an opportunity for victims and third parties to report incidents in confidence and receive advice. This is particularly aimed at people who, for one reason or another, are reluctant to approach the Police in the first instance. Initially there will be Centres in 22 venues, including youth centres, CABs, children's centres and Solihull College. Each venue will provide a confidential and face-to-face service for anyone wishing to discuss or report a hate incident. In the north of Solihull, Centres will be provided in Chelmsley Wood CAB, You-Plus shop, Children's Centre, and Solihull ENABLE (based at St Andrew's Church).

Nick asked any other organisation interested in becoming a Centre to contact him on 0121 704 6145. In addition, the Council and Police are providing briefing sessions over the next three months to raise awareness of hate incidents and to provide practical advice on signposting victims, retention of evidence etc. This training lasts approximately one-hour and any group wishing to participate should contact Nick. A formal launch will follow in January, linked to Holocaust Memorial Week (23<sup>rd</sup> to 27<sup>th</sup> January 2012). Although the Centres were publicised in 'Your Solihull', further communication is planned next month.

Responding to questions, Nick advised that the definition of 'hate crime' was any crime perceived by the victim as being motivated by prejudice. This could be because of a victim's race, religion, sexual orientation, gender identity, disability, age or lifestyle (eg. travellers). A 'hate' motivation would have to be proven, which is sometimes difficult; in practical terms this would lead to a higher tariff when the perpetrator is sentenced. Victim Support will monitor incidents for Reporting Centres and will also track cases where these are subsequently referred to the Police.

In addition to the Centres, hate crimes can also be reported using:

Crimestoppers .....	0800 555 111
W M Police non-emergency.....	'101'
Anti-Social Behaviour Unit .....	0121 717 1515
True Vision .....	www.report-it.org.uk
Victim Support .....	0300 303 1977.

Further information on the Hate Crime Reporting Centres can be found on [www.solihull.gov.uk/hatecrime](http://www.solihull.gov.uk/hatecrime).

Sarah thanked Nick for his presentation.

#### **4. Action to Reduce Poverty Among Residents** (presented by Jan Phillips, Head of Income and Awards at Solihull MBC, and Tom Dixon from Employment Services, Solihull MBC)

Jan explained that Solihull Council had, over an 18 month period, researched the extent of poverty in the borough. She detailed Solihull's definition of poverty, which highlighted those residents struggling with basic needs (food, heating, transport costs). The research had shown that poverty exists in all areas of this borough, and has significantly increased in the last three years. There are a variety of circumstances that can lead individuals/families into poverty:

- employment (redundancy, part-time work);
- health (caring responsibilities, disability);
- housing stress (homelessness and repossessions);
- financial stress (loan sharks, pay-day loans, death of a partner).

Jan confirmed that in Solihull in 2010, 45,000 children were living in poverty, 18,000 households claim council tax benefit (rise of 500 claimants on previous year); and almost 5,000 claim job seekers allowance.

Jan circulated a folder of information about initiatives that are being taken to alleviate poverty, including:

- multi-agency advice points (note: Money Advice Points operate on 1<sup>st</sup> Friday in the month in Chelmsley Wood, at the *Walnut Centre, Walnut Close*, and on 3<sup>rd</sup> Wednesday in the month in Smith's Wood at the *SWANN Shop, 14 Arran Way*);
- skills for work (including attracting key employers to our area) - providing support and training with interview techniques/CV preparation; upgrading qualifications and training courses;
- 'Winter Warmth' campaign – advice and tips;
- promotion of Credit Unions (as alternative to high street banks or loan sharks) – providing facilities for savings and low-interest loans;
- tackling Loan Sharks;
- looking at the possibility of introducing a more responsive claiming system for free school meals (eg. telephone claiming system, and immediate processing of claims).

Jan encouraged members to distribute their leaflets and note the hotline numbers provided.

Responding to questions, Jan reported that all leaflets circulated would be sent out with council tax information and would become available in CABs, libraries, and distributed by visiting officers. All the organisations mentioned in the folder, had also agreed to circulate the packs. A4 posters are also available.

Dave Dixon suggested that the folder of leaflets be available in job centres, housing offices and GP surgeries. Further copies of the information mentioned can be obtained via Sarah Barnes at : [sbarnes@solihull.gov.uk](mailto:sbarnes@solihull.gov.uk).

Credit Union services (CUs) are available at the housing office in Chelmsley Wood and Connect Walk-in Centre in Solihull. Jan emphasised that more collection points are needed in the borough, and that CUs are reliant on volunteers to develop and run collection points.

Cllr Stephens suggested that Solihull Council now needed to give strong support to CUs. It was agreed that we would invite the CU Development Officer to report back to this Forum.

John Riordan suggested that organisations dealing with advocacy and debt advice should at least maintain their current levels of grant from the Council and elsewhere, as the number of residents they were dealing with has greatly increased. He also suggested that financial literacy and personal responsibility needed to be taught in schools as a priority. Jan wholeheartedly agreed that knowledge of financial management was an imperative. Derek Smart (Park Hall Academy) and Lee Fletcher (City Tech'y College) reported that the national curriculum has insufficient focus on this subject (could be included in Business Studies/Life Skills). Lee offered to join any initiative, suggesting that his college could very easily invite all parents to financial literacy evenings. Liz Tomkins added that financial literacy needs to begin in Primary schools, with parents included, and related to ethical money management.

Further information is provided at : [www.solihull.gov.uk/moneycounts](http://www.solihull.gov.uk/moneycounts) .

Tom then explained what services are available to residents seeking work from Solihull Council's Employment Team. Officers are working with partners to provide employment support for individual residents, often via engagement at **Job Clubs** (eg. at Smith's Wood Community Centre, Winward Way and John Henry Newman College, plus Coleshill Heath School in the future). The team also promote awareness at **Roadshows**, and have already made 14 visits in the North of the borough (21 areas to be visited before March 2012). The team also **influences learning packages** provided at local colleges, and works with Work

Programme providers (Pertemps, EOS and the Newcastle College Group) to ensure that skills match job vacancies. It was noted that planning applications are being progressed for a Casino at the NEC and for Shirley Town Centre development, which could offer employment opportunities for local people.

Provision also includes an **Outreach Team** which aims to progress individual job seekers (330 seen to date). The team targets lone parents, ex-offenders, young people, and those with mental health issues.

Responding to questions, Tom confirmed that redundancies (eg. Summerfield in CWTC) are reported via the Job Centres and monitored by his team. Unemployed individuals would be free to contact the employment team.

In conclusion, Tom asked for these services to be promoted in this area “no matter what the individual’s background”. He also suggested that any local group or individual that would benefit from this assistance/advice should contact the Employment Team on 0121 704 8098 or by email at : *employmentteam@solihull.gov.uk* . A revamped website will be available later in November.

## **5. Identify Items for Discussion at Next Meeting, and Close**

Agenda items suggested for next meeting:

- i. Support to businesses;
- ii. Credit Unions (Hilary Samms);
- iii. Funding for local groups, especially those setting-up;
- iv. Update on the organisation of a cultural Festival to celebrate the Olympics.

It was agreed that the next meeting would take place from **6 – 8pm on Tuesday, 28<sup>th</sup> February 2012** at **Smith’s Wood Community Primary School**. Sarah requested that any further suggestions for items to be added to the next agenda be sent to Hannah Colson at : *hcolson@solihill.gov.uk* . She then thanked the representatives from schools/college for attending, and thanked everyone for contributing to a very interesting and informative meeting.

## **Other Business**

- 1) The Neighbourhood Manager, Alison Lush, announced that the N’hood Management Team would on 1<sup>st</sup> December be moving from Linacre House, Bosworth Drive, to the Library in Chelmsley Wood Town Centre. The existing telephone number would be retained, ie. 0121 717 1595. We will have a small office to the rear of the Library on the right. We will not be there all of the time but will try and arrange for some way that any callers who may drop in can leave messages for us.
- 2) Lee Fletcher announced that the City Technology College is proposing to provide a mobile climbing tower. If any local organisations would like to make use of this equipment, please contact him at : *lee.fletcher@kingshurst.ac.uk* .

# Hate Crime Reporting Centres

Nick Tromans

Community Cohesion Project Manager

# Definitions

- ❑ Hate Crime: *“Any criminal offence that is perceived by the victim or any other person as being motivated by prejudice or hate”*
- ❑ Hate Incident: *“Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate”*

# Background to Project

- ❑ Implications of Hate Crime:
  - ❑ Victim
  - ❑ Victim's family.
  - ❑ Communities – impacts on community cohesion.
- ❑ Not just an issue for minorities but society as a whole.
- ❑ Main challenge - under reporting of incidents
- ❑ *Truths and Myths Quiz*



# Some reasons people don't report incidents...

- Social embarrassment
- Fear of being 'outed'.
- Not wanting family friends to know
- Fear that they will not be believed
- Fear that they will be judged
- Fear of being a repeat victim (e.g. reprisals)
- Fear of exacerbating the problem (especially if victim knows perpetrator).

# What is happening in Solihull?

- ❑ Challenging Hatred in our Communities project:
  - ❑ Increase **confidence** to report incidents through engagement with communities
  - ❑ **Awareness** raising – especially in schools
  - ❑ Provide more **opportunities to report** incidents through ‘Third Party’ reporting centres and raise the confidence of victims to seek help

# Reporting Centres

- ❑ Pilot project – 12 months
- ❑ Face to face reporting
- ❑ 21 centres established so far
- ❑ Role – to provide initial support and advice to victims, which might include giving information about referral options.
- ❑ Victim Support – independent role to support centres, monitor responses, track cases and ensure victims receive appropriate after care.

# Reporting Centres

- Children's centres (x12)
- Age UK, Solihull
- Solihull Enable
- You Plus Centre
- Citizen's Advice Bureaux (x3)
- Youth Services
- Solihull Community Housing
- Bromford Group

# North Solihull Partnership Forum

Action Against Poverty

8<sup>th</sup> November 2011, Arden Hall

Jan Phillips, Head of Income and Awards

&

Tom Dixon, Senior Employment Officer



**MONEY COUNTS**

[www.solihull.gov.uk/moneycounts](http://www.solihull.gov.uk/moneycounts)

# Understanding Poverty

## ❑ What is poverty and low income

- ❑ Most common definition is living in a household where the income is 60% or less of the middle income (before housing costs).
- ❑ It is about struggling to meet the basic needs such as food, heating, transport, clothing and education costs.
- ❑ How do we know about poverty in the borough

# Understanding Poverty

- ❑ Drivers of Poverty: employment, health, finance and housing stress.
- ❑ Poverty can be Hidden
- ❑ Case Study

# The Reality

## Case Study – Ms X's Experience

- A professional woman
- Experiencing poverty through a change in circumstances
- The consequences



# Action against Poverty - Quiz

- ❑ What percentage of Solihull's 45,000 children live in households considered to be in poverty?  
a) 5%      b) 10%      c) 15%      d) 20%
- ❑ What's the weekly level of income for a family with 2 adults and 2 children living in poverty?  
a) 450      b) 250      c) 375
- ❑ A household is said to be in fuel poverty if it spends more than...% of its income on maintaining a satisfactory heating regime?  
a) 3%      b) 8%      c) 10%

# Action against Poverty - Quiz

How many of the 86,000 households in Solihull claim Council Tax Benefit?

a) 10,600    b) 15,800    c) 17,500

How many people in Solihull are in receipt of job seekers allowance?

a) 2,900    b) 3,900    c) 4,900

# Summary of our key actions

- Money Counts advice points
- Skills for work – pre-employment support
- Winter Warmth & Linking People
- Promotion of the credit union
- Tackling Loan Sharks
- Claiming free school meals

All this information is included in our pack

# Employment Support

Solihull Council has an Employment and Learning Team that is available to support local residents to access opportunities in the community:

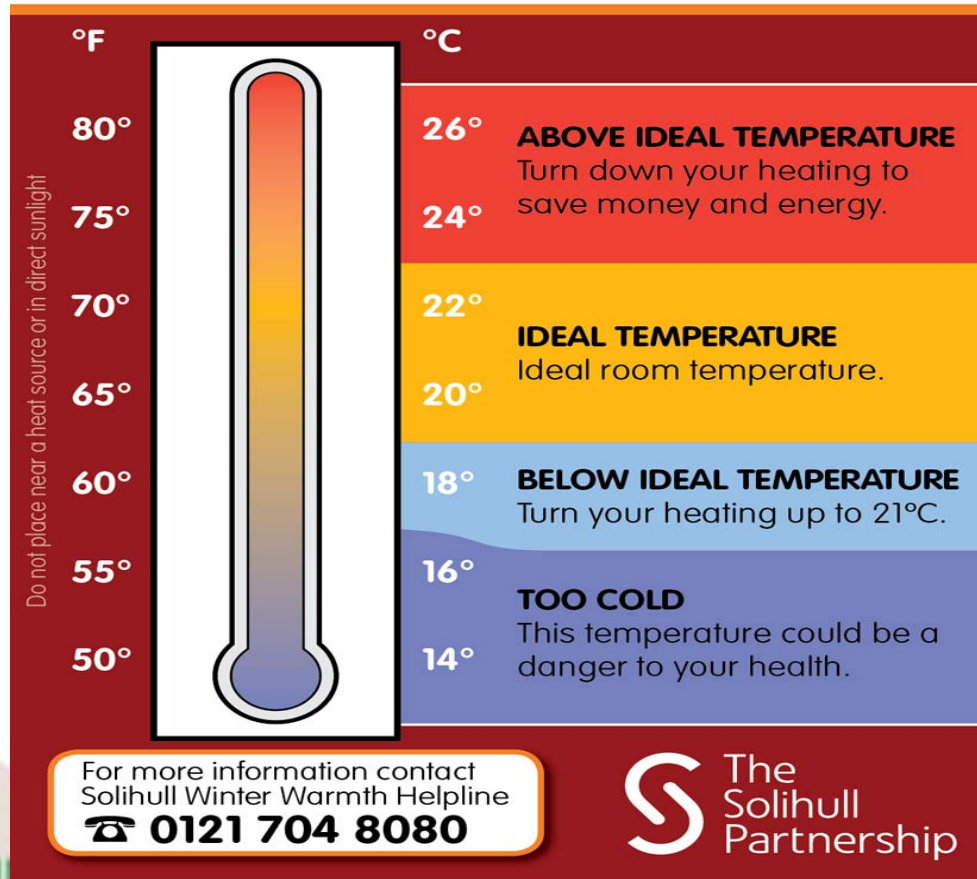
- Employment and Learning Roadshows.
- Work Clubs.
- Outreach (including 1:2:1 support).
- Working with providers to influence learning delivery.
- Ensuring residents get the most appropriate service to help them into employment.
- Contact details – 0121 704 8098 or email [employmentteam@solihull.gov.uk](mailto:employmentteam@solihull.gov.uk)**

# Winter Warmth Campaign



## Winter Warmth

Keeping Solihull Warm



# The Credit Union

- Helping low income households save and access affordable credit
- Increasing collection points
- Promote as an alternative to payday loans or loan sharks
- The Credit Union is a good proposition for all

# Money Advice Points

- ❑ A “one stop shop” for advice on employment, money, welfare benefits and family information services.
  
- ❑ Advisors - CAB, Employment Team, Income and Awards and Family Information Services.
  
- ❑ Workshops will take place;
  - ❑ **Chelmsley Wood – 1<sup>st</sup> Friday of each month**
  - ❑ **Smiths Wood – 3<sup>RD</sup> Wednesday of each month**

# Action against Poverty

- ❑ For more information; [aaps@solihull.gov.uk](mailto:aaps@solihull.gov.uk)
- ❑ [www.solihull.gov.uk/moneycounts](http://www.solihull.gov.uk/moneycounts)
- ❑ See our top ten tips leaflet for useful contacts



# Action against Poverty

- Which actions are most important to your area?
- What do you feel you could do as a group to help tackle local poverty?

**Notes of North Solihull Partnership Forum Meeting  
held on Thursday, 7<sup>th</sup> July 2011  
at the Onward Club, Chelmsley Wood Town Council**

**Attendees:**

Sarah Barnes, Solihull Partnership (Chair)  
Becky Ayres, North Solihull Partnership  
Anna Bond, North Solihull Churches Together  
Ronnie Cashmore, Roach Close & Pike Drive Residents' Group  
Kieran Dooley, Fordbridge Town Council  
Wendy Evans, Solihull Partnership  
Cllr Alwyn Doyle, Fordbridge Town Council  
Steven Hayes, CENTRO  
Christine Hopkins, Craig Croft Residents Implementation Group  
Jacqueline Jones, West Midlands Fire Service  
Eric Knibb, Castle Bromwich Community Project  
Gordon Lewis Roach Close & Pike Drive Residents' Group  
Alison Lush, Neighbourhood Manager  
Linda Nasreisfahany, Chelmsley Advice & Resource Agency  
Dave Pinwell, SUSTAIN  
Keith Portman, W M Police  
Cllr Linda Poulson, Bickenhill Parish Council  
John Riordan, Castle Bromwich Parish Council  
Sara Rooney, Solihull MBC  
Jim Sinnott, W M Fire Service  
Kerry Turner, CAB Solihull  
Jim Wallace, W M Police  
Rev Albert Watson, New Testament Church of God and Kingshurst Development Trust  
Tina Williams, Chelmsley Advice & Resource Agency

**Apologies:**

Dave Dixon, Safe & Sound  
Alvin Follows, Kingshurst & Babbs Mill RIG  
Cllr David Jamieson, Kingshurst & Fordbridge Ward  
Terri Knibb, Castle Bromwich Community Project  
Alan Laight, Marston Green Residents' Assoc  
Parkhall School  
Ian Reece, Bacons End Residents' Assoc  
Cllr Ted Richards, Castle Bromwich Ward  
Neil Roberts, Chelmsley Baptist Church  
Cllr Nick Stephens, Chelmsley Wood Ward  
Phil White, Castle Bromwich Lions

**1. Welcome and Introductions**

Sarah Barnes welcomed everyone to the fourth meeting of this Forum and introductions were made around the table.

**2. Notes of Meeting held on 16<sup>th</sup> March 2011 (as distributed)**

The notes of the March meeting were approved and updates given as follows:

- Page 3 (Item 4): The intergenerational C4U event held on 25<sup>th</sup> March was a great success. One next step is to form a steering group to look at the possibility of developing an

Adventure Playground on land by Castle Bromwich Hall Gardens. If we can reach some agreement the idea is for young people to be involved and working along side older people to design and make the playground happen. Age UK also interested in working with Young People to record oral histories and research information / design Interpretation Boards for the conservation area. Other ideas are under consideration, eg. cookery and dance. It is hoped that these initiatives will develop positive relationships between the generations.

### **3. Transport**

At the first meeting of this Forum, access to transportation had been raised as a major issue. Steven Hayes from CENTRO gave an update on changes made to services since March 2011, following a consultation process held in 2010. Recent changes had increased the frequency of buses on certain routes eg. 14, 55, 97. Route 73 now provided a direct link between Chelmsley Wood and Sheldon, and route 71 now travels to Heartlands Hospital.

In response to concerns about safety on buses, Steven stressed the importance of the public reporting incidents of crime and anti-social behaviour, as policing on buses is intelligence led..

Anna Bond commented on the unreasonable length of the bus journey from Chelmsley Wood to Solihull. Steven responded that any commercial operator would want to pick-up customers at as many places as possible along the route but that he will be exploring scope to provide a fast direct service, perhaps a couple of times per day, working with local businesses.

Responding to other questions, Steven confirmed that not all employees of bus companies use the bus services they provide, but did do so for planning purposes. Also discussed was the provision of bus services for people working in Coventry or Nuneaton and the role of Warwickshire Council (subsidies affected by financial cuts). CENTRO are aware of the difficulties caused when services don't match local job vacancies and are therefore trying to improve train links and bus services to the Business Park, Hams Hall and Airport. The issue of services for airport workers on late/early shifts was raised; Stephen replied that although this was not easily resolved he expected some good news in the next few months.

The possibility of re-introducing bus conductors (to offset anti-social behaviour and increase usage in the evenings) was discussed but it was stressed that service providers had a duty for employee safety.

Steven confirmed that CENTRO were aware of road safety issues arising from buses resting in Pine Square and were exploring addressing this by introducing a traffic regulation order via the Council as they had done in Walsall. Issues about poor queuing discipline at bus stops in the centre of Birmingham may be resolved when bus stops are revamped following an extension to the Metro (through Corporation Street).

Sarah Barnes asked Steven if members present could do anything to help with the issues discussed and said he replied that CENTRO welcomed suggestions and all feedback.

Christine raised an issue about the bus lanes introduced around the NEC and Airport. These are not well signposted, particularly the bus only right turn at the bottom of Coleshill Heath Road. Alison said that this has already been raised with the Highways team and that they were looking at signage. Linda Poulson said that from August it will be illegal to use bus lane to turn right.

The group thanked Steven for his contribution to the meeting.

### **4. Community Safety**

Operations Commander, Jim Sinnott, from the West Midlands Fire Service gave a presentation on the main findings from Solihull Community Safety Partnership's assessment of crime and anti-

social behaviour in Solihull. The Safety Partnership being made up of representatives from the Police, Fire Service, NHS, Probation, Borough Council, etc. with the aim of listening to the community, assessing and planning resources, targeting efforts in respect of priorities and responding to the tightening of resources.

Attention was drawn to the Borough-wide achievements:

15% reduction in serious acquisitive crimes; 6.5% reduction in serious violent crimes; reduction in arson-related incidents; reduction in deaths and serious injuries on the roads.

There are to be enhanced programmes aimed at:

redesigning alcohol services; reducing re-offending strategies for domestic abuse; redesigning anti-social behaviour processes; multi-agency case management of offenders.

It was noted that for this geographical area (North):

- total recorded crimes had fallen by over 4% (211 victims) – bucking local trends in Solihull;
- the perception of anti-social behaviour (ASB) is improving;
- successes in tackling problems associated with Bosworth Drive (crime and ASB reduced, Prince Hal has shut);
- 4 neighbourhood partnerships established to engage communities.

Issues remaining in the North:

- criminal damage and ASB are double that of Solihull generally;
- criminal damage and ASB account for 2/3rds of crime/disorder in this area
- crime is highly localised (levels of deprivation and the local environment are key determinants);
- Hurst Lane North is ranked highest in Solihull apart from the Town Centres and retail parks for business robbery, fraud, theft from shops and vehicle crimes.

Following the presentation there were 2 group discussions about on the information provided, asking what it feels like in your area, and what to do about it. Comments from the 2 groups were:

**Group 1:**

The group did not recognise the picture that the data painted, and were keen that it was the local communities that should be informed the Community Safety Partnership's response to crime in the area. However we are not good at acting on the information or giving feedback. As organisations we need to get better at this.

The main concern was Anti Social Behaviour. While considering this 3 themes came from the discussion: litter, alcohol use in public places by adults as well as young people and the need for more 'amenities' for families as well as young people

A number of ways were identified to address this including:

- Opportunities to develop pride in the community – environmental champion role.
- Intergeneration opportunities – understanding issues from a different perspective.
- Needing to encourage people to report incidents to the Police and improving confidence that it will be dealt with.
- Alcohol use and licensing, shops selling alcohol to adults for young people.
- To develop the ex Bennett's Well school site to provide allotments, space for rounders, basketball etc as well as a building for people to meet.

## **Group 2:**

Some of the people in the group felt that there was little issue with crime and anti-social behaviour where they live but others in the group had witnessed problems with petty vandalism and anti-social behaviour. There was agreement that the data showing that 2/3<sup>rd</sup>s of crime and disorder in North Solihull was criminal damage and anti-social behaviour felt about right.

Getting people to take responsibility for what happens where they live / mobilising communities is vital. Neighbourhood walkabouts involving Police, other partners and residents can be a really good way of getting this involvement. There is also a need to build understanding between generations, building trust and self confidence.

Some people are still afraid to report anti-social behaviour due to fear of reprisals. We need to stress 'no threat' ways of reporting it.

There is an issue about awareness of what's available in the area for young people to do – there is a lot but often people don't know about it.

There is an issue about the appearance of regeneration areas and the area next to the Kentucky Fried Chicken in the Town Centre. This can encourage further problems.

The traditional way that the Police and partners have tackled problems has tended to shift problems elsewhere rather than cure them. We are now trying to tackle the underlying causes and the way that Bosworth Drive has been dealt with is an example of this.

Sarah thanked everyone for their feedback, which would be added to the views received from other Forums and reported back to the Community Safety Partnership.

## **5. Partnership Forums : Review and Development**

Sarah Barnes had previously circulated a document reviewing the first year of this Forum. Issues discussed so far had included Solihull's Draft Development Framework, Healthier Lifestyles and Community Safety.

Sarah invited views on how the Forum should be developed and proposed the election a Chair and Vice-chair, and, opening these meetings to the public. Following discussion, it was agreed to continue as at present and consider local chairing at a future date or chairing by a 'local champion' when a particular issue is discussed.

The meeting was not in favour of holding public meetings as it was felt that this would encourage the discussion of an individual's problem. However, it was suggested that an 'annual public' meeting may be useful for a specific issue.

Finally, suggestions for agenda items for future meetings included:

- i. support to businesses;
- ii. what is the Big Society, how to react to it, links to volunteering;
- iii. building pride in and changing negative perceptions of the area;
- iv. action being taken to try to reduce poverty among residents.

## **6. Close**

It was agreed that the next meeting would take place on **Thursday, 27<sup>th</sup> October 2011** (venue to be confirmed). Sarah requested that any further suggestions for items to be added to the

next agenda be sent to Hannah Colson ([hcolson@solihill.gov.uk](mailto:hcolson@solihill.gov.uk)). She then thanked everyone for attending and distributed feedback forms for completion.

Since the meeting, Sarah has been asked to notify Forum members that consultation started on 6<sup>th</sup> July for the Gypsy and Traveller Site Allocations Development Plan. A copy of the consultation document can be obtained at [www.solihull.gov.uk/ldf](http://www.solihull.gov.uk/ldf) or by ringing 0121 704 6428.

DRAFT

# North Area Partnership Forum

Community Safety, 7<sup>th</sup> July 2011

The Onward Club, Chelmsley Wood Town Council

Jim Sinnott, Operations Commander, West Midlands Fire Service

# The Community Safety Partnership

- ❑ Safer Solihull Partnership – Fire, Police, NHS, Council, Probation and Police Authority
- ❑ What we do
  - ❑ Listen to our communities
  - ❑ Assess need and plan resources
  - ❑ Target Efforts on Priorities of Most Concern
- ❑ Tightening of Resources



# 2010 Progress on Priorities – Borough Wide

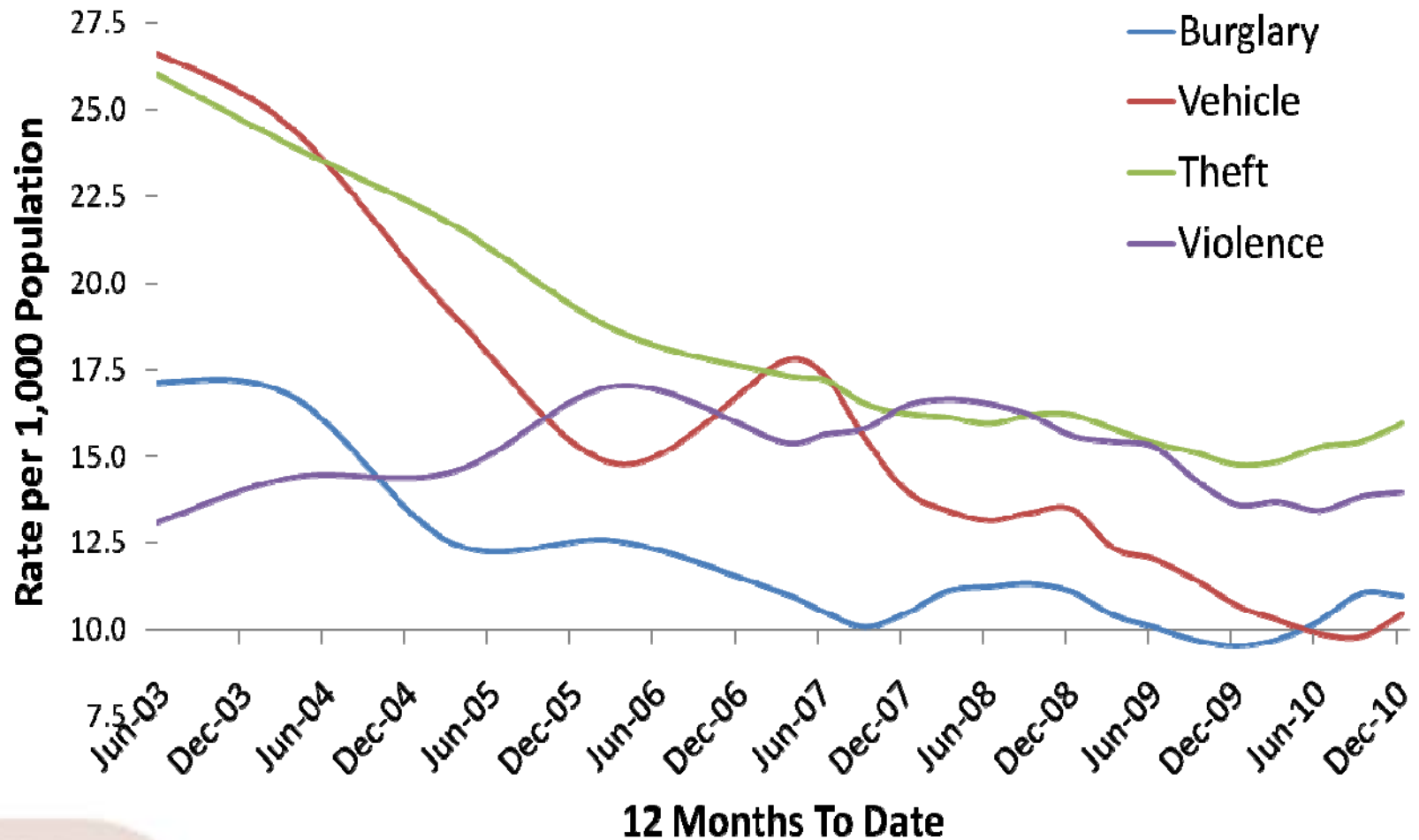
## ❑ Achievements

- ❑ 15% Reduction in Serious Acquisitive Crime
- ❑ 6.5% Reduction in Serious Violent Crime
- ❑ Reduction in Arson-Related Incidents
- ❑ Reduction in Killed & Seriously Injured on Roads

## ❑ Enhanced Programmes

- ❑ Redesign of the Alcohol Service
- ❑ Domestic Abuse & Reducing Re-offending Strategies
- ❑ Partnership Redesign of Anti-Social Behaviour processes
- ❑ Multi-Agency Case Management of Offenders

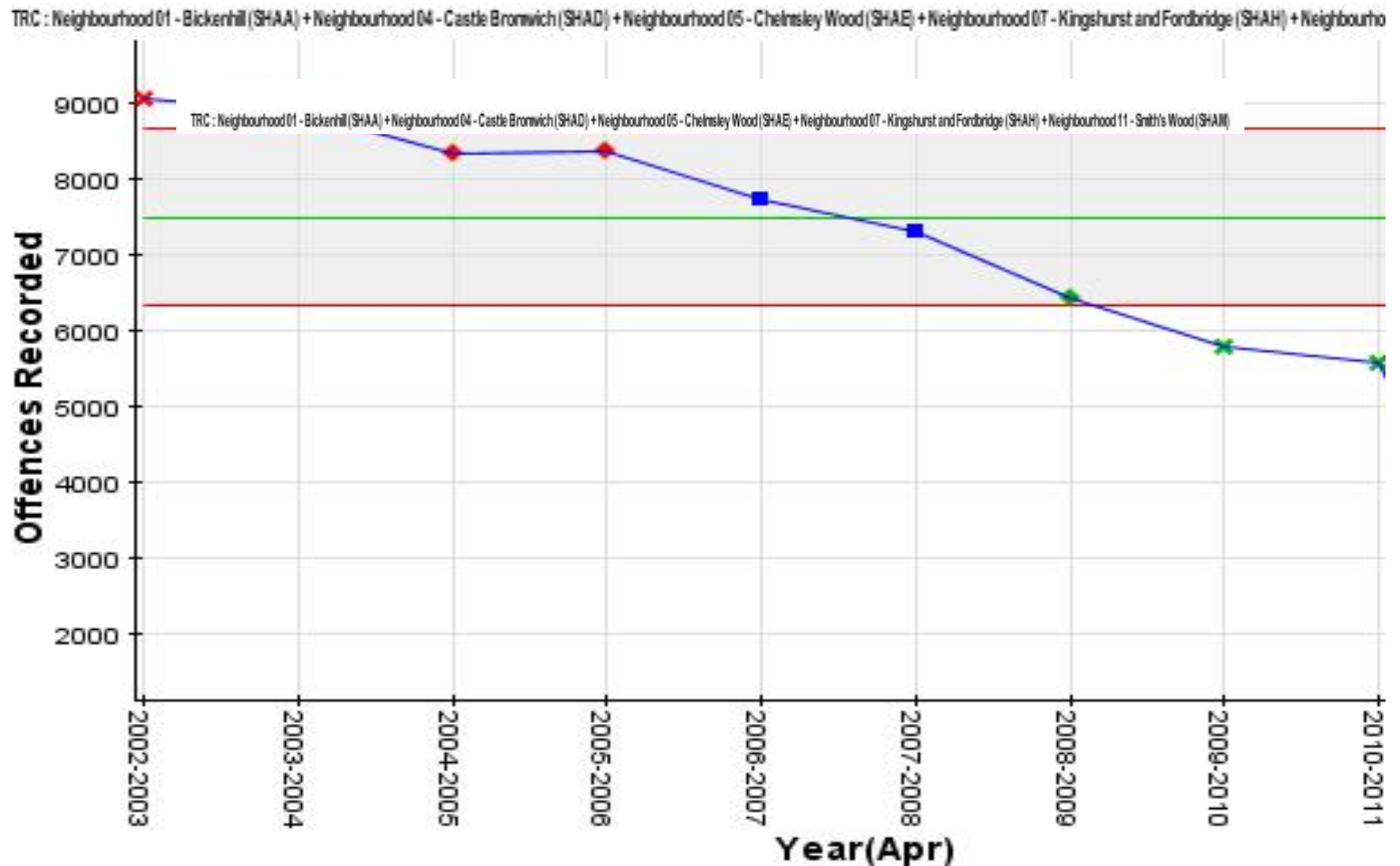
# What Some of Our Data Tells Us



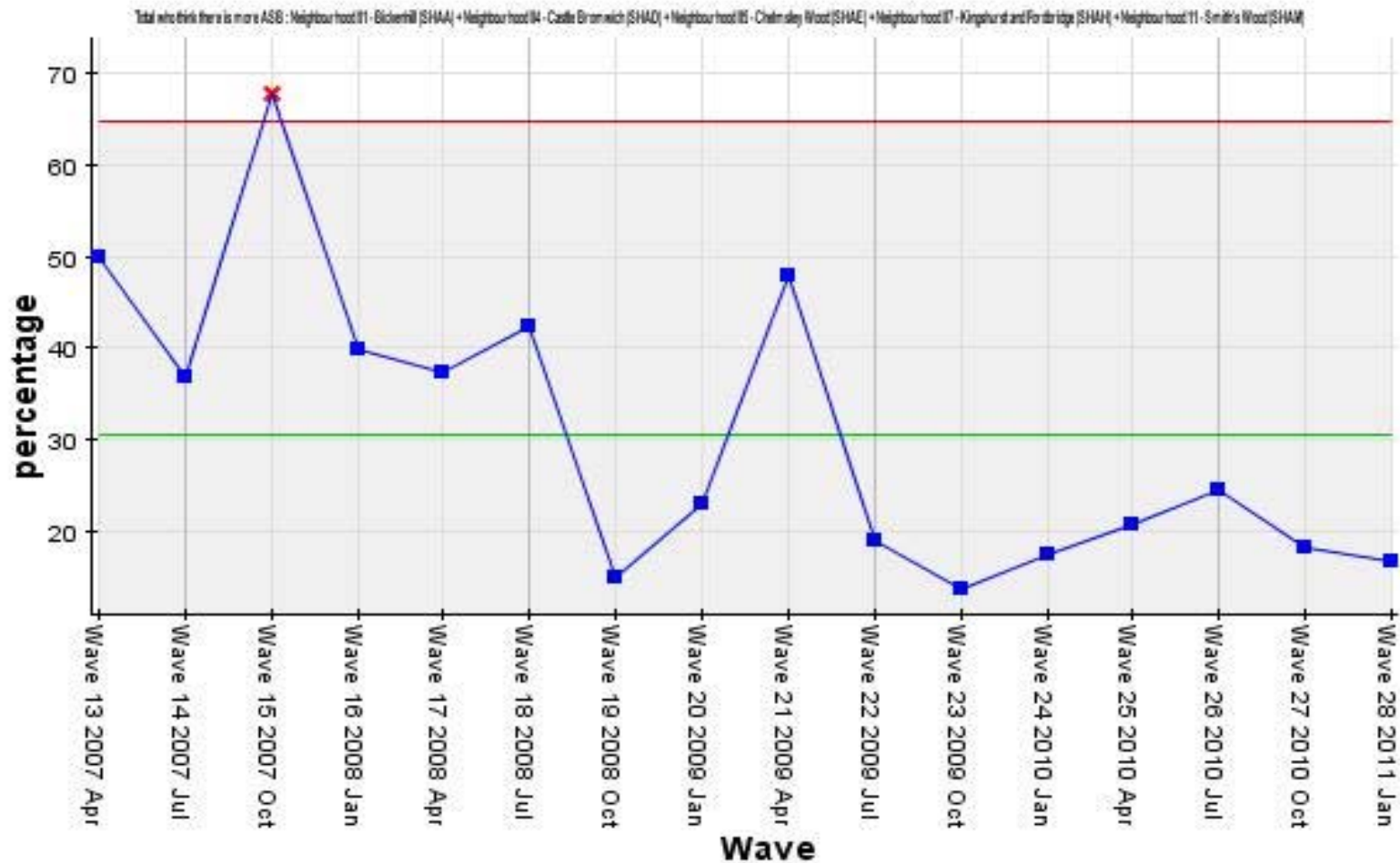
# North Solihull Progress

- ❑ Total Recorded Crime fell by 211 victims (over 4%) from 2009/10 to 2010/11 – North Solihull bucked local trends
- ❑ Perception of Anti Social Behaviour is improving
- ❑ Success in tackling Bosworth Drive problems (The Prince Hal is shut; real involvement from the community, crime and ASB are down)
- ❑ Engaging Communities in Tackling Crime and ASB
  - ❑ 4 Neighbourhood Partnerships established

# Total Recorded Crime – Northern Wards



# Perception of ASB – Northern Wards

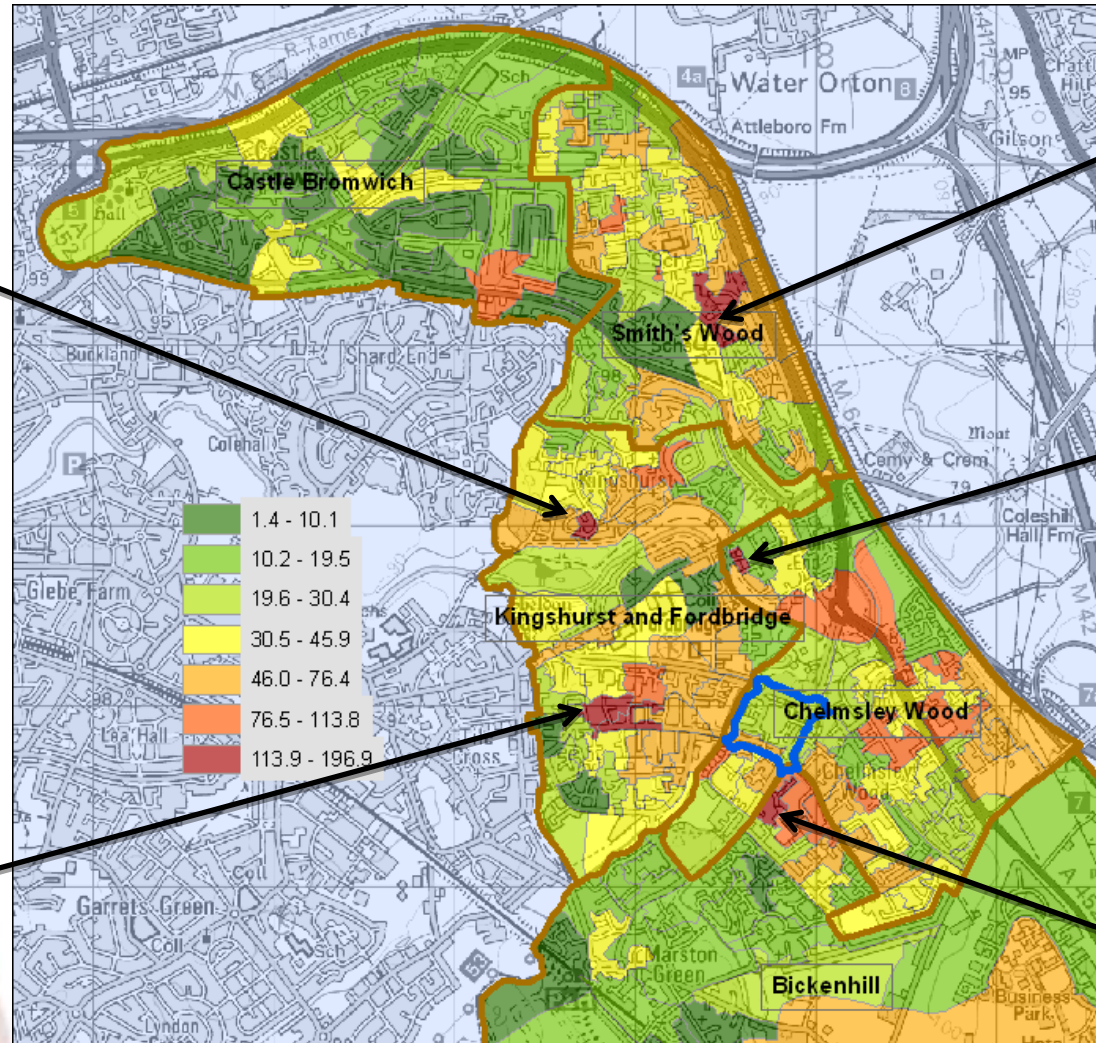


# North Area Issues

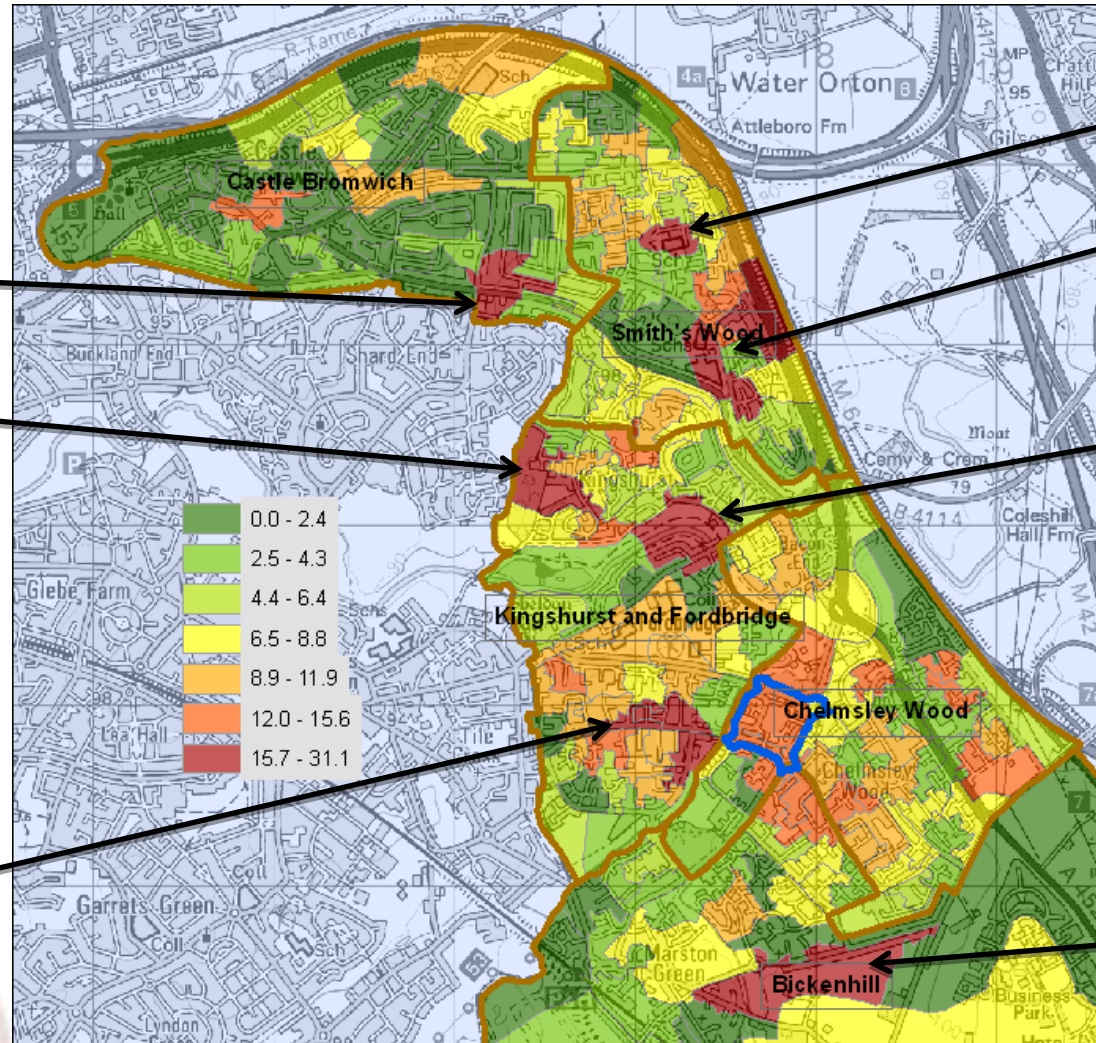
- ❑ Criminal Damage (including Arson) and Anti-Social Behaviour rates are more than twice as high as Solihull
- ❑ Accounts for 2/3rds of Crime & Disorder in North Solihull
  - ❑ Including Drug Offences and Violent Crime - 80%
- ❑ Highly Localised (Deprivation and Local Environment)
- ❑ Hurst Lane North is ranked highest in Solihull for Business Robbery, Fraud, Theft from Shops & Stalls and Vehicle Crime



# ASB, Criminal Damage, Arson & Drugs



# Robbery, Theft Person & Violent Crime



Hurst Lane North

York's Wood

Bosworth Drive

Kingfisher Drive

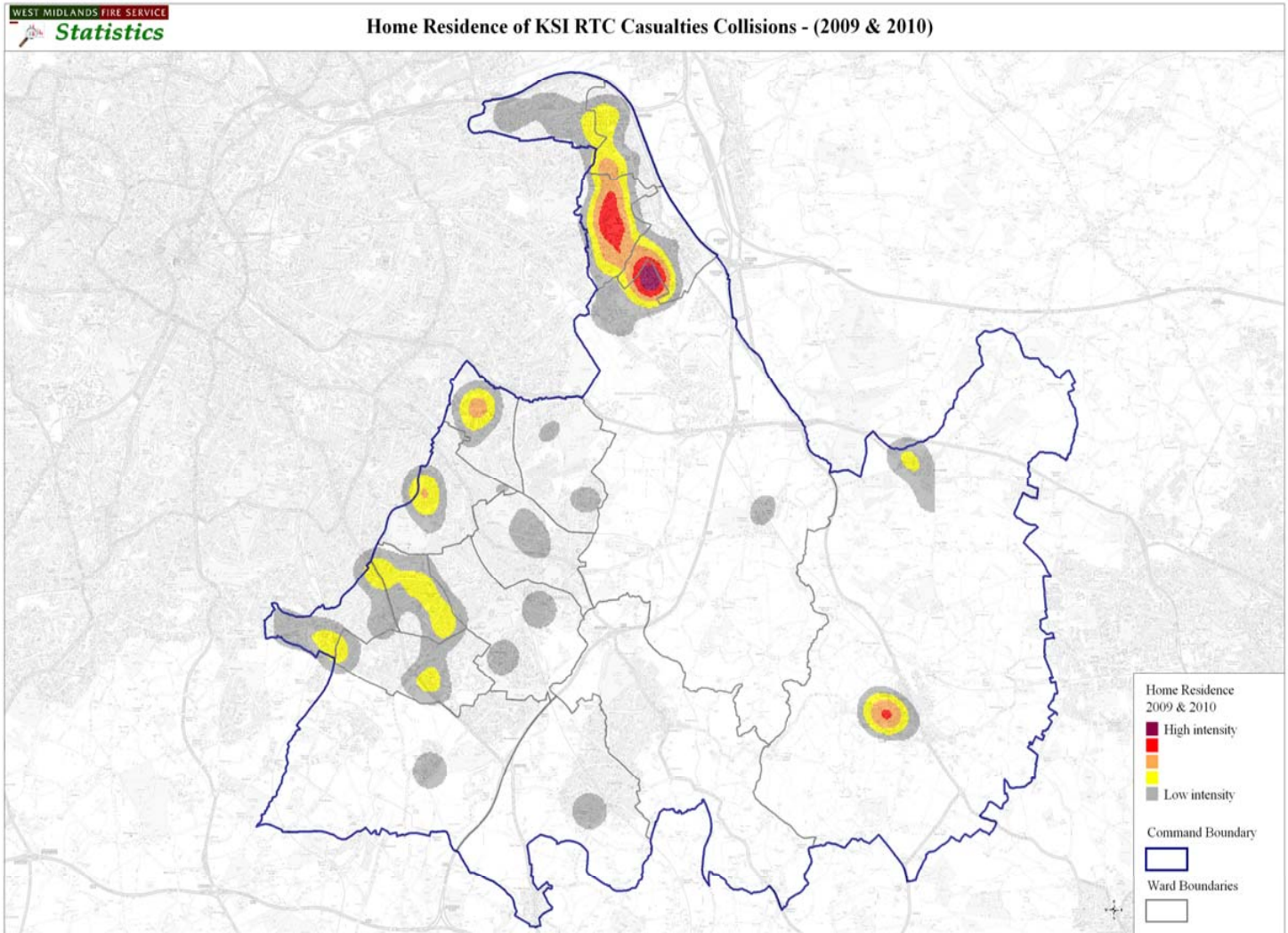
St. John's

Babb's Mill

Coleshill Road



# Road Traffic Collisions



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14.03.2011, LN

# Discussion

- 1) Is that what it feels like in your area?
- 2) What do we do about it together?

**Castle Bromwich, Smiths Wood, Kingshurst, Fordbridge, Chelmsley  
Wood & Marston Green Partnership Forum  
Thursday 7<sup>th</sup> July 2011**

**Partnership Forums – End of Year 1 Review**

**1. Purpose**

- 1.1 To review what this Partnership Forum has done in its first year and discuss how you want the forum to develop in future.

**2. Background**

- 2.1 On 22<sup>nd</sup> April 2010 the Governing Board of the Solihull Partnership decided to establish 4 local Partnership Forums, one covering this area, one covering the rural south and east of the Borough, one covering Shirley and St Alphege and one covering Lyndon, Elmdon, Olton and Silhill.
- 2.2 The purpose of the Partnership Forums is to communicate and consult about the work of the Solihull Partnership with a variety of local stakeholders – elected Members, Parish Councils, residents groups, business and faith group representatives. The intention is that the dialogue taking place through Partnership Forums will inform the Partnership's priorities and help to ensure that we are working together effectively to achieve these priorities.
- 2.3 Now that the forums have reached the end of their first year of operation, it is a good time to look at whether they are achieving their aims and how they should develop going forward.

**3. Review of First Year**

- 3.1 Tonight's meeting is the 4<sup>th</sup> meeting of this forum and you have met three times previously:
- The first meeting (July 2010) was mainly about identifying local issues.
  - The second meeting (November 2010) focused on Solihull's draft Care Strategy and what that might mean in terms of housing, jobs etc.
  - The third meeting (February 2011) looked at various services that are encouraging people to live healthy lifestyles.
- 3.2 A list of issues you have identified and the action taken to date is attached.
- 3.3 The majority of people who participated in the Partnership Forums appear to have found them useful. Some of the comments made by people who have been to forum meetings have included:
- “The forum will provide opportunity to voice issues which concern the residents I represent and it opens opportunities to pursue many issues which otherwise would be difficult as just one agency”.
- “Very informative, not a talk shop which it could easily have been. A positive and good meeting”.
- “I am pleasantly surprised! I learnt a great deal”.
- 3.4 From the feedback, participants appear to have found the first meeting where we identified the key things that we want to work on together the most useful and the third meeting (Healthy Lifesyles) the least useful due to the high volume of material presented and limited time allowed for discussion.

- 3.5 The level of involvement from ward Councillors, resident groups and public sector partners (Police, health etc) in this forum has been very good. The level of resident group involvement in particular is the best of all 4 forums across the Borough. There are, however, some, stakeholders who are not so well engaged and we need to address this; for example, we need to do more to engage schools, some Parish Councils and church groups.
- 3.6 From a Solihull Partnership perspective, the Partnership Forums are achieving the aims that we set for them. The forums have:
- **Provided an opportunity for information exchange and dialogue about the work of the Solihull Partnership and local partners.**
  - **Influenced the Partnership's priorities.**
  - **Identified how common issues for the locality can be addressed.** For example, discussions at a forum meeting about resident's needs for advice services and the best way of providing led directly to the introduction of Citizen's Advice Bureau surgeries at GP practices in Lyndon, funded by the GP commissioning consortium.
  - **Provided an opportunity to consult stakeholders about proposals affecting the locality.** For example, the forums provided a valuable opportunity to bring a variety of stakeholders together in each locality to explore the implications of the proposal in the draft core strategy of the Local Development Framework.

#### 4. Recommendations for Future Development

- 4.1 For the forum to be sustainable and useful in the long term, you need to be directing your own agenda and actively working together to tackle local issues. Recommendations to help achieve this are:
- (a) **Electing your own chair and vice chair.** To date, the meetings have been chaired and facilitated by staff from partner organisations chosen for their community engagement skills. It is suggested, however, that for your long term sustainability, the forum needs to elect your own chair and vice chair who can then work with the staff supporting the forums to shape your agenda. We will provide appropriate support to chairs e.g. briefings and access to training and will also continue to send out the agendas and take the notes. It is suggested that we seek nominations for chair and vice-chair before the next meeting (to be held on 27<sup>th</sup> October) and carry out the elections of chair and vice-chair at this meeting.
- (b) **Make the meetings open to the public and publicise them.** We have always wanted these to become public forums but we decided to allow them to develop and mature for a period first. The format would need to be adapted to facilitate public engagement e.g. by introducing a question and answer session at the start before moving onto a pre set agenda which could either be open or closed.
- 4.2 You are also asked to consider which common issues you would like to tackle at future meetings. Some possibilities include:
- Building pride in the area and a distinct sense of identity.
  - Giving young people a voice.
  - How we increase community involvement and volunteering.
  - Sharing experiences and ideas from community led projects in the area.
  - How partners are working together in Solihull to tackle poverty.

## North Partnership Forum – Issues Identified

Issue	Proposed Action
Transport, especially to employment, is a huge issue.	Discussed at Nov 10 meeting. Follow up with CENTRO at July 2011 meeting.
Need to be imaginative and exploit opportunities to create more employment in the area e.g. make use of empty shops, hold farmers markets and craft fairs in the Town Centre.	Opportunities to make more of the Town Centre are being explored with the owners through the Town Centre partnership group.
Need for intergenerational work, bringing communities together.	At the March 11 meeting, Terrie Knibb reported on the work of the C4U group and the intergenerational event being held on 25.3.11. It is suggested that we revisit this at a future meeting to see how it's going and what partners can do to help.
Need to foster pride and a distinct sense of identity in the area	Establish a sub group of interested people to come up with some ideas that could then be discussed at a future meeting.
How we can give young people a voice?	Suggested topic for a future meeting. Young people's groups to be asked to feed in to this discussion.
Look at promotion of healthy lifestyles, given the data which shows that lifestyle related diseases are particularly prevalent in the area.	Discussed at meeting on 16 <sup>th</sup> March 2011.
<p>Support for businesses in north Solihull. Ideas included:</p> <ul style="list-style-type: none"> <li>- A mentoring scheme where businesses with an advice need are matched with a business with experience of that issue.</li> <li>- Use of redundant school space on a temporary basis by businesses e.g. for storage.</li> <li>- A central place providing scanning, photocopying etc (social enterprise?)</li> <li>- Publicise what is available for businesses</li> <li>- Publicise the Business Directory on the Solihull for Success website</li> </ul>	<ul style="list-style-type: none"> <li>- Community groups in Castle Bromwich beginning to try this. Terrie Knibb to share experience at a future meeting</li> <li>- Empty buildings prone to vandalism so we have preferred to demolish them but we are exploring how we can use fields for recreation.</li> <li>- SWANN (Smith's Wood) have secured funding for a photocopier and may be able to offer services to others.</li> <li>- Self employment workshop / fairs to be held.</li> </ul>

**Minutes of the Castle Bromwich, Chelmsley Wood, Kingshurst &  
Fordbridge, Smith's Wood and Marston Green Forum Meeting  
held on Wednesday 16<sup>th</sup> March 2011**

**Attendees:**

Paul O'Reilly (Chairman), West Midlands Police  
Sarah Barnes, Solihull Partnership  
Melanie Lockey, Solihull Partnership  
Kate Baldwin-Millington, Age UK Solihull  
Kieran Dooley, Northern Alliance  
Chris Field, CENSUS  
Jacqueline Jones, West Midlands Fire Service  
Audrey Kavanagh, West Midlands Police  
Alex Johnson, C4U  
Terri Knibb, Castle Bromwich Community Project  
Alan Laight, Marston Green Residents  
Alison Lush, Neighbourhood Manager  
Claire Milican, SUSTAIN  
Dave Pinwell, SUSTAIN  
Cllr Linda Poulson, Bickenhill Ward  
Cllr Ted Richards, Castle Bromwich Ward  
Cllr Michael Robinson, Castle Bromwich Ward  
Gail Sleigh, Castle Bromwich Conservative Group  
Cllr Robert Sleigh, Bickenhill Ward  
Harpreet Sohal, Solihull SUSTAIN  
Cllr Nick Stephens, Chelmsley Wood Ward  
Alyson Thompson, CENSUS Area Manager  
Alison Trout, Solihull Care Trust  
Kerry Turner, CAB Chelmsley Wood  
Pastor Albert Watson, New Testament Church of God  
Phil White, Castle Bromwich Lions.

**Apologies:**

Ronnie Cashmore, Craig Croft Residents Implementation Group  
Cllr Mick Corser, Chelmsley Wood Ward  
Dave Dixon, Safe & Sound  
Becke Ayres & Ian Cox, North Solihull Regeneration Partnership  
Cllr Alf Hill, Chelmsley Wood Ward  
Gordon Lewis, Roach Close and Pike Drive Residents' Association  
Tony Morrison, Park Hall School  
John Riordan, Castle Bromwich Council.

## 1. Welcome and Introductions

Paul O'Reilly welcomed everyone to the third meeting of this Forum. He was grateful to see representatives from such a wide variety of local groups and agencies. Introductions were made around the table.

## 2. Notes of Meeting held on 25<sup>th</sup> November (as distributed)

The notes of the meeting held on 25<sup>th</sup> November 2010 at Kingshurst Evangelical Church, were approved subject to the following:

Page 3 **Transport** : The final paragraph be amended to refer to the impact of station parking on surrounding streets.

Matters Arising : Page 2 **Planning for Solihull's Future** : Cllr Poulson reported that Bickenhill Parish Council received 535 responses to their survey and these had been forwarded to SMBC. Spare copies of these responses were available from her.

Sarah Barnes reported that the responses to the consultation on the Emerging Core Strategy are being reported to Councillors during March. Following this, everyone who made a submission would receive an email or letter to let them know where they can see a copy of the report. Later in the year, the draft Core Strategy will be published for comment and it is intended to submit the final version to the Secretary of State in spring 2012.

## 3. 2011 Census

A presentation was given by Alyson Thompson, Census Area Manager, explaining that the Census (taking place on Sunday, 27 March) would need to engage the whole population. In support of national and local press campaigns, Alyson's team have been talking to community groups, libraries, Age UK and to all Forum meetings to emphasise the importance of completing the Census form and the penalty for non-compliance.

In Solihull the main concern was the need to engage with vulnerable residents and to minimise the possibility of bogus officials taking advantage of the Census. From 6<sup>th</sup> April, residents who had not completed the form would be visited by Census staff. The staff would make appointments and would not enter a residents' home ON THEIR FIRST VISIT. The identities of Census employees could be checked via the local police or by ringing the Council's contact centre. All Census staff would carry identity cards and wear high visibility jackets to allay concerns.

Alyson requested that all community groups help to get the key messages out to residents. Alyson's colleague, Chris Field, agreed to provide a simple information sheet for use by local agencies and residents' groups. Completion events would be held on 24<sup>th</sup> and 31<sup>st</sup> March, from 10-6pm at Chelmsley Wood and Solihull Central Library and Census staff would help people to complete the form on-line.

Responding to questions, Alyson explained that forms could be submitted early and would not generate either a further form or a visit from Census staff. All forms would be scanned immediately on receipt (see identity barcode on form). She also confirmed that questions on the form that remained blank (eg.Q17) were included on the form to accommodate the Welsh language.

Alyson agreed to check (for Cllr Richards) why some forms to Birmingham addresses had been sent to named residents and not to the 'occupier'.

Further help and advice available via Alyson's email address: [F104@census.gov.uk](mailto:F104@census.gov.uk).

#### **4. Bringing the Generations Together**

Responding to requests from the last meeting, Terri Knibb and Alex Johnson (representing the C4U Project) gave a presentation on 'Uniting Generations'.

C4U is a new independent community group, supported by the Council's youth service, local policing unit and other local representatives. To overcome complaints from older people, the project endeavours to foster tolerance by contact with young people. It is intended to solve problems and not just identify them.

Phil White explained in detail what the project hoped to achieve and emphasised that both the young and older residents are afraid of crime, often overlooked because of only negative press coverage of the younger generation. A launch event is planned for **Friday 25<sup>th</sup> March** from **4.45-7.30pm** in the **Bluebell Room at Chelmsley Wood Library**. Bookings need to be received by Friday, 18<sup>th</sup> March, and Sarah undertook to circulate Terrie's email address to the groups so that anyone wishing to book a place could do so.

To ensure complete coverage of the issues, the organisers would welcome examples of anti-social behaviour, use of parks, borough wide activities, fear crimes and the building of relationships. Again, any questions should be received by Terri on Friday, 18<sup>th</sup> March. It is planned to include motivational speakers, networking, a Question Time event (as TV programme) and will close with positive examples, eg. graveyard project in Castle Bromwich.

Cllr Robinson pointed out the mental difference between 16 to 18 year olds and the importance of including the 12-14years age range in issues discussed. Other forum members suggested the mentoring of young people by the older residents.

It was agreed that Solihull Partnership would advertise this event and send details to local schools and training agencies.

#### **5. Healthy Lifestyles**

Alison Trout gave a lengthy presentation detailing the range of services that are available in North Solihull to assist residents in improving their health by adopting healthy lifestyles. This included: anti-smoking services, physical activities, drug and alcohol services, weight management, breastfeeding promotion, contraception and sexual health.

Whilst answering questions, Alison reported on combating inequality in service provision (comparison with project in Cornwall, plus the links between social and health issues). Alison also confirmed that information and health statistics are gathered via lifestyle surveys and GP records. She admitted the figures were likely to be higher than recorded for all the issues mentioned, eg. manual workers who smoke are less likely to visit their GP. However, all the data shows that health issues are far more pronounced in the North of the borough and are much higher than the national average.

It was noted that figures from GP's would include residents from areas of Birmingham who are registered with a Solihull GP.

Alison concluded by confirming that from April, the focus for all lifestyle services would be the integration of provision.



Harpreet Sohal explained about the work of the health trainers who are local non-medically qualified people who work with residents to encourage and support them to take steps towards a healthier lifestyle.

Alison Lush talked about the community shop set up by the SWANN group in Arran Way, Smith's Wood. This shop is being used to provide a variety of services that residents have asked for, including some healthy lifestyle services. The feasibility of providing an NHS dentist in Smith's Wood, something residents have requested, is being looked into.

## **6. Agree Date of Next Meeting and Items for Discussion**

It was agreed that the next meeting would take place from 7pm on **Thursday, 7<sup>th</sup> July 2011**, at the Onward Club, Council Offices, Chelmsley Wood.

Having thanked everyone for attending, Sarah requested that any suggestions for items to be added to the next agenda be sent to Sarah Barnes ([sbarnes@solihull.gov.uk](mailto:sbarnes@solihull.gov.uk)) or to Wendy Evans ([w.e.evans15@gmail.com](mailto:w.e.evans15@gmail.com)).

Sarah suggested crime and community safety and the big society could be two possible topics for discussion. Melanie suggested that we would like to hear more about C4U at the next meeting.

Finally, Sarah drew attention to the information already distributed about the **Council's 'Civic Honours' - closing date for nominations Friday, 18<sup>th</sup> March.**

# Communities for You

*Uniting Generations*

C4U

# Who is supporting the project?

C4U is an independent community lead group with representation and support from Solihull Local Policing Unit and Solihull Council's Youth Service

## Local Community

- Young People
- Adult Residents
- Community Groups

## Solihull Council's Youth Service

- Centre Managers  
Castle Bromwich,  
Kingshurst &  
Solihull Youth  
Council

## Solihull Local Policing Unit

- Sgt A Strachan –  
Youth Lead

# Why is Intergenerational Working important?

- To over-come negative stereotyping of young people and older people
- To counter increasing suspicion, distrust and lack of tolerance
- To ease growing concern by young and old about safety
- To encourage contact between generations



# What do we mean by intergenerational?

- “Intergenerational practice aims to bring people together in purposeful, mutually beneficial activities which promote greater understanding and respect between generations.”
- Multi-generational or cross-generational may be a better description

# What do we hope to achieve?

Less intergenerational conflict and misunderstanding

Less fear of crime

Community cohesion


A community that values the contribution of all its members


Better connections and networks


Increased access to positive activities

# Launch Event


## QUESTION TIME

- 
- Refreshments
  - Networking

- 
- Introductions
  - Motivational Speaker

- 
- Myth Busting Quiz

- 
- Question Time Session

- 
- Positive Examples of Intergenerational Working
  - Close



# Panelists will be:

- Anne Brereton – Director for Places Solihull Council
- Nicola Holmes – Solihull Council’s Youth Services
- Chief Inspector Lee Wharmby – Solihull Local Policing Unit
- A representative from Solihull Youth Council
- Beth Mears representing young people



# We need your questions on:



Anti-social behaviour

Parks and open spaces

Activities for people of  
all ages

Fear of crime

Building relationships  
between generations



Solihull   
Care Trust

# Healthy Lifestyle Services - North Solihull





- Health Trainers
- Stop Smoking Service
- Physical Activity
- Drug & Alcohol
- Weight Management
- Sexual Health
- Breastfeeding
- You+ Shop



live  
longer • healthier • happier



Health Trainers

Helping you take steps towards a healthier happier life

Solihull **NHS**  
Care Trust





- *The Health Trainers provide a free and personal service to motivate and encourage local people to make changes to improve their health. They will do this by working on a 1:1 basis with individuals to help them set manageable and achievable goals and agree action plans. The Health trainer will then monitor the individuals progress and adjust and revise goals where necessary.*
- *The service aims to help remove barriers that may be preventing change to encourage more people to stop smoking, increase physical activity and improve their eating habits.'*

# Who can refer and be referred into the HT Service?

Solihull   
Care Trust

## Criteria

- Any client over 18
- Live in North Solihull or is registered with a North Solihull GP
- By self referral, GP, Practice Nurse referral, through You+, or the third sector agencies and groups within the area.

# Evidence for effectiveness of the service

Solihull   
Care Trust

The effectiveness of the service is measured through key performance indicators which include:

- number of clients who have been referred into the service
- number of personal health plans set
- number of clients who achieve or part achieve their goals.





# Client's journey through the service

Client referred into service

Client contacted within 7 days

Initial appointment

Appointment maximum 1.5 hours

- Explanation of the service
- Current lifestyle behaviours assessed
- Action plan
- Set up next appointment (2 weeks)

Follow up appointment

- Assess progress
- Adjust goals if necessary

The HT can work with the client for up to 6 sessions lasting over a 12 month period. In addition to this clients who feel they need extra support with making that first step to accessing a new service the HT can arrange this for them and also go along to the first appointment for support and motivation.



- Health Trainers are not medically trained by background but can offer basic lifestyle improvement messages and signpost to other health improvement services and 3rd sector and other outside agencies where necessary
- HT service can offer home visits where appropriate



# Referral to Health Trainers



## Referral via You+ Shop

Contact on **0800 015 3265**



**Health  
Trainers**

Helping you take steps towards a healthier happier life



# Stop Smoking Service



3rd Floor, Friars Gate

1011 Stratford Road

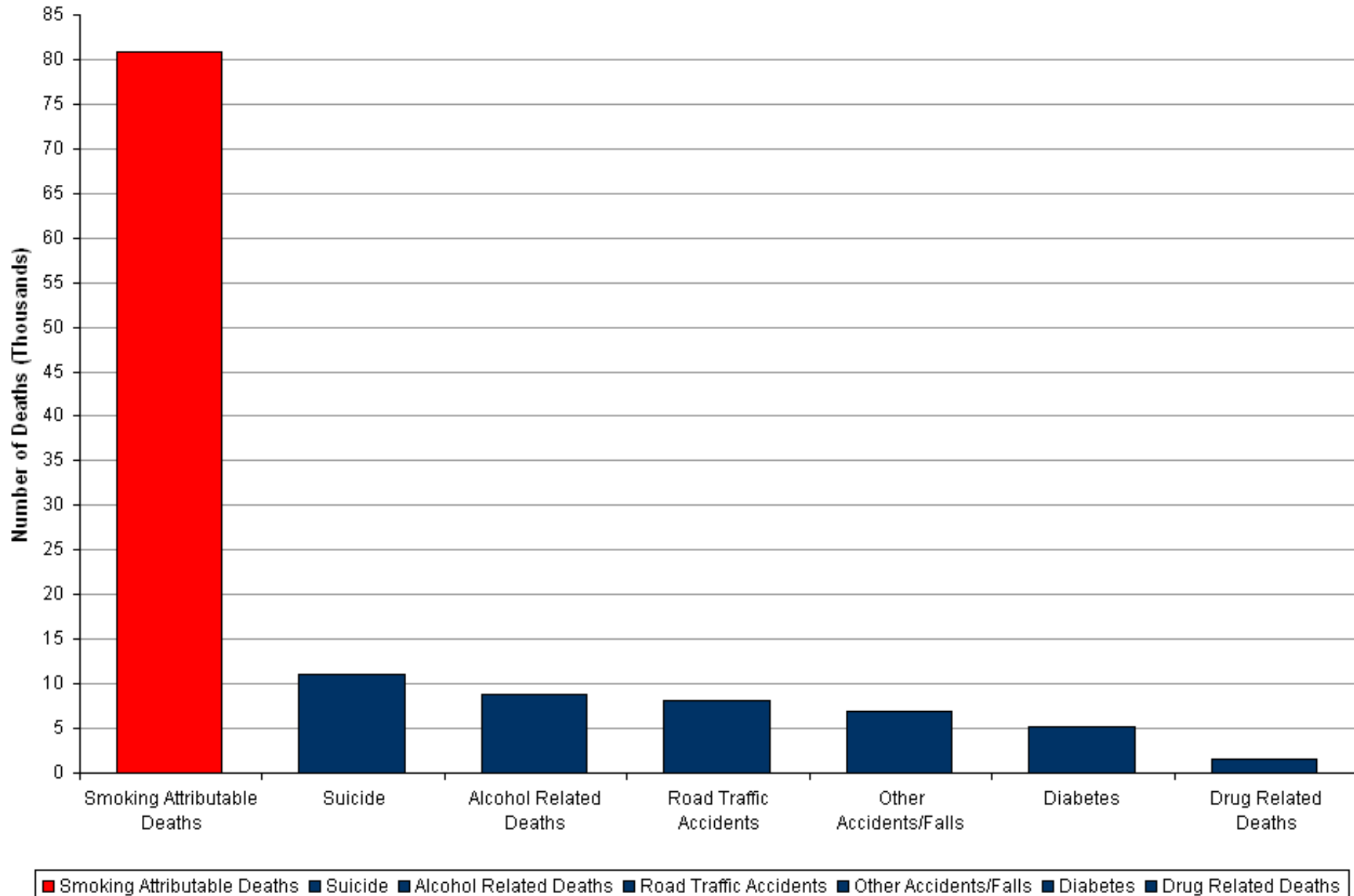
Tel:0121 713 8918

[www.solihull.nhs.uk/stopsmoking](http://www.solihull.nhs.uk/stopsmoking)

alison.trout@solihull-ct.nhs.uk



## Comparison of Preventable Deaths within England



## **NHS Stop Smoking Services in North Solihull**

- Accessible through All GP practices and 5 pharmacies.
- Access from 8am – 10pm Monday – Saturday (limited service providers out of hours)
- Variety of providers (GP; Clinics; Dental; Pharmacy; Community & Business settings; Schools & Colleges)



## Solihull Specialist Stop Smoking Service

### What do we provide?

Specialist behavioural support for smokers who **want** to quit via groups, 1-2-1 sessions, or home visits and access to pharmacotherapies (Nicotine Replacement; Champix or Zyban).

A specialist service for pregnant women and their families and friends.

Provide professional support, training to primary care, other professionals – initial training, refresher training – topic based, in-house, ongoing update training, brief opportunistic advice.

Support to workplaces and the acute sector.



# Treatment Format

- Sessions typically run for 7 weeks.
- On the first week assessment is taken and treatment tailored to need
- Weekly support sessions then follow
- Sessions based on withdrawal orientated therapy.
- Provide access to pharmacotherapy

live

longer • healthier • happier

# Stop Smoking Services in Solihull



Care Trust



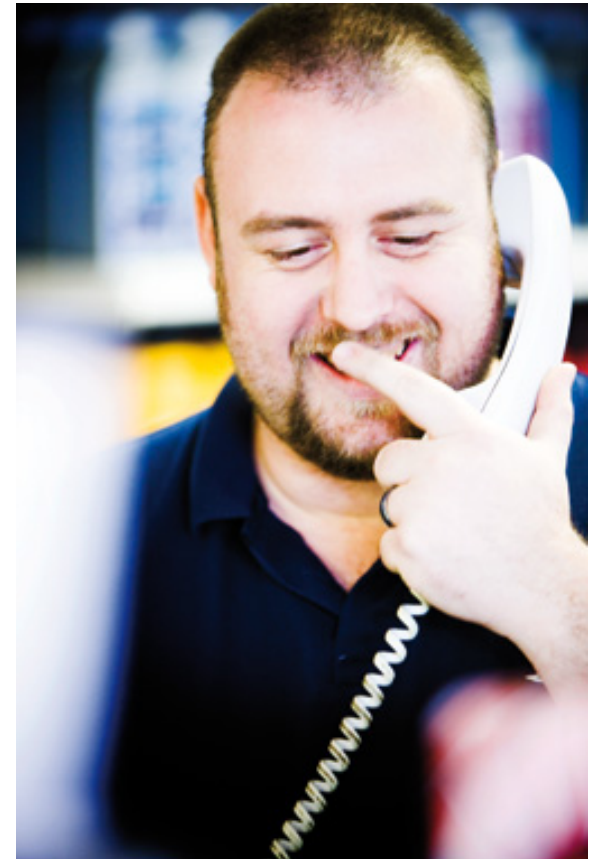




# The Specialist Stop Smoking Service

NHS  
Care Trust

- Alison Trout- Tobacco Control and Stop Smoking Service Manager
- Vicky Masters- Specialist Stop Smoking Advisor for pregnancy
- Carrie Dodwell – Specialist Stop Smoking Advisor (North Solihull)
- Cathy Sinton – Specialist Stop Smoking Advisor (Workplaces)
- Sarah Stables - Specialist Stop Smoking Advisor (Secondary Care & Mental Health)
- Rachel Hinsley - Specialist Stop Smoking Advisor
- Kim Westman - Administrator
- 16 Sessional Stop Smoking Advisors





## Targeted Services

- Routine & Manual Workers
- Young People
- Pregnant Women
- People with a Mental Health Problem





# Referral process



- Client can self refer or referral can be made on client's behalf.
- To refer contact 0800 015 8512







# Physical Activity

Solihull **NHS**  
Care Trust



# Doc Spot (GP Exercise Referral Scheme)

Patients are referred on to the 'DocSpot' scheme via their GP or other authorised health professional in line with identified inclusion/exclusion criteria.

Patients will then attend one of the participating Sports Centres, where they will be assessed by a qualified exercise professional at their initial session.

Following this, a twelve-week programme is designed to meet the patient's individual needs. Participants are expected to pay a minimal cost per visit of £2.25.



# Target Group

- Patients aged 16 and over, that would benefit from regular moderate intensity physical activity ( in line with Government guidelines, to improve (or maintain) their health
- Access through GP's and authorised Practice Nurses via designated referral form.

Inclusion / exclusion criteria apply

- North Solihull Sports Centre
- Times vary per venue, appointments can be booked by contacting the venues directly (details supplied on attached leaflet)
- For further details contact Andrea Muirhead on 0121 704 8551



# Striders & Strollers

- The Striders and Strollers Health Walks Programme provides the opportunity for people particularly older people to participate in gentle exercise and meet new people.
- All walks are suitable for beginners and are led by qualified Volunteer Walk Leaders.



# Referral (16+)

- Client signposted/'referred' to the Striders and Strollers Health Walk Programme usually by a health worker or other individual.
- Self referrals welcome.
- No need to book.
- Client completes an Outdoor Health Questionnaire. Further medical advice may be suggested according to responses gained.

- Walks are free. Arrangements at each venue for refreshments vary but are generally through a donation.
- Solihull Striders and Strollers Timetable available by contacting Becky Glover on 0121 704 8075 or visit:  
[www.solihull.gov.uk/stridersandstrollers](http://www.solihull.gov.uk/stridersandstrollers)



# Step into Solihull



The Step into Solihull Project offers a range of physical activity sessions with a focus on over 45s including; walking (Solihull Striders & Strollers), Tai Chi, EXTEND, and dance.

- Although younger adults are not excluded activities focus on those over 45 years of age.
- No referral form. Self referrals welcome.
- Participants can simply turn up to any session. They do not have to book. They will be required to complete a Health Questionnaire before participating on any session.



# Referral



- Sessions take place throughout the borough in line with Session Timetable.
- Timetable available by contacting Becky Glover on 0121 704 8075





# Other Initiatives



- Cycle Solihull [www.cyclesolihull.org.uk](http://www.cyclesolihull.org.uk)
- Active @ work  
[www.solihull.gov.uk/leisure/activeatwork.htm](http://www.solihull.gov.uk/leisure/activeatwork.htm)
- Solihull Active database [www.solihull.gov.uk/activities](http://www.solihull.gov.uk/activities)

For More information on Solihull Active, please contact:

Angela Gabb , Physical Activity Lead

0121 713 8921



Solihull   
Care Trust

# Drug Services

**sias**

Solihull Integrated Addiction Services







# Adults

Solihull   
Care Trust

The Welcome Centre in Solihull provides treatment for drug users who are over 18.

WELCOME SOLIHULL  
15 LARCH CROFT | CHELMSLEY WOOD |  
SOLIHULL | B37 7UR  
0121 678 4900

Drop-in operates 11am – 4pm  
Operate satellite services throughout the  
borough



Solihull **NHS**  
Care Trust

## Welcome

Starting point for drug treatment and support services in Solihull

Service includes:

- Facilities for all drug users
  - Food and refreshments
  - Shower and small laundry facility
- Drop in centre staff
  - advice on benefits, housing, homelessness, harm reduction, debt management, and many lifestyle issues
- Discuss care plan
  - Treatment available, services available, signposting
  - Keyworker allocated



# Children

Solihull   
Care Trust

- Str8 Up in Solihull provides treatment for drug users who are under 18

Str8 Up

KEEPER'S LODGE | CHELMSLEY ROAD |  
CHELMSLEY WOOD | B37 7RS

0121 788 5390

Str8 [Up@solihull.gov.uk](mailto:Up@solihull.gov.uk)

[www.solihull.gov.uk/health/Str8up.htm](http://www.solihull.gov.uk/health/Str8up.htm)

## STR8 UP

- Provides confidential treatment service for young people using drugs, alcohol or solvent.
- Provides support to young people affected by parental or carer's substance abuse.
- Free to young Solihull residents or who attend a school in Solihull
- Professional can make referral using the Drug Use Screening Tool (available by phoning 0121 788 5390 or at [www.solihull.gov.uk/attachments/DUST.pdf](http://www.solihull.gov.uk/attachments/DUST.pdf) )



# Alcohol Services

Solihull   
Care Trust







# Alcohol Services

- Aquarius is the agency referrals should be made to in the first instance.
- They operate services at:
  - Homer Road in Solihull
  - You+ shop in Chelmsley Wood
  - Some GP practices





# Type of services on offer:



- One to one
- Groups
- Acupuncture
- Family work
- Partners / concerned others

- Clients can self refer or others may refer with consent of client.
- Aquarius carry out thorough assessments and clients can then be referred to The Bridge for detoxification if necessary.
- Referrals can be made by calling:  
0121 711 3732



# Weight Management

Solihull   
Care Trust

weight management services



North

**WMS Solihull**

Supporting you to make healthy choices



# Rationale

- Reduced levels of obesity or as a minimum halting the rise in the proportion of the population who are obese.
- For both adults and children, this will have significant effects in reducing impacts on long term health conditions.
- There will be associated significant reduction in medication cost and costs associated with medical management and admission/ referral to secondary care for those with long term health conditions.

## Size Wise Adult Weight Management Groups

### A 12-week course involving:

- 45 minutes of healthy eating advice followed by a 45 minute beginners exercise class
- Held in a supportive group, run by a qualified dietitian and an exercise professional.
- BMI 25 or over.
- Patients can self refer, but those with certain health conditions will need medical advice before taking part in the exercise class (see website for health screening form).
- For more information
  - Health professionals, contact Lizzie Brown: 0800 015 3265 or [elizabeth.brown@solihull-ct.nhs.uk](mailto:elizabeth.brown@solihull-ct.nhs.uk) .
  - Patients, phone You+ 0800015 3265 to book a place or <http://www.solihull.gov.uk/SizeWise>





# Make & Taste

## **Make and Taste Sessions ( North Solihull)**

- For adults, to help improve basic cooking skills
- To be delivered in children's Centres and other community venues.
- For more information contact You+ on 0800 015 3265 ( Carol or Deborah)



## Adult Weight Management Clinics

- Run by a qualified dietitian
- BMI over 30 ( adults aged 18 and over)
- All practices in North Solihull.
- Referral from GP or other Health Professional via katherine Hughes tel:  
0121 749 2812



# Level 3

## **Children and Families**

### ***Living Well***

#### **Children and Family Community Based Weight Management Program**

- For overweight and obese children in Solihull aged between 8 and 15 years,
  - who feel their life is being affected by their weight
  - who have to buy clothes which are at least 2 sizes larger than their age
- Children attend with a parent
- Families who are keen to make lifestyle changes, self referral or referral from GP or Health Professional.
- Group education and one to one support led by trained trainers who are supported by a team of health care professionals to ensure appropriate medical management and access to other services if required.
- £2.25 per family per session
- Referral via Andrea Muirhead on 0121 704 8551



# Breastfeeding



Breastfeeding has a major role to play in Public Health as it promotes health and prevents disease in both the short and long term for both infant and mother. Evidence shows that Breastfeeding promotes health and reduces health inequalities especially if sustained for six months of life. As well as providing complete nutrition for the development of healthy infants; human breast milk can play an important role in the prevention of disease.



Research indicates that increasing breastfeeding rates could reduce cancers, coronary heart disease and childhood obesity, three of the Government's priority areas for health improvement. Despite the overwhelming health benefits and cost savings the United Kingdom has one of the lowest breastfeeding rates, especially among families from disadvantaged groups and among white disadvantaged young women. This is particularly evident in the North of the borough of Solihull.



The service now offers A/N preparation group sessions in the community, You+ and Solihull hospital and breastfeeding cafes, referred by M/W or self referral where families gain insight and knowledge about breastfeeding and meet a breastfeeding mother/peer supporter.





# Referral

Solihull   
Care Trust

Contact Carmen Baskerville on  
0121 713 8924

Or Elaine Bates on  
07807249055





# Contraception & Sexual Health Service

Solihull   
Care Trust

## Contraception and Sexual Health service

Telephone Advice/Appointment Line:  
0121 705 8737



# Contraception and Sexual Health Clinics (CASH Clinics)

Care Trust

- Clinics are free and confidential.
- All methods of contraception available.
- By appointment only.
- Patients over 25 years require a referral from their GP.
- Patients under 25 years can self refer by calling 0121 705 8737.
- Clinics take place across four sites during the week.
- Evening appointments available.
- Vasectomy counselling/procedure (GP referral required).



# Opening Times

## CASH Clinics (by appointment only)

Grove Road	Craigcroft	Kingshurst	Hurst Lane
MON Morning Clinic WED Morning Clinic Evening Clinic THUR Morning Clinic FRI Morning Clinic	<b>TUES Evening Clinic</b> <b>THURS Afternoon Clinic</b>	<b>TUES Morning Clinic</b>	<b>MON Afternoon Clinic</b>
By appointment only.	By appointment only.	By appointment only.	By appointment only.
0121 705 8737	0121 770 3228 (during clinic hours) 0121 705 8737 at other times.	0121 770 3446 (during clinic hours) 0121 705 8737 at other times.	0121 747 2977 (during clinic hours) 0121 705 8737 at other times.

## Just4You

- Free, friendly & confidential drop in clinics for young people (under 25 years).
- All methods of contraception available.
- Emergency Contraception.
- Condoms.
- Chlamydia Testing.
- Pregnancy Testing.
- Young people can visit alone, with friends, a partner or parents.





# Opening Times

## Just4You Clinics (drop in service)



Grove Road	Craicroft	Kingshurst
MON 3.30-6.00pm WED 2.30-5.00pm SAT 11.00am-1.00pm	THURS 4.00-6.00pm	WED 4.00-6.00pm
Drop in	Drop in	Drop in
0121 705 8737	0121 770 3228 (during clinic hours) 0121 705 8737 at other times.	0121 770 3446 (during clinic hours) 0121 705 8737 at other times.





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## Just4You 2

- Free, friendly and confidential service for college students.

Services include:

Condoms  
Emergency Contraception  
Chlamydia Testing  
Pregnancy Testing  
Contraception



Available to students only at:







## Pregnancy Counselling Service

- Patients who have had a positive pregnancy test or think they might be pregnant and don't know what to do can make an appointment.
- Patients must have a Solihull area GP to use this service.
- By appointment only.
- Available at Grove Road Clinic only.
- Clinics provide a free and confidential service to discuss choices around pregnancy.
- Referrals for termination of pregnancy can be arranged.
- **All** patients requiring this service should contact 0121 705 8737 as soon as possible to arrange an appointment



# Opening Times

## Pregnancy Counselling Service

Grove Road	
TUES	Morning Clinic
THURS	Morning Clinic Afternoon Clinic
By appointment only	
0121 705 8737 (please ask patients to arrange an appointment as soon as possible to avoid delay)	



## Contraception & Sexual Health Service Clinics:

### **Grove Road Clinic (1<sup>st</sup> Floor)**

51, Grove Road  
Solihull, B91 2AQ  
Tel: 0121 705 8737

### **Craig Croft Clinic**

Craig Croft  
Chelmsley Wood, B37 7TR  
Tel: 0121 770 3228

### **Hurst Lane Clinic**

Hurst Lane North  
Castle Bromwich, B37 0EY  
Tel: 0121 747 2977

### **Kingshurst Clinic**

Marston Drive  
Kingshurst, B37 6BD  
Tel: 0121 770 3446



## Contact Details

clinic Contraception & Sexual Health Service  
1st Floor, Grove Road Clinic  
Grove Road, Solihull, B91 2AQ

tel For appointments at all clinics  
0121 705 8737

web [www.j4usolihull.nhs.uk](http://www.j4usolihull.nhs.uk)





# You+ Lifestyle Shop

Solihull  
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*you* +

**Make one small change  
towards a healthier, happier you!**

live  
longer • healthier • happier

you+

Your one stop shop  
for health and advice

Solihull **NHS**  
Care Trust

you+

Your one stop shop  
for health and advice

Supported by your local **NHS**







# What is You+?



You+ shop is a holistic Health and Well-being service which aims at supporting individuals to remain or become Healthy.

You+ Shop is based in Chelmsley Wood Shopping Centre.

You+ aims at:

- Promoting healthier living as a way of life.
- Supporting and empowering individuals (and the wider community) to adopt healthier lifestyle.
- Providing information on health and social services but also facilitating access to services which improve health and well being.

- You+ currently offers services such as:
- Stop smoking clinics
- Weight management
- Alcohol misuse support
- Breastfeeding Advice
- Information and advice for older people & carers (Age Concern, Solihull Carers Centre)
- Health MOTs (including NHS Health Checks)
- Advice and support on Sexual health (Condoms, Pregnancy testing, Chlamydia Screening)
- Health Trainers (Personalised Health Plan to stop smoking, increase physical activity, address alcohol related issues, improve diet)
- Hearing Aid Service
- Enable Solihull (support for people with a disability)

live  
longer • healthier • happier

you<sup>+</sup>

Your one stop shop  
for health and advice

Solihull **NHS**  
Care Trust

Solihull **NHS**  
Care Trust

you<sup>+</sup>

**Make one small change  
towards a healthier, happier you!**

1 Coppice Way  
Chelmsley Wood B664HA  
0800 015 3265  
[www.solihull.nhs.uk/cw](http://www.solihull.nhs.uk/cw)



# SWAN Shop – Healthy Lifestyles Day

**Every Tuesday between 9am – 3.30pm**

- Health Trainer
- Stop Smoking Service
- Weight Management
- Zumba / Salsa – venue tba