

**Draft notes of Lyndon, Elmdon, Olton and Silhill Partnership Forum Meeting
held on Thursday 13th October 2011 at St Margaret's CE Primary School**

Attendees:

Michele Sadler, Solihull MBC (Chair)
Helen Arthur, Governor, Ulverley School
Betty Bancroft, Olton Residents' Assocn
Chris Barguss, Neighbourhood Watch
Barbara Colquitt, Neighbourhood Watch
Cllr Norman Davies, Olton Ward
Marion Dodd, Neighbourhood Watch
Wendy Evans, Solihull Partnership
Barbara Gibson, Neighbourhood Watch
Roger Hancock, Hatchford Brook Churches Together
Joan Hewings, Neighbourhood Watch
Cllr Martin Hewings, Elmdon Ward
Cllr Robert Hulland, Silhill Ward
Jacqueline Jones, West Midlands Fire Service
Mr & Mrs Lesley, Grove Road Patient Partic Group
Melanie Lockey, Solihull Partnership
Karen Marshall, Neighbourhood Watch
Mr & Mrs Nash, Olton Residents' Assocn
Cllr Claire O'Kane, Olton Ward
Jan Phillips, Solihull MBC
Jean Plumber, Neighbourhood Watch
Cllr Glenis Slater, Elmdon Ward
Cllr Teresa Tedd, Lyndon Ward
Derek Tilford, Neighbourhood Watch
Nick Tromans, Solihull Partnership
Jason Ward, Solihull MBC
Shelley Ward, Solihull MBC

Apologies:

Rev Eldridge, Olton URC & Hobs Moat
Alan Frankcom, Neighbourhood Watch
Cllr Peter Hogarth, Silhill Ward
Caroline Naven, Neighbourhood Manager
Sue Phillips, Solihull Care Trust
Rabbi Pink, Solihull & District Hebrew Congregation
Cllr Ken Rushen, Lyndon Ward
Rod Embley, Embley Business Systems (late apologies)

1. Welcome and Introductions

Michele Sadler welcomed everyone to this Forum meeting, particularly new members from Neighbourhood Watch, Parent Governors and Patient Participation Groups.

2. Notes of Meeting held on 21st June 2011 (as distributed)

The notes of the meeting held at Langley Secondary School in June were approved. Matters arising would be covered by the following agenda items.

3. Facilities and Activities in the Area

3.1 Mapping (presented by Melanie Lockey)

Following the last meeting, where it was agreed to look at mapping the range of services in the Wards to make information on local services more accessible, a significant amount of work had been done resulting in the provision of two detailed Ward maps (as tabled for Elmdon and Olton). This mapping was supported by information from Ward members and local residents. In addition to the maps, lists of activities and services were also tabled. It was noted that this mapping exercise was incomplete but should be able to demonstrate how we can move forward.

Melanie demonstrated how to link with the council's on-line Mapping Service via postcodes. This dropdown system (like Google maps) includes a number of services eg. school catchment areas, libraries, post offices. It was proposed to use this on-line system to map the information currently being gathered, but there are still issues to be discussed:

- how can we manage and use this information as a resource;
- how to share it easily – not universal access to Internet;
- what is missing;
- how to keep it up to date and do we have the right information;
- need to acquire permission to publish the information.

Melanie confirmed ongoing discussions with Library Services, which were very positive. She noted:

omissions (police stations, N Watch); additions (community events); the use of email addresses for schools and on-line admissions; concerns about access for the elderly; residents unaware of which Ward they lived in; use of hotlinks to services already available; use of larger versions of the maps to be used in Libraries or other community venues.

Finally, it was stressed that permission to publish had yet to be confirmed, so the information tabled was **not for wider circulation**. Melanie invited further suggestion, which should be sent to Hannah Colson at : hcolson@solihull.gov.uk.

3.2 Provision of Youth Services (presented by Shelley Ward, Head of Youth Services)

Shelley tabled a document detailing the Youth Groups, Clubs and Activities, Sports provision and Music Centre currently provided in Solihull. She will work with the mapping project to include Youth Club, and hopefully will include local events (eg. Black History Month).

Attention was drawn to Youth Centres like Hatchford Brook (page 2) and the large variety of activities it offers (drama, arts, Saturday club for those with learning difficulties etc.). The Centre is also used by a variety of community groups (Carers, Toddlers, Aerobics). Although there are not yet Centres in all areas of the borough, flexible 'mobile' activities and projects are being developed in line with the needs of each particular locality. All the information is available on the council's website. There were also 27 voluntary youth services and projects identified, covering sports, dance/drama, scouts/guides, boy/girl brigades. In conclusion, Shelley drew attention to the tabled list of events in October and November.

Cllr Davies supported the approach to develop more 'detached youth provision' that is not focussed on Youth Centres. He and other members present felt it important to reach the young people who did not

join such clubs, and the obvious and sensible need to befriend/mentor and encourage them towards leisure activities.

It was noted that the magazine 'Your Solihull' advertised all events, and is the only publication that reaches all households and it was suggested that the circulation could be published more than four times per year.

Further comments and suggestions included:

- that the needs of 'young people' be stressed and not just those of children;
- as disruptive young people interact well with events like 'It's a Knockout', Cheerleading, Climbing Walls, it was essential that at such events the names of those interested be taken and followed-up;
- extension to the mobile provision and increased use of volunteers to progress suggestions (eg. rapping music, singing);
- need for activities to be free (family budgets tight);
- no mention of activities in Meriden area.

4. Hate Crime Reporting Centres (presented by Nick Tromans, Solihull MBC)

Nick gave a brief overview of hate crime, often known as the *hidden crime*. He emphasised the importance of hate crime because of its affect on victims' families, and the effects on the wider community as well as those relating to the victims themselves. To emphasise the point, he circulated a 'Truths and Myths' quiz, which focussed on the main issue of under-reporting. Nick confirmed the numbers of hate crimes reported in Solihull last year (168); the number of crimes motivated by homophobia (9); those motivated by disability (none). It was noted that there is no recorded category for 'age' related incidents and he agreed to question this with the police. Also discussed was the bullying aspect of hate crime as perpetrated by children. Nick reported that the Partnership has an anti-bullying campaign for schools, which also has a place in the curriculum via Healthy Schools. It was also confirmed that, as with all crime, prosecutions are reliant on a range of evidence to support the burden of proof.

As there is national recognition that the under-reporting of such crimes is an issue, the setting up of Reporting Centres is intended to overcome the many barriers to reporting such crimes (eg. fear of reprisals; court exposure; social embarrassment; fear of wasting police time). This project aims to increase public confidence, raise awareness and provide the opportunity for third-party reporting, plus the opportunity to more easily discuss and report incidents. The 12 month pilot project has been developed in consultation with the police service, and trained staff will be based at 3 CABs, Age UK, Children's Centres, Solihull Enable, You-Plus Centre, Youth Services and Community Housing. Each Centre will offer advice and a victim referral service. The project will be launched soon and details publicised in 'Your Solihull'. The Centres are listed on the council's website.

In conclusion, Nick stressed the need for everyone to be encouraged to report hate crime. He offered to talk to any local groups interested in publicising this issue - email contact : ntromans@solihull.gov.uk.

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 and

Further information on Hate Crime Reporting Centres can be found on www.solihull.gov.uk/hatecrime.

5. Action to Reduce Poverty Among Residents (presented by Jason Ward, Solihull MBC)

Jason set the context for the work that has been undertaken to understand poverty and its affects in Solihull, which is underpinning many of the actions being taken to address the causes and impact on families. He tabled a handout which addressed 'Understanding Poverty', 'Why People fall into that Category', 'Actions being Taken' and a 'Case Study of the Reality'.

Jason quoted statistics taken from research by the Institute of Fiscal Studies (note: Government figures differ and are based on absolute poverty) covering income poverty, how families spend their money, basic needs and material deprivation. It was acknowledged that the causes of poverty indicate issues around low pay, low skills, graduates who cannot find work, temporary work, caring commitments and health issues. In Solihull, independent research had been undertaken with residents, community groups, data on benefits/unemployment, and compared with the impartial statistics from the Institute of Fiscal Studies. Jason confirmed that poverty exists in all areas of Solihull and it is known that poverty leads to a 'label' and wider citizenship becomes muted. The reality of the research shows that poverty can happen to anyone (changes in income levels, loss of work, financial stress and health issues, borrowing/loans). Research also identified the need for a support network (not just family support).

Action taken in Solihull has been based on addressing multiple needs and ensuring that needs are acted on, with the aim of a 'one conversation approach' rather than provision by several different services. Accompanying Jason's handout was a substantial pack of leaflets 'Money Counts' (details also available on www.solihull.gov.uk/moneycounts). Jason suggested that the leaflets be distributed to friends, family and community groups. Information was also provided on the Credit Union which provides financial support and advice along with agencies like Solihull Community Housing, plus the 'Ask Matt' website. Leaflets for the Winter Warmth campaign will also be available at Age UK. An official launch will publicise them further.

Questions arose about the 'Warm Front' project to change heating boilers and what options there will be in the future as this funding has now ceased. Melanie agreed to check if this was ongoing.

Other issues mentioned included:

- personal debt and accessing the people affected;
- reluctance to seek help (social stigma);
- help to reach all people affected by financial problems – not just those who 'shout louder'.

Finally, reference was made to the changes being introduced to the benefits system in 2013 (see Department of Works and Pension website).

6. Identify Items for Discussion at Next Meeting

Michele closed the meeting by thanking everyone for their attendance and engagement in the meeting.

The next meeting to be held from 7 – 9pm on Tuesday, 6th March 2012 (*and NOT 15th February 2012 as previously advised*) - the venue will be confirmed later.

Suggestions for discussion at the next meeting to include:

- Further update on the mapping project including distribution of information.
- Neighbourhood Watch (as incident reports are not being sent to members).

- Planning and the coming changes through Localism.

Any further suggestions for items to be added to the next agenda should be sent to Hannah Colson at : hcolson@solihill.gov.uk .

DRAFT

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

Lyndon, Elmdon, Olton & Silhill Partnership Forum

Action against Poverty
13th October 2011, St Margaret's CE School
Jason Ward



MONEY COUNTS

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

Who is affected?

- Children
- Older people
- People in and out of work
- Young people leaving care
- People who rent their home and those who own their home
- Rough sleepers
- Greater in some areas than others

Why do people fall into poverty?

Factors that make people vulnerable to poverty:

- Low income, fixed income or one income stream
- Alternating between temporary work and unemployment
- Low skills
- No network of support

Some possible effects:

- Housing problems
- May forego food and other necessities to service debt
- The use of loans sharks or high interest credit
- Social stigma – diminishes people's sense of c

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
- Winter Warmth
- Maximising household income
- Promotion of the credit union and Tackling Loan Sharks
- Claiming free school meals

Action against Poverty

How can we help?

Tangible and practical actions

Employment support

Financial support

Neighbourhood support

Family support

Our top ten tips leaflet details where to get help and advice.

Action against Poverty

Action Plan

- What's in place now
- What's planned for the future

Winter Warmth Campaign

- Partnership Approach
- Reduces excess winter deaths
- Reduces fuel poverty
- Provides timely support and practical assistance

Targets:

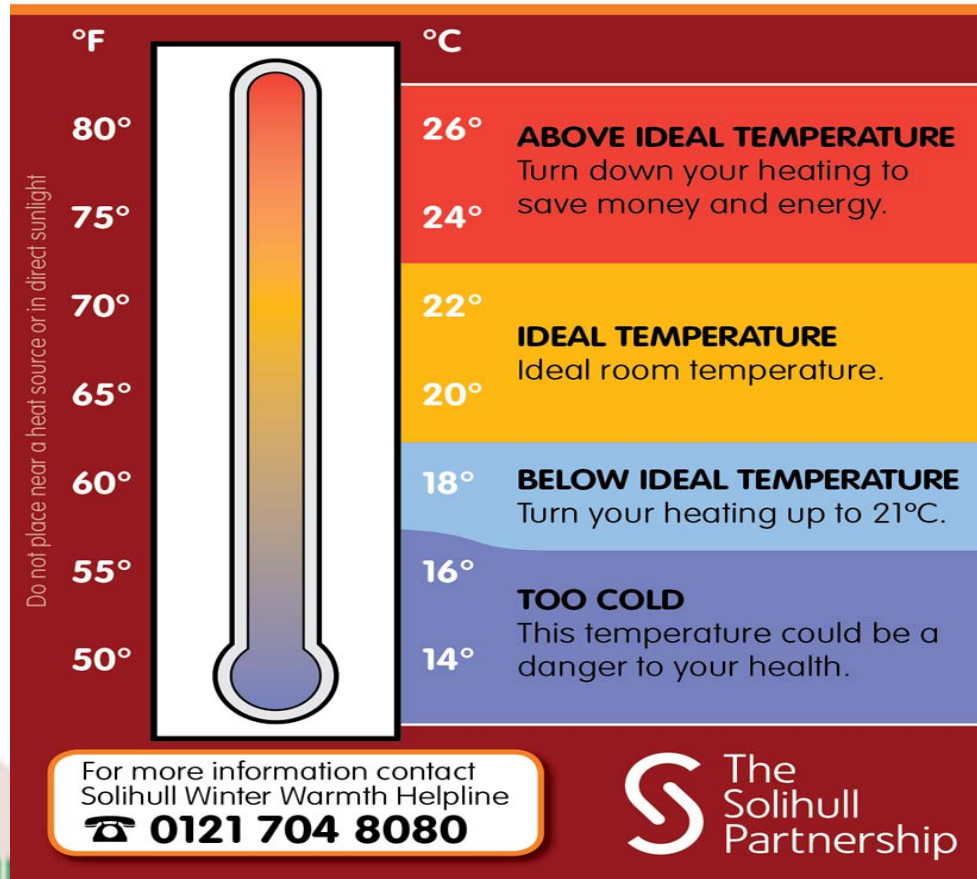
- Older people
- People with disabilities
- Families with young children
- Low income households

Winter Warmth Campaign



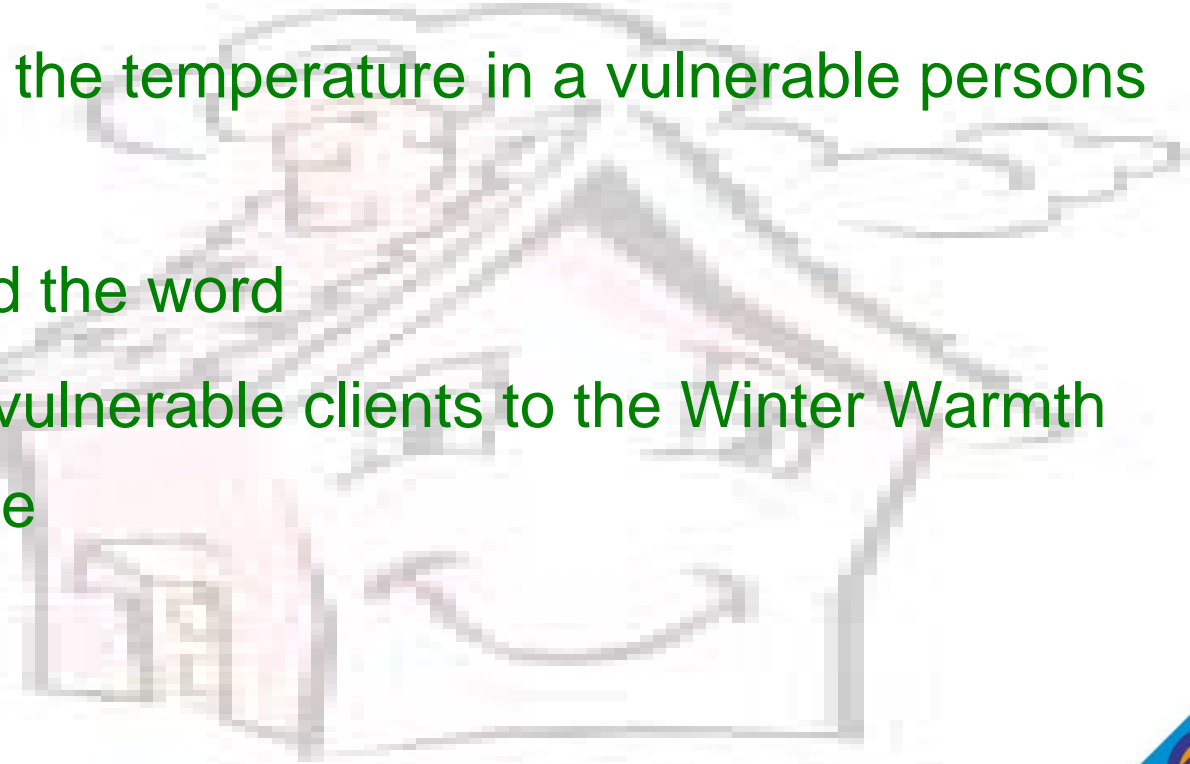
Winter Warmth

Keeping Solihull Warm



What you can do

- Give out the temperature cards
- Check the temperature in a vulnerable persons home
- Spread the word
- Refer vulnerable clients to the Winter Warmth helpline



Useful Contacts

- ❑ Energy Saving Trust Advice Centre
- ❑ **FREEPHONE 0800 512012**
- ❑ Winter Warmth Helpline 704 8080
- ❑ Robin Dunlevy- 0121 704 6450



Action against Poverty

- ❑ For more information; aaps@solihull.gov.uk
- ❑ 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?

**Draft notes of Lyndon, Elmdon, Olton and Silhill Partnership Forum Meeting
held on Tuesday 21st June, The Library, Langley Secondary School**

Attendees:

Gary Baker, Solihull Observatory
Betty Bancroft, Olton Residents Association
Hannah Colson, Solihull Partnership [notes]
Councillor Davies, Olton Ward
Rachel Davies, West Midlands Police
Peter Finn, Lyndon School
Councillor Hewings, Elmdon Ward
Councillor Hulland, Silhill Ward
Melanie Lockey, Solihull Partnership
Rav Jagdev, Solihull Partnership [photos]
Jacqueline Jones, West Midlands Fire Service
Gillian Magee, Solihull MBC
David Nash, Olton Residents Association
Jackie Nash, Olton Residents Association
Caroline Naven, Neighbourhood Manager
Councillor O'Kane, Olton Ward
Sue Phillips, GP Commissioning Manager, Solihull Care Trust
Rabbi Pink, Solihull & District Hebrew Congregation
Sara Rooney, Solihull MBC
Michele Sadler (Chair), Solihull MBC
Councillor Slater, Elmdon Ward
Councillor Tedd, Lyndon Ward
Jim Wallace, West Midlands Police
Chief Inspector Lee Wharmby, West Midlands Police
Councillor Windmill, Olton Ward
Sandra White, Heart of England NHS Foundation Trust

Apologies:

Sgt Carol Alldred, West Midlands Police
Councillor Chamberlain, Lyndon Ward
Douglas Cross, Lions Club Solihull
Langley School
Roger Hancock, Hatchford Brook Churches Together
Councillor Hogarth, Silhill Ward
Rev Monaghan, Lyndon Methodist Church
Councillor Mrs Pittaway, Silhill Ward

1. Welcome and Introductions

Michele Sadler welcomed everyone to the meeting of this Forum and introductions were made around the table.

2. Notes of Meeting held on 15th February 2011

The notes of the meeting held on 15th February 2011 at Lyndon School were approved.

Melanie Lockey notified the group of a recent award which Betty Bancroft (representing Olton Residents Association at today's meeting) had received from the Mayor at the first Civic Awards Ceremony in May. Betty received a Community Involvement award to recognise the work she has

done in the Olton area for over 25 years, particularly for her ongoing commitments with the Girl Guide Trefoil Guild. The group congratulated Betty on receiving her award.

Updates on matters arising were reported:

At the last meeting challenges to come out of the discussion on the 'needs of older people in the area' included; providing people with the right information at the right time and overcoming social isolation. Following the last meeting, the Solihull Partnership has agreed to develop a community network to enable local people to find information about what is available in their local areas to help overcome these challenges. Views from the group on where to start with gathering the information included:

- GP Surgeries, local churches, social clubs and local libraries
- Ward profiles
- SUSTAiN and Solihull's Faith Forum
- The Mayoralty
- Local newspapers

Councillor Tedd liked the idea of a mapping exercise to illustrate where things are in the area.

Councillor Davies suggested following the initial gathering of information that a small group of individuals from across the four wards should meet up before the next meeting to help provide further detail using their local knowledge and contacts. The mapping exercise can then be brought back to the next meeting.

Michele advised the group that the mapping exercise needs to be done in two stages, the first stage is around gathering as much information as possible to draw up the initial map of where things are in the four ward areas, the second stage is around maintaining and updating the map as things change locally.

Councillor Slater raised her concerns regarding the lack of GP surgeries and a local library in Elmdon ward. Sue Phillips agreed to provide Councillor Slater with information on which GP surgeries Elmdon residents attended.

3. Community Safety (presented by Chief Inspector Lee Wharmby)

Chief Inspector Lee Wharmby gave a presentation on the main findings from Solihull's Community Safety Partnership's assessment of crime and anti-social behaviour in Solihull and in particular highlighted the findings from the data for this particular geographical area.

It was noted that:

- Burglary in this area is 28% above the Solihull average; the Langley neighbourhood has the highest number of burglaries. Thefts of petrol are also high in this area (due to the presence of 5 petrol stations) and account for 37% of 'Theft Other'.
- Anti-social Behaviour (ASB) accounts for 29% of recorded crime & disorder in this area, which is below the Solihull Borough rate for ASB. Hobs Moat neighbourhood is notably higher for ASB and Violent Crime than the Solihull average.
- The area immediately around the Ice Rink has the highest rate for violent crime in Solihull apart from Solihull and Chelmsley Wood Town Centres.
- Hobs Moat North has increased in deprivation levels over the last few years and is now in the bottom fifth of most deprived areas in England. It was noted the change in levels of deprivation in this area are worsening more rapidly than in North Solihull.

Following the presentation there was a chance for the group to reflect on the information that had been shown to see whether it felt right for this area. Comments included:

- Councillor Windmill noted fear of crime is a big issue for this area (as well as Solihull as a whole) and the problem is with the relationship between the media and the police. Local newspapers sell fear of crime with emotive crime stories on the front of the papers.
- Councillor Hewings stated the number one priority for local councillors is dealing with ASB issues. There is a need to engage more with local people and encourage them to report ASB.
- Peter Finn explained to the group how Lyndon School have worked with the police over the last 7 years along Winchcombe Road to stop a gang culture developing ~ since the police have been engaged with the school they have seen ASB decline significantly. Peter explained that Lyndon have tried to promote this to other schools across Solihull but it has not been taken up due to the stigma of having police attached to a school.
- Group members questioned why theft of petrol was high; Lee explained the thefts were suspected to be organised crime groups entering the area. Group members were asked to put the message out in their local area so local people could look out for suspicious activity at petrol stations.
- Rabbi Pink raised concerns over the under reporting of hate crime incidents, Melanie Lockey explained that the Solihull Partnership would be piloting non police reporting centres over the next 12 months to see whether that encourages people to report hate crime incidents.
- The group questioned why figures for violence illustrated no real change in incident levels over a 7 year period; Lee explained recent figures suggest there has been an increase in domestic abuse incidents which are illustrated within the violence figures. The group asked for the domestic abuse incidents to be separated from the other violent incidents to see whether the trajectory would display a different picture.
- Sue Phillips suggested the perception of crime is not helped by lack of police presence on the streets, she also said that the youth of today are often given a bad name just because they hang around in groups on the street.
- Rachel Davies explained that there have been recent changes to neighbourhood policing teams and although the teams are smaller, they are now more visible and remain focused on community engagement and problem solving at a local level, including tackling ASB.
- Councillor Tedd said she felt the data in the presentation was a true reflection of the Lyndon area, she also stated that having the police come in to Hobs Moat Library works well in the area.
- There was a discussion on lack of youth facilities and things for young people to do in this area, Rowood drive area was mentioned in particular. It was noted the Youth Service are currently under review, the outcome of this will be for the Youth Service to be more flexible and respond directly where the need is. Suggestions for what could be done to improve lack of youth facilities were:
 - Councillor Windmill suggested the council approach big businesses or individuals within Solihull to see whether they would be happy to financially support the build of new youth facilities.
 - Councillor Slater suggested that Whar Hall Community Centre could be opened and used as a drop in centre for young people to give them somewhere to go.

- Councillor Hewings asked for places for young people to go / things for them to do, to be fed into the mapping exercise mentioned in item 2 of the meeting, as this will illustrate where the gaps are in youth facilities in this area
- Michelle Sadler said she would take the issue of lack of youth provision directly to the Director of People at Solihull MBC.

In Conclusion the group were asked to take the presentation away with them and feedback any more comments to Hannah Colson hcolson@solihull.gov.uk

4. Partnership Forums: Review and Development

Melanie briefly ran through the report which was circulated with the papers before the meeting, on the End of Year 1 Review, highlighting the two proposals for the group to consider:

1. Electing your own chair and vice chair
2. Make the meetings open to the public and publicise them

The local councillors present at the meeting all agreed they would not want to chair the forum meeting as they wanted to keep it community based and they would not like it to be politically led.

Concerns were raised regarding opening the meetings to the public as it was feared the meetings would become a series of single issues affecting a particular area. A suggestion put forward was that the public be invited on an annual basis to discuss a particular issue in an area.

It was agreed by the group to sort out the arrangements regarding the chair and vice chair first and then to review the proposal for making the meetings public afterwards.

Suggestions were offered regarding broadening the invitee list to include parents associations, cluster reps for primary schools and youth parliament. Engagement with secondary schools was also requested to be looked at before the next meeting, to try and encourage more secondary schools to attend.

5. Agree Items for Discussion at next meeting

Michele closed the meeting thanking everyone for their attendance and engagement in the meeting. The next meeting is being held on **Thursday 13th October**, at St Margaret's Primary School, Richmond Road. It was agreed items for discussion at the next meeting should include the mapping exercise as discussed in item 2 and youth provision in the area. Any further suggestions for items to be added to the next agenda to be sent to Hannah Colson hcolson@solihull.gov.uk

Lyndon, Elmdon, Olton and Silhill Partnership Forum

Tuesday 21st June 2011

Mapping Community Assets

At the last forum meeting we talked about the challenges and opportunities posed by the ageing of the area's population. These included:

1. **Overcoming social isolation.** There is already a fair amount of social support and activity but people need to know about it, be able to get to it and, in some cases, be encouraged and supported to do so.
2. **Providing people with the right information at the right time.** Churches, GPs, Libraries and local Councillors are all locally accessible places where information can be made available.
3. **Making the best use of existing assets.** We could do much more to make best use of both physical assets such as libraries, churches etc and non-physical assets such as skills and talents of individuals and groups.
4. **Bringing the generations together** and building understanding between them. There is the potential to do more working in partnership with schools but there are some practical barriers to be addressed.

We also talked about the potential to link people together for mutual benefit - for example linking someone with a big garden they can't look after with someone nearby who wants an allotment.

We agreed that a first step would be to map community assets, skills and needs on a ward by ward basis. The aim of the mapping exercise would be to create a directory that could be made available in a variety of forms to help people to find information about what's available in the area and share talents / resources on a mutually beneficial basis.

We can help you to create the directory but we need you to decide:

What information needs to be collected? What are the categories of information you would want to collect e.g. community facilities, community groups, talents, potential needs etc.

How you would like to do the mapping? There are different ways that the information could be collected:

- i) Distribute a pro-forma and encourage local organisations them to fill it in and return it. We could then collate this into a directory.
- ii) Map out all the existing information that we can find on a big map of each ward. A group of ward members and anyone else interested could then add to this using their local knowledge and contacts.
- iii) Other ideas?

You are asked to decide how we should take this forward together.

Lyndon, Elmdon, Olton & Silhill Partnership Forum

Community Safety
21st June 2011, Langley School
Chief Inspector Lee Wharmby

Prepared by
Solihull Observatory

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

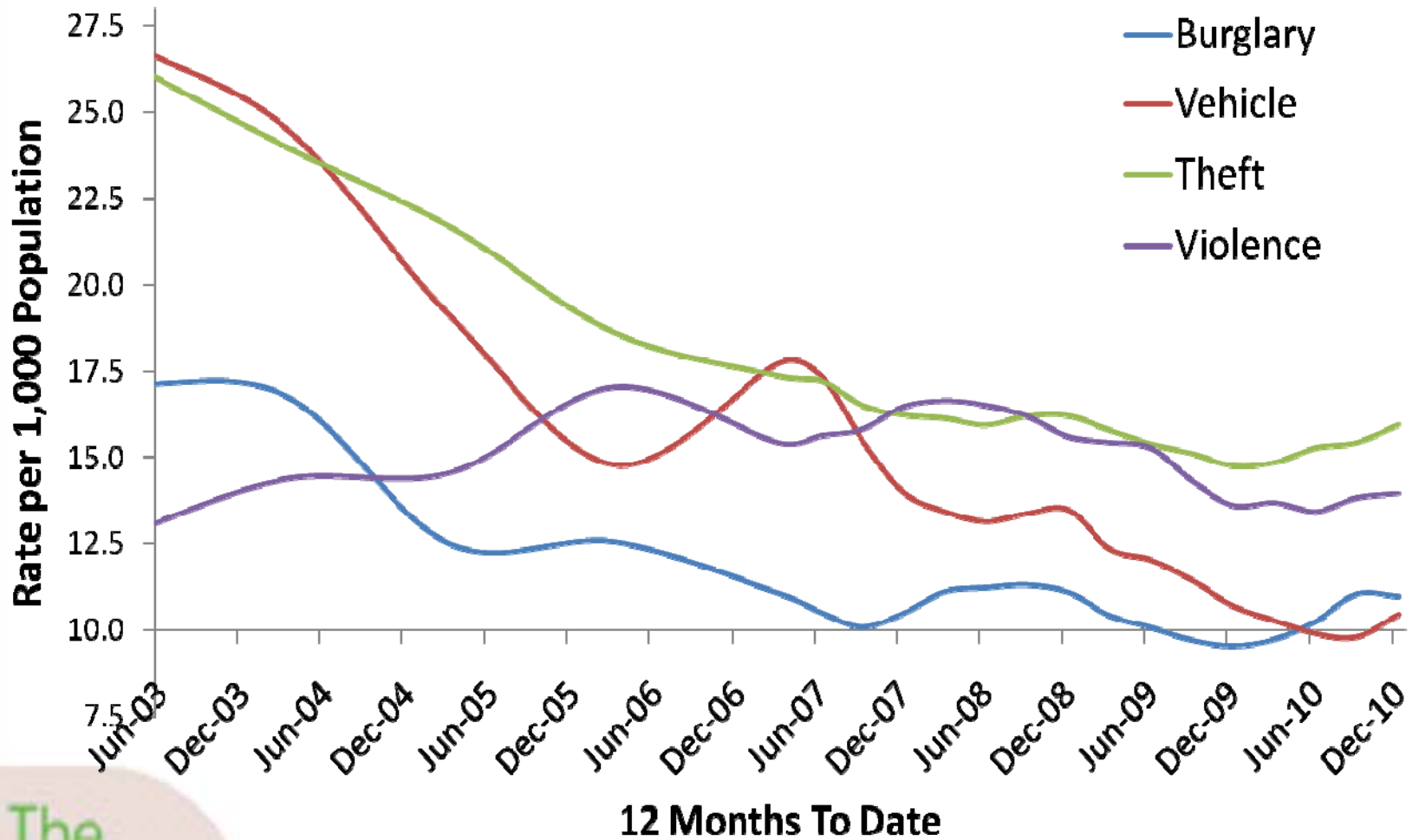
❑ Some achievements

- ❑ 15% Reduction in Serious Acquisitive Crime (SAC) – Robbery, Burglary and Vehicle crime
- ❑ 6.5% Reduction in Serious Violent Crime
- ❑ Reduction in Arson and ASB -related Incidents
- ❑ Reduction in Killed & Seriously Injured on Roads
- ❑ More drug users in effective treatment

❑ Enhanced Programmes

- ❑ Improved Alcohol Services
- ❑ Services for victims and families of domestic abuse
- ❑ Improved joined up response to dealing with offenders
- ❑ Better response to dealing with ASB

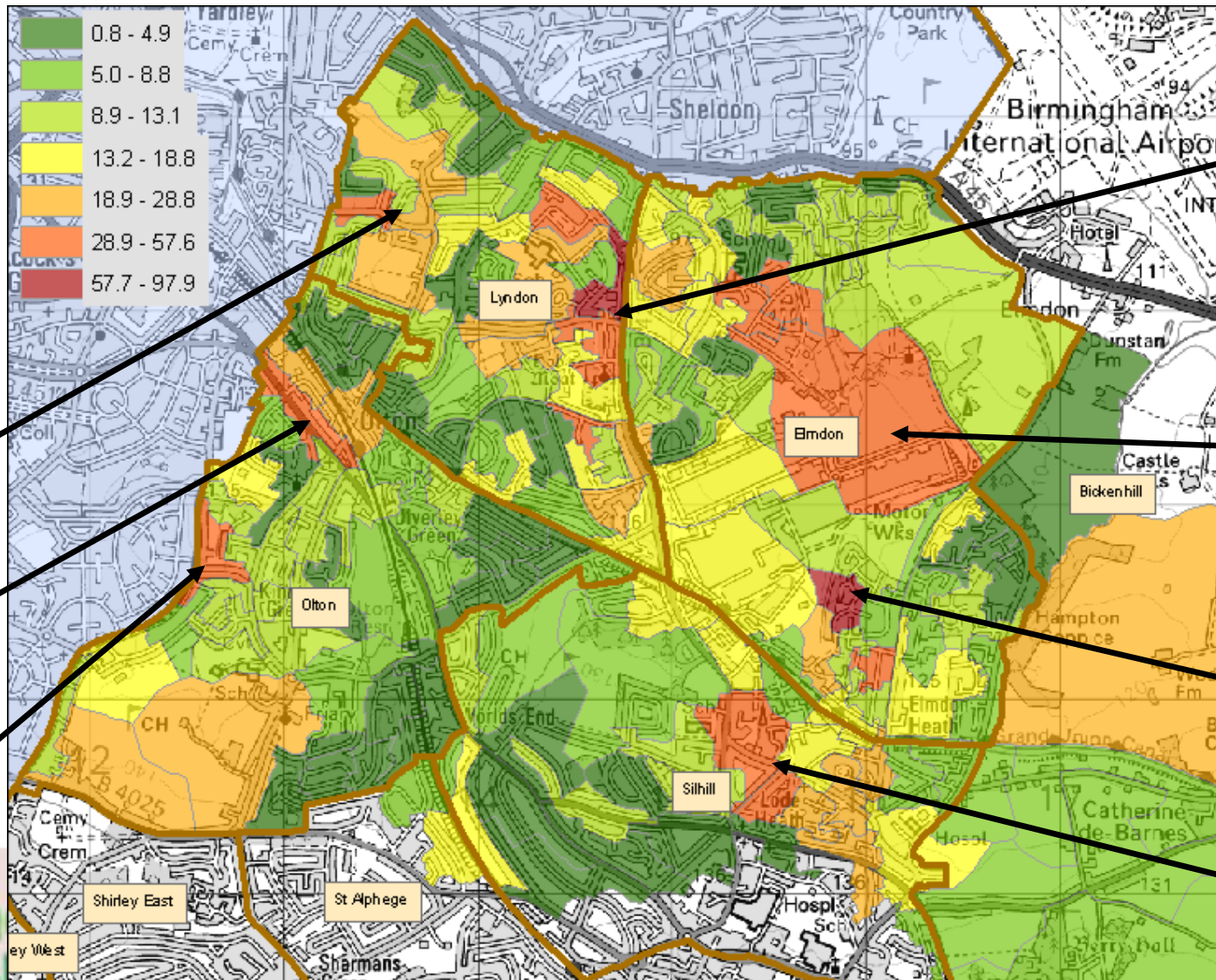
What some of our data tells us



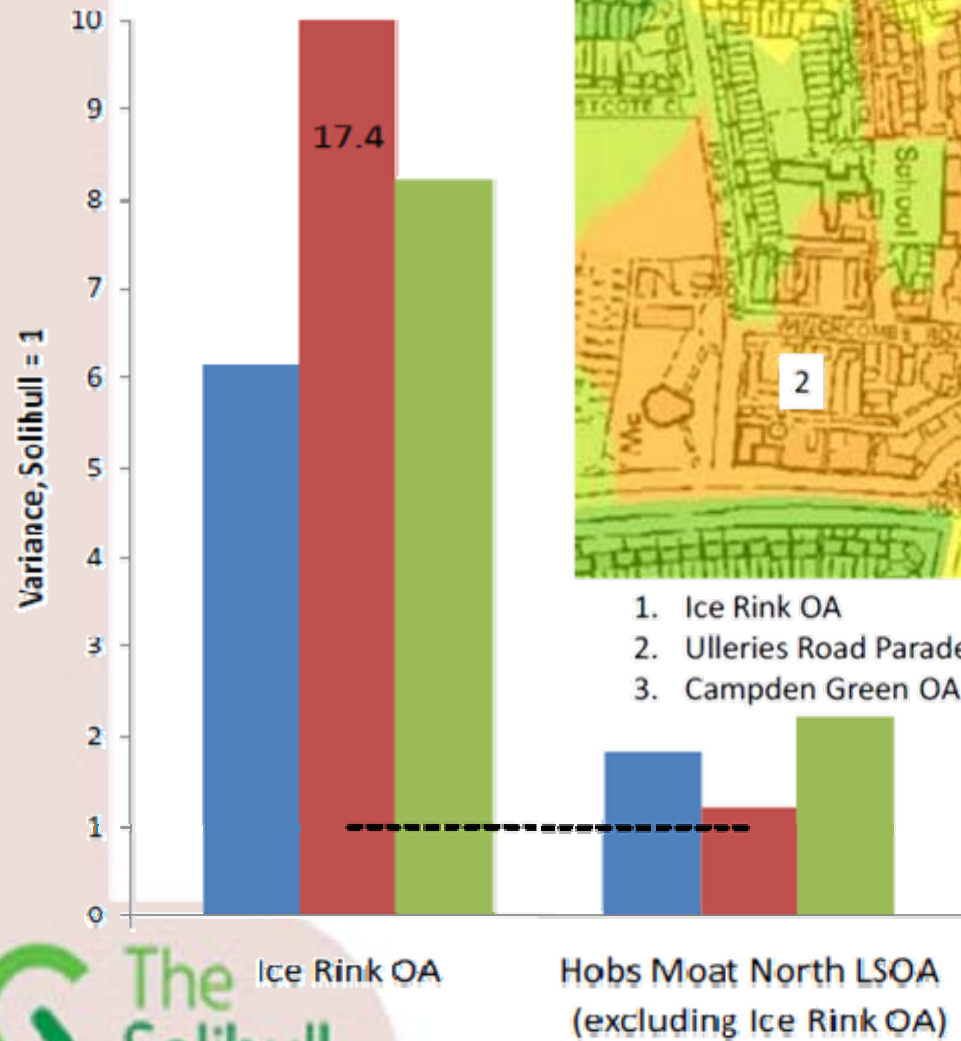
Lyndon, Elmdon, Olton & Silhill Headlines

- ❑ Burglary: 18.8 per 1,000 households (-28% above Solihull)
- ❑ Langley neighborhood highest (25.9 per 1,000 h/holds)
- ❑ Thefts of petrol account for 37% of Theft Other (there are 4 petrol stations in this area)
- ❑ ASB accounts for 29% of recorded Crime & Disorder in this area.
- ❑ However, the ASB rate is 28% below Solihull Borough
- ❑ Only the Hobs Moat neighborhood is notably higher for ASB and Violent Crime than the Solihull average

ASB, Criminal Damage, Arson, Violent & Hate Crime



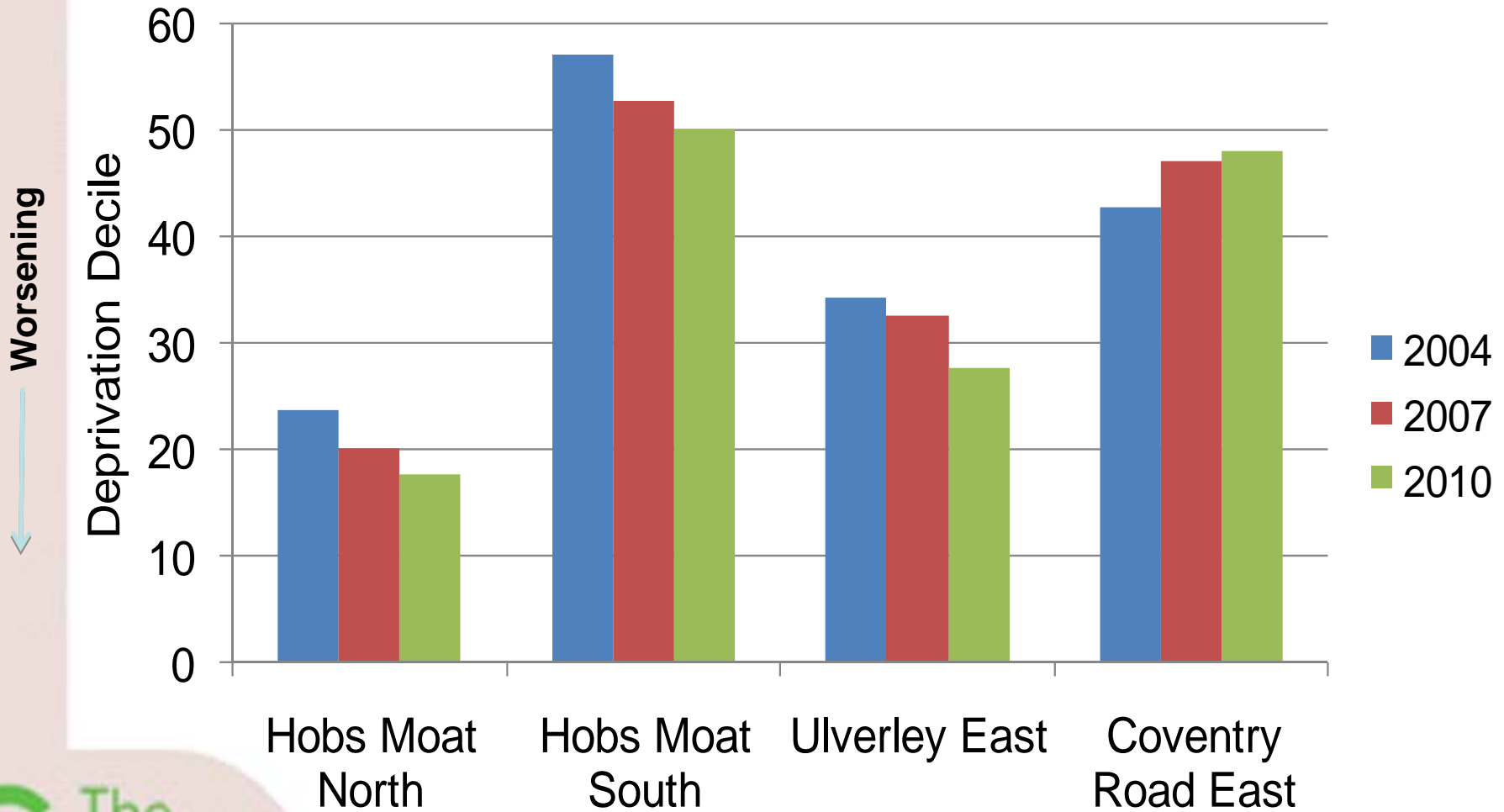
Hobs Moat - More Detail



- 1. Ice Rink OA
- 2. Ulleries Road Parade West OA
- 3. Campden Green OA



Hobs Moat – Worsening Deprivation



Discussion

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

Lyndon, Elmdon, Olton and Silhill Partnership Forum

Tuesday 21st June 2011

Partnership Forums – End of Year 1 Review

1. Purpose

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

2. Background

- 2.1 On 22nd April 2010 the Governing Board of the Solihull Partnership decided to establish 4 local Partnership Forums, one covering north Solihull, 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 what local partners are doing contributes to achieving the aims of the Sustainable Communities Strategy.
- 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 the forums are achieving their aims and how they should develop going forward.

3. Review of First Year

- 3.1 Tonight's meeting is the 4th 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) focused on the local implications of changes to the National Health Service and the community needs of older people in the area.
- 3.2 A list of issues that you have discussed and the action that has been taken is attached.
- 3.3 The level of involvement from ward Councillors, parish councils, resident groups, church representatives, local businesses has been generally very good. We need, however, to continue to build stakeholder involvement where it is not currently strong. For example, we need to encourage more Silhill interests to participate in the forum.
- 3.4 The majority of those 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”.

3.5 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 this forum 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 practice based commissioning consortium.
- **Been consulted about significant policy 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 13th 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 what issues you would like to tackle at future meetings. Some possibilities, based on discussions to date, include:

- Tackling pockets of deprivation and poverty in the area.
- How we increase community involvement and volunteering.
- Building understanding between generations.
- (Returning to issues) about health care and transport provision especially around the needs of ageing population.

1. Lyndon, Elmdon, Olton and Silhill Wards,

Issues Raised	Action
1.1. Is there more potential to provide advice services via GP surgeries?	Residents Advice Bureau pilot commenced at Hobs Meadow surgery in January.
1.2. Concern about blaming young people for all ASB; is there potential for inter-generational activities through schools?	NT has discussed inter-generational issues with a number of schools. There is interest in developing a project in 2011 but more planning work needs to be done. Funding issues?
1.3. Explore potential for using digital technology to capture resident views as part of the Partnership's engagement strategy.	Potential to use hand held terminals to carry out a survey about residents' views of living in Solihull and using local services. SB to work with Tania Phillips to develop a proposal.
1.4. Pockets of deprivation in the area. Need to look at the issues & how to address them.	Possible topic for a future meeting focusing, in particular, on Hobs Moat.
1.5. Government spending cuts - Council is facing some difficult choices ahead how will it affect front line services in this area?	Possible topic for discussion at a future meeting?
1.6. Bus services – particularly the fact they have cut some services in the Olton area	Information given at November meeting about Centro's Transport Users Forum.
1.7. Lack of consultation with residents on building developments in the area	Partially covered at November meeting as part of discussion about Emerging Core Strategy. Neighbourhood planning as proposed in the localism bill could be a future topic.
1.8. Would like to discuss the changes to the health service set out in the 'Liberating the NHS' white paper.	Presentation and discussion at the meeting on 15th Feb 2011.
1.9. The area has lots of older people and many care homes but much do we know about their community needs? To what extent are they part of the community? How do their needs shape local health services?	Discussed at the meeting on 15th Feb 2011. Need to do more detailed community mapping on a ward by ward basis, overlaying population information with facilities (GP surgeries etc), community activities etc.
1.10 What can we do to make the most of our community assets? For example, could Hobs Moat Library be used by community groups when currently closed?	Explore further at a future meeting as part of a discussion about how we increase community involvement and activity.

**Draft notes of Lyndon, Elmdon, Olton and Silhill Partnership Forum Meeting
held on Tuesday 15th February 2011**

Attendees:

Sarah Barnes (Chair), Solihull Partnership
Melanie Lockey, Solihull Partnership
Sgt Carol Alldred, West Midlands Police
B M Bancroft, Olton Residents Association
Cllr I Chamberlain, Lyndon Ward
Cllr N Davies, Olton Ward
Rev Neil Eldridge, Olton URC & Hobs Moat
Rod Embley, Embley Business Units
Roger Hancock, Hatchford Brook Churches Together
Cllr M Hewings Elmdon Ward
Richard Honeysett, Census Co-ordinator Olton & Elmdon Heath
Julia Monaghan, Lyndon Methodist Church
David Nash, Olton Residents Association
Jackie Nash, Olton Residents Association
Caroline Naven, Neighbourhood Manager
Sue Phillips, GP Commissioning Manager, Solihull Care Trust
Rabbi Pink, Solihull & District Hebrew Congregation
Pam Reay, SUSTAIN
Cllr K Rushen, Lyndon Ward
Alyson Thompson, Census Area Manager inc Solihull
Selina Westwood, Lyndon Secondary School

Apologies:

Cllr J Hamilton, Elmdon Ward
Cllr C O'Kane, Olton Ward
Michelle Sadler, Solihull MBC
Cllr T Tedd, Lyndon Ward
Cllr J Windmill, Olton Ward

1. Welcome and Introductions

In the absence of Michelle Sadler (due to illness) Sarah Barnes chaired the meeting. She welcomed everyone to the third meeting of this Forum and introductions were made around the table.

2. Notes of Meeting held on 15th November (as distributed)

The notes of the meeting held on 15th November 2010 at Langley Secondary School, were approved subject to a minor amendment to the list of attendees.

Updates on matters arising were reported:

Planning for Solihull's Future: Consultation responses and our recommendations following the consultation are to be reported to Planning Committee in March. Following this, everyone who made a submission will receive an email or letter letting them know where they can see the report.

Towards the end of this year there will be a period during which the submission draft Core Strategy will be published for comment, with a view to submitting to the Secretary of State in spring 2012.

Hobs Moat : Carol Alldred reported that there had been an incident at Michael's Supermarket on 22nd January where 50 young people had forced their way into this shop. Five ringleaders had been arrested and charges/bans had resulted. On the environmental side, the area is looking better as result of ongoing improvements; Councillor Rushen re-iterated this.

3. Local Implications of Changes to the NHS

As agreed at the last meeting, Sue Phillips, GP Commissioning Manager, Solihull Care Trust, gave a presentation explaining the recent and proposed changes in the National Health Service. A tabled diagram of the proposals was considered together with a handout on the process for GP Commissioning.

Sue would be explaining these processes to many patient groups.

It was noted that:

- Care Bill currently being processed through Parliament.
- Solihull GPs had been involved in commissioning/fund holding since the 1990's although it was not then compulsory.
- Solihull has had 'consortia' for three years (in the North of the borough 10 practices/70,000 patients, and in the South 20 practices/154,000 patients) but not all surgeries involved. Therefore, already delivering some of the proposals and establishing accountability and improving patient care.
- Proposed removal of Strategic Health Authorities and Care Trusts.
- Proposal to ensure no GP Practice operates outside of a 'consortia'.
- PCT's currently working to reduce deficits – debts cannot be carried forward.
- GP consortia (if approved) will be responsible for commissioning the services for:
 - (a) Hospital services (not emergencies)
 - (b) Community and Primary care services (eg. Health visitors)
 - (c) Mental Health
 - (d) Prescribing
 - (e) Learning Disability
 - (f) Managers to support GP's.
- Consortia will not be responsible for GP contracts, opticians, pharmacies, dentists, adult social care, health prevention, early years social services or respite care.

In conclusion, Sue suggested that the proposed changes would be huge and should not be underestimated. Health services in the future would offer more patient choice (empowerment/involvement), and as GP's would be accountable to the local authority, consultation would increase in importance.

4. The Needs of Older People in the Area

Sarah tabled information about the geographical distribution of older people in the area, the needs of older people and what is currently available to meet the needs of older people in the area.

Sue Phillips had already reported that the Heart of England Foundation Trust was currently undertaking a project that looks at the care of the frail elderly, stroke patients and end of life care.

The meeting then split into two groups to discuss what the information tells us about the needs of older residents and what we can be doing together to address these.

Reflections on the information included:

- There are some indications of 'higher' levels of need (single pensioner households, those claiming pension credits etc) in parts. The proportion of single pensioner households on Council tax benefits in Elmdon and Lyndon is striking.
- Assessing need isn't always straightforward, e.g. elderly in inappropriate accommodation (capital rich, revenue poor).
- Social isolation is potentially a big issue. We already see evidence of effects of social isolation (for example, repeat callers to the police tend to live on their own) and the number of people on their own will increase as the population ages.
- Changes in social and health care are aimed (rightly) at keeping people in their own homes but this does increase the potential for social isolation.

Issues for older people in accessing services in the area include:

- Lack of bus routes to facilitate the independence of elderly. Bus frequency is poor along St Bernards Road and many buses do not run in the evening or Sundays.
- Issues with the Ring and Ride service.
- Hazards contributing to the difficulty of walking around eg. lime tree roots, parking on pavements and dropped curbs.
- There is no GP practice in Elmdon or a large part of Olton. People needing a doctor will go where they can and this sometimes means A&E or the walk in centre at Solihull Hospital at the moment. There is a need for a change in how people access a GP (including greater willingness by GPs to do home visits).

Challenges and opportunities include:

- Providing people with the right information at the right time.** Churches, GPs, Libraries and local Councillors are all locally accessible places where information can be made available. We need to avoid relying solely on the Internet as many in this age group don't use it.
- Making the best use of community assets.** We need to map community assets include several local church groups – funding, safety and logistical issues. A more detailed street map would help identify those in need, plus inclusion of GP surgeries, residents' associations and other facilities – consider each Ward separately. The group felt that we weren't good at making the most of our community assets and that there was much more we could do. For example, Hobs Moat Library is closed on Wednesday - could it be used by community groups and / or local service providers?

- iii) **Overcoming social isolation.** There is already a fair amount of social support and activity - e.g. churches already provide a lot and Friends in Retirement organise leisure activities in a range of locations - but people need to know about it, be able to get to it and, in some cases, be encouraged and supported to do so. Would a little book of things to do for 65+'s be a good idea?
- iv) **Bringing the generations together and building understanding between them.** Quite a lot already happens, in schools for example, but there is potential to do more working in partnership. Is there potential for more social activities for elderly through schools – funding issues? There is potential for use of ‘time banking’ and collating voluntary skills. There are also possibilities through corporate parenting which is a responsibility of the Local Authority (elderly to help young). The importance of community efforts, e.g. litter picking and clearing walkways in promoting ownership of surroundings was also stressed.

5. Census 2011

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. The levels of future government funding for our Borough over the next ten years, will depend on the information collected and would be especially relevant to funding related to the older population.

In support of national and local press campaigns, Alison’s team are talking to community groups, visiting libraries and Age UK to emphasise the importance of completing the Census form and the penalty for non-compliance. They would also emphasise the security/confidentiality of the information given – it would only be used for statistical purposes and will not be given/sold to any other organisations.

In Solihull 6,000 people failed to complete the form during the 2001 Census – many failed to realise there was a legal requirement to comply, so Alison asked all those present to ensure that their communities were informed. She could provide a prepared article to incorporate into local Newsletters.

The possibility of bogus officials taking advantage of the Census was discussed, and Alison confirmed that all Census staff would carry identity cards and it was suggested that a copy of the official badge be included in the articles to be circulated. To allay concerns, home visits could be arranged by phone with a secure password, and the community should be asked to remember to help neighbours and friends. For further help and advice **Alison’s email address: F104@census.gov.uk**.

Alison was reminded that the Census would clash with the local election campaigns and could cause confusion.

6. Agree Date of Next Meeting and Items for Discussion

It was agreed that the next meeting would take place on **Tuesday, 21st June 2011**, at the Library, Langley Secondary School. Having thanked everyone for attending, Sarah confirmed that in the meantime she would send out notes recording any feedback from this meeting and she requested that any suggestions for items to be added to the next agenda be sent to Wendy Evans (w.e.evans15@gmail.com) or to Hannah Colson (hcolson@solihull.gov.uk).

Finally, Sarah drew attention to the information already distributed about the **Council’s ‘Civic Honours’ - closing date for nominations Friday, 18th March.**



GP Commissioning

January 2011



Agenda

- A little bit of history
- What we know today
- What does the future look like
- What does this mean from a patient perspective
- Questions.....

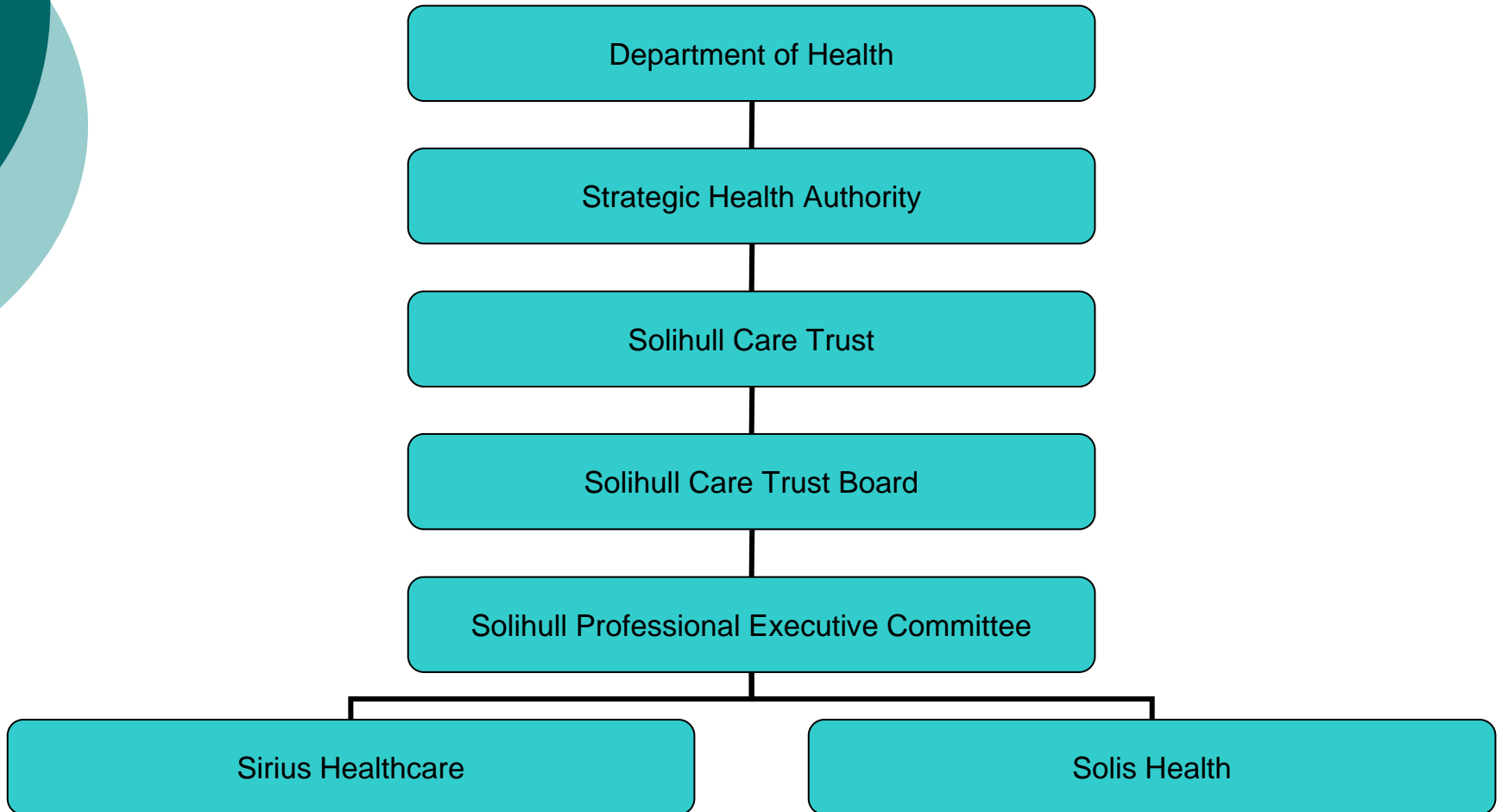
A little bit of history

- GPs being involved in commissioning is not a new thing
 - GP Fund holding (1991)
 - Practice Based Commissioning (2005)
 - GP Commissioning (now)
- Solihull has 2 GP Consortia that have been in existence since 2007/8
 - Solis Health (north Solihull – 10 practices and 70k patients)
 - Sirius Healthcare (south Solihull – 20 practices and 154k patients)

A little bit of history continued...

- Since 2008 both consortia have been very active
 - Delivering new services for patients ...often in GP surgeries e.g. ENT (Ear, Nose and Throat), DVT (Deep Vein Thrombosis), Musculoskeletal Triage service, ophthalmology for non surgical procedures, Citizens Advice Bureau, Atrial fibrillation screening, NHS Health Checks for over 40s and so on.
 - Developing sound processes and ways of working e.g. providing data for all the above services, medicine prescribing costs and our patients' usage of hospitals (secondary care); developing an intranet for the GP practices to use, sending out regular newsletters and Annual Reports, working with Patient Participation Groups and so on.
 - Establishing accountability and governance procedures to ensure clinical safety of our patients and a sound basis for assessing and approving businesses cases, understanding the health needs of Solihull people and improving their health outcomes.

A little more history ...



What we know today - nationally

- The Department of Health are continuing at a pace with their vision for GP Commissioning and published the Health and Social Care Bill 19.01.11
- **NO PRACTICE CAN OPERATE OUTSIDE OF A GP CONSORTIUM**
- Strategic Health Authorities will disappear by April 2012 (sooner than anticipated)
- Primary Care Trusts (PCTs) and Care Trusts (CTs) like Solihull will disappear by April 2013 - in reality this is likely to be earlier as PCT's and CT's cluster together for to deliver efficiency savings with a single management team.
- Solihull CT is part of the Bham & Solihull commissioning cluster covering over 1.2 million people.



What do we know today – Regionally across the West Midlands

- There is likely to be a regional office of the National Commissioning Board but it will have far fewer staff than SHA's
- Consortia such as Sirius Healthcare and Solis Health will need to share key support functions such as HR, IT, Information, Finance, Contracting and some commissioning
- GP Commissioning is at very different levels of development across the country – we in Solihull are well placed but we have not 'arrived' and can't afford to be complacent
- Consortia will not inherit legacy debt up to 31 March 2011; but any PCT/GP Commissioning deficits after that won't be fully written off.

What do we know today – Locally

- **GP consortia will be responsible for commissioning the following: -**
 - Services from the hospitals (planned i.e. not emergencies and unplanned care i.e. emergencies)
 - Community and primary care services i.e. District Nurses, Community Matrons, Health Visitors
 - Mental Health
 - Prescribing
 - Learning Disabilities
 - Corporate Management i.e. managers to support the GP's

What do we know today – Locally

- **GP Consortia will NOT be responsible for contracting**
 - Primary medical, dental, optometric, pharmaceutical services
 - Health Improvement and Prevention (though consortia expected to work with local authority to achieve this)
 - Adult social care
 - Early years i.e. Children's' social services, respite care
- For Solihull this equates to an annual budget of over **£240** million
- The two consortia in Solihull have been approved as a single Pathfinder consortium (or early implementer) of GP Commissioning
- GPs are very keen to stay as GPs – some will be involved in setting the direction of healthcare in Solihull supported by experienced managers. Many will continue with the same level of commitment they have today – 4 to 5 x 2 hour meetings a year

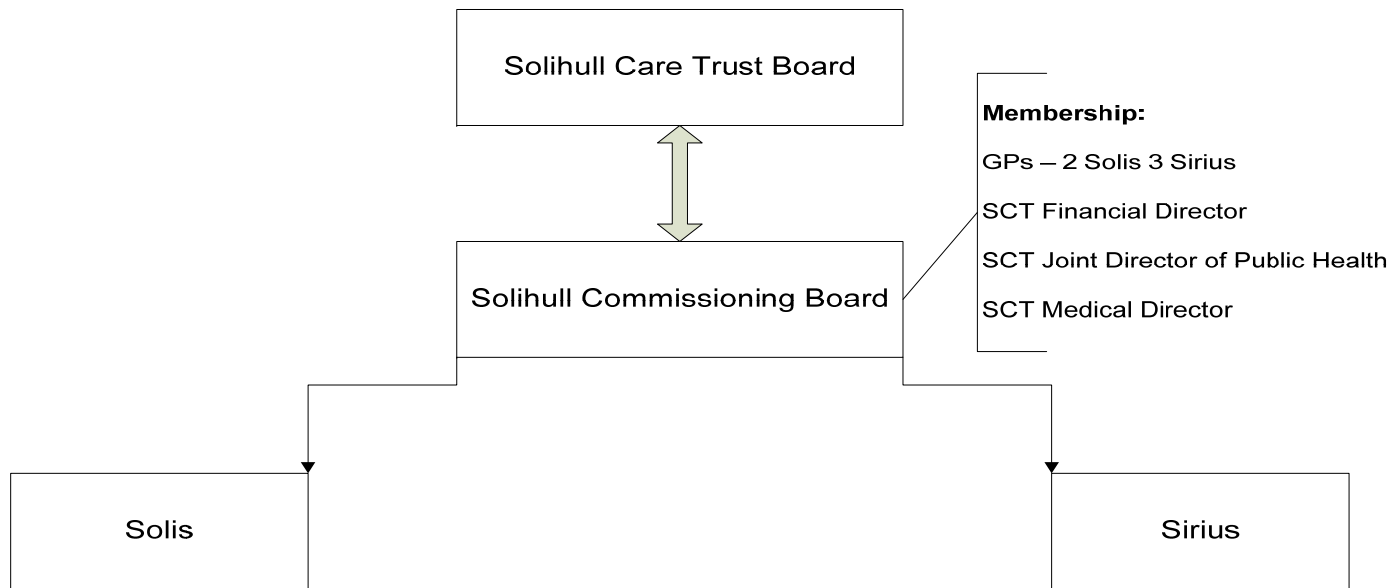


What does the future look like

- Sirius Healthcare and Solis Health will continue to focus on developing local health priorities working with all the GPs, health professionals e.g. the local hospitals, community services and care homes in Solihull and Birmingham and patients representatives in Solihull
- A new structure will be put in place to ensure we continue to deliver to our patients but also continue to develop new services that are designed for the local population closer to home

What does the future look like?

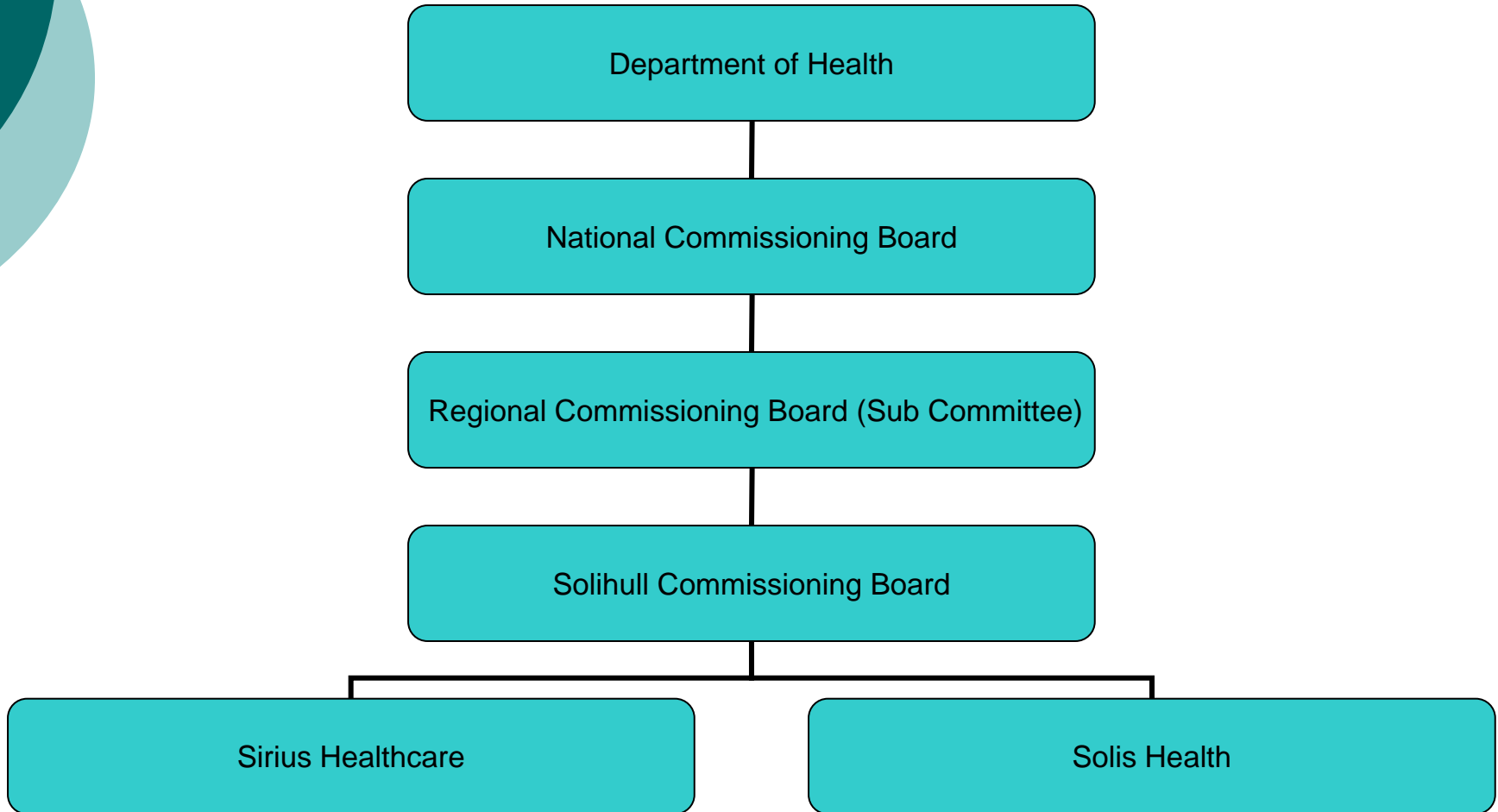
Proposed – Solihull Commissioning Board



Timescales:

- Transition – January 11 – March 11
- Fully Implement – April 2011

What does the future **possibly** look like?





What does this mean for patients?

- Moving forwards Patient and Public Engagement is a core element of the coalition's vision for the future
“Nothing about me without me” is a key phrase
- Patient choice, patient involvement, transparency of information for patients and patient outcomes will be how the success of the health service will be measured in the future
- LINKs (Local Involvement Networks) are being evolved into HealthWatch
- More accountability moves to the local authority through the Health and Wellbeing Board– much more used to consultation – they will scrutinise Consortia's local commissioning plans
- Your GP (through the consortia) will be responsible for commissioning nearly all local health services

Questions

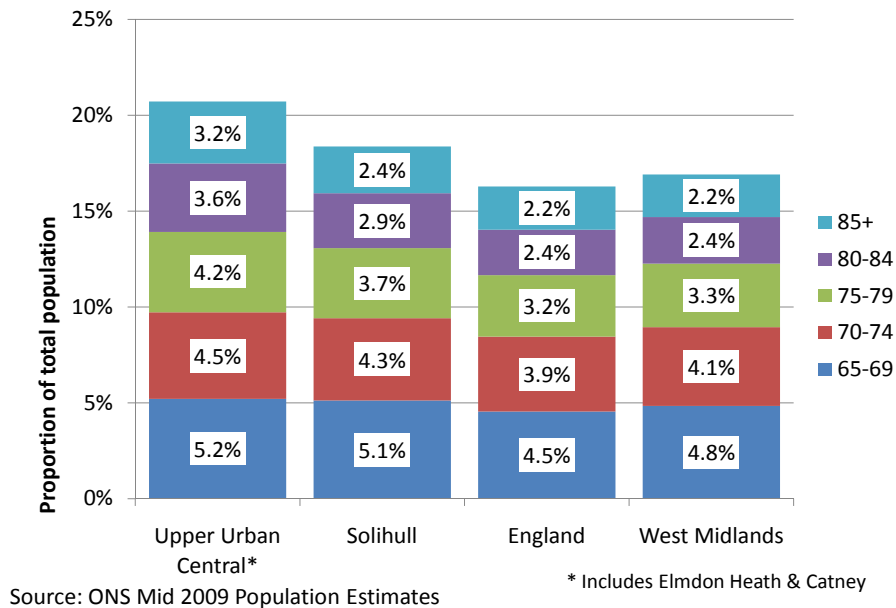
Over to you ??????

Older People in Lyndon, Elmdon, Olton and Silhill

There are around 10,300 people aged 65 and over in the Lyndon, Elmdon, Olton and Silhill wards; this is 20.7% of the population, compared to the average for England of 16.3%.

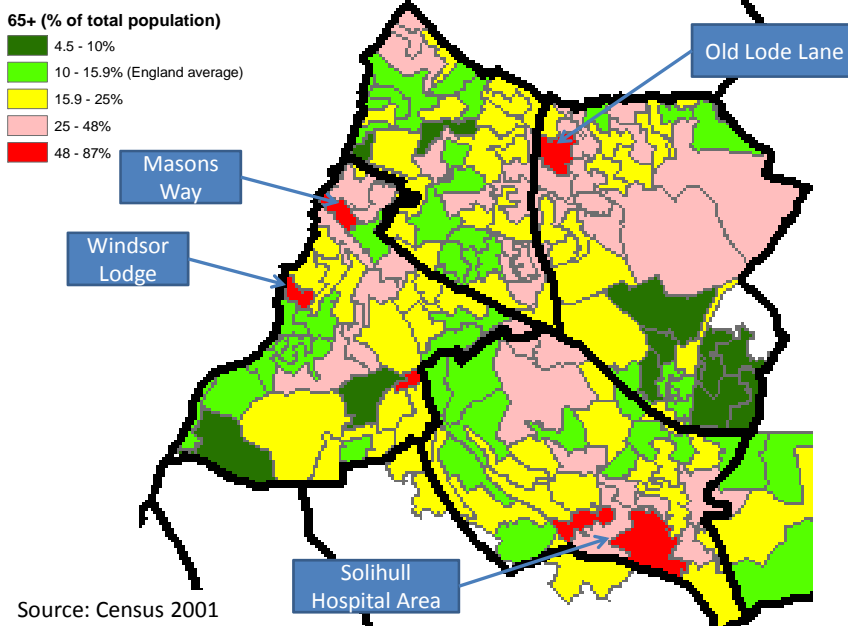
The area has a significantly higher proportion of people aged 85 years and over than in the Borough as a whole (3.2% compared to 2.4%) and this is set to continue.

Retirement Age Population



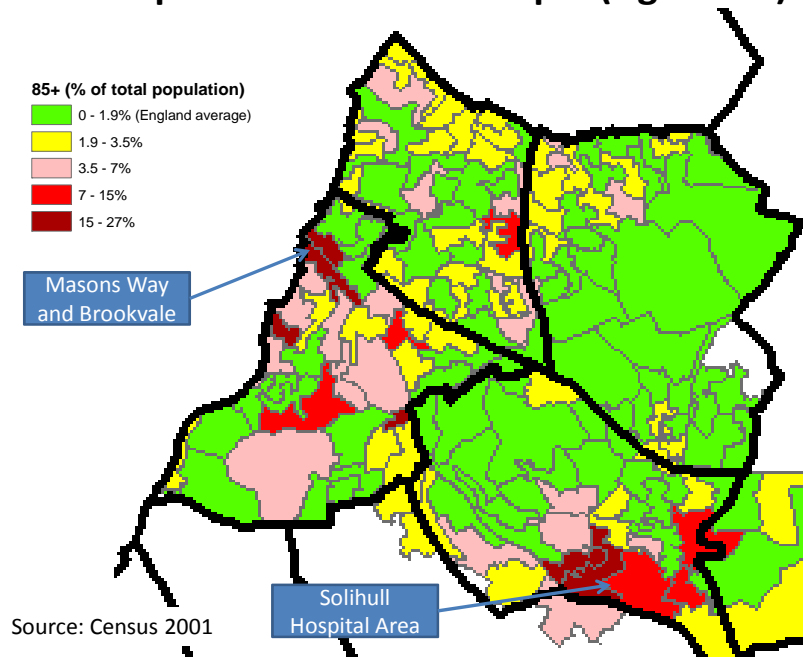
As shown on the map, the main concentrations of people aged 65+ are to the north of Solihull hospital, in Olton (specifically around Masons Way) and in Elmdon, centred on Old Lode Lane.

Population of Older People (Aged 65+)



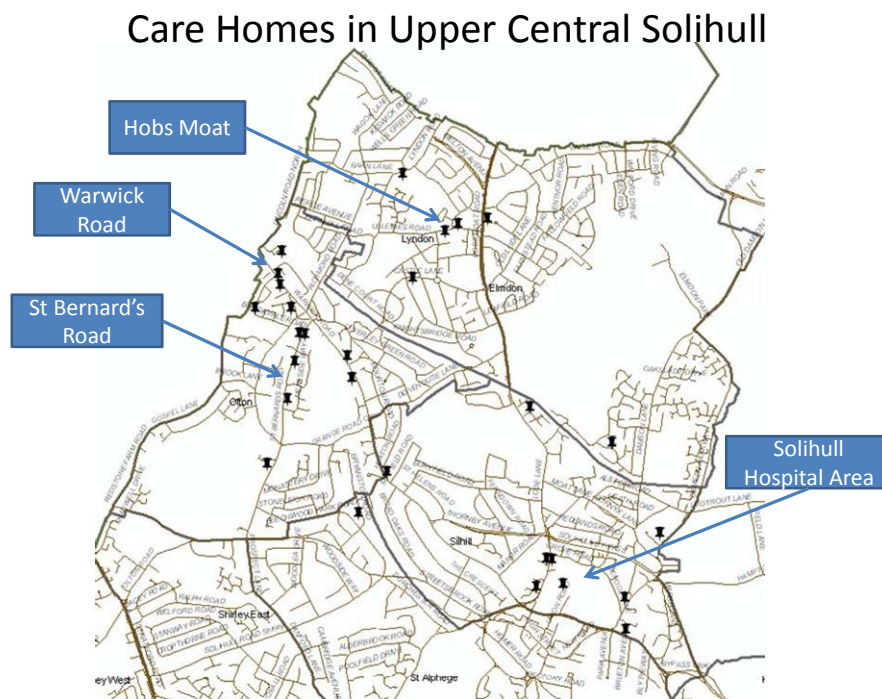
A similar pattern is evident in respect of people aged 85 years and over, although Elmdon has a notably lower proportion than the 65+ age group as a whole, while the Solihull hospital and Olton concentrations are more marked.

Population of Older People (Aged 85+)



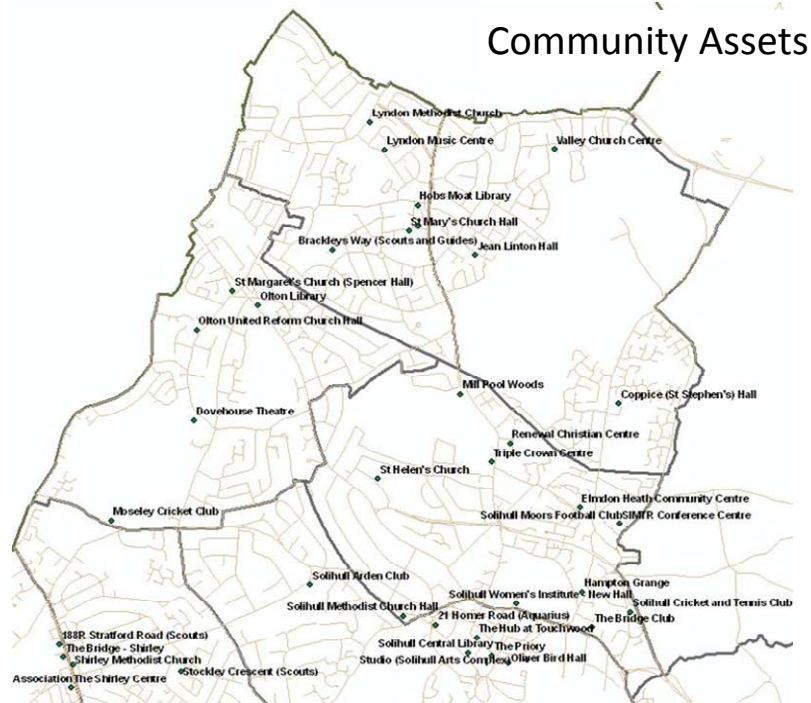
Care Homes in Upper Central Solihull

In many respects the pattern of older people in upper central Solihull reflects the concentration of care homes in the area, with significant clusters in Olton (along Warwick Road and St Bernard's Road), to the north of Solihull hospital (Silhill ward) and in Hobs Moat.

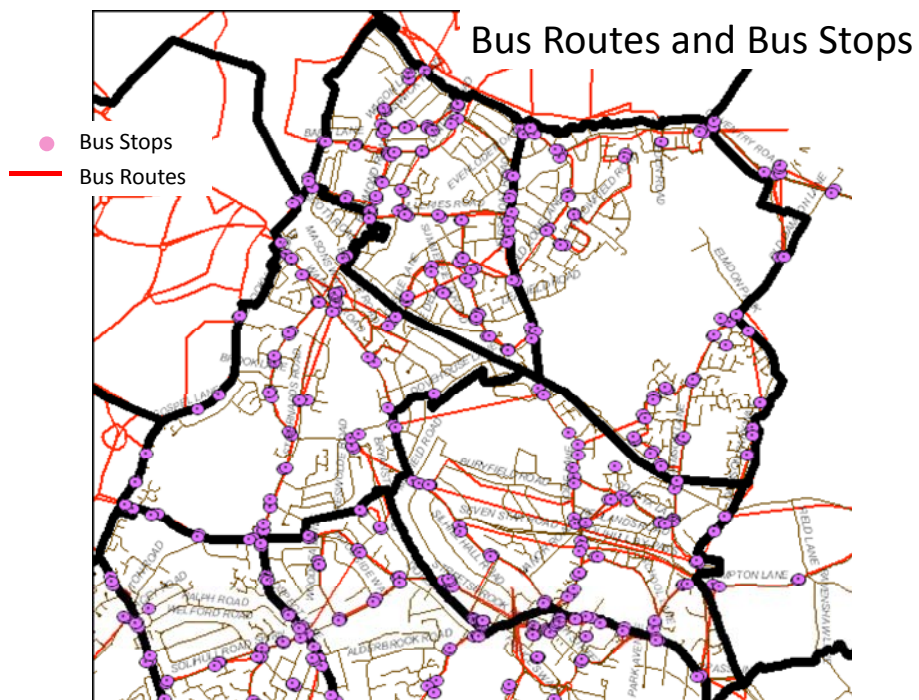


Community Assets and Accessibility

The map below shows existing community assets in the area, including community centres (public and private), church halls and libraries.



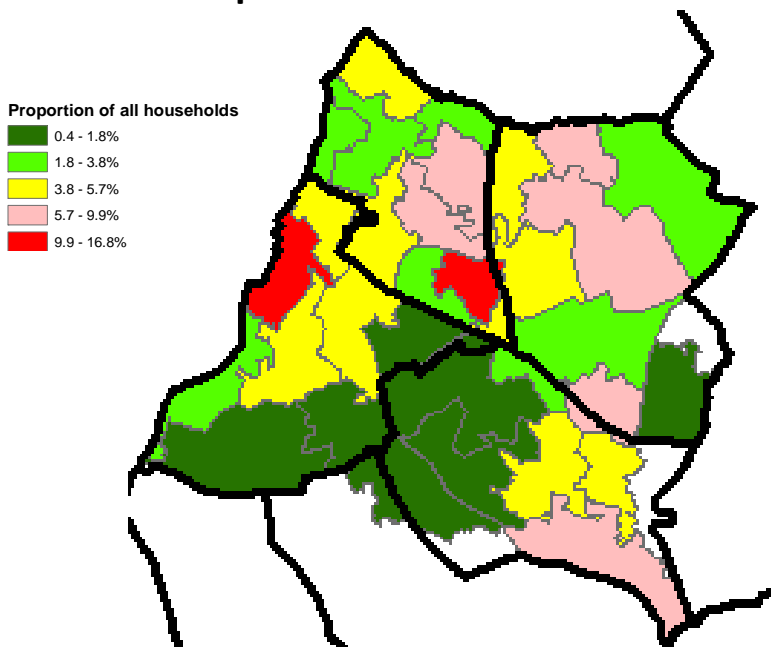
The map below shows bus routes and bus stops in the area. Although well covered overall there are significant variations how frequent services are (e.g. between Warwick Road and St Bernard's Road services).



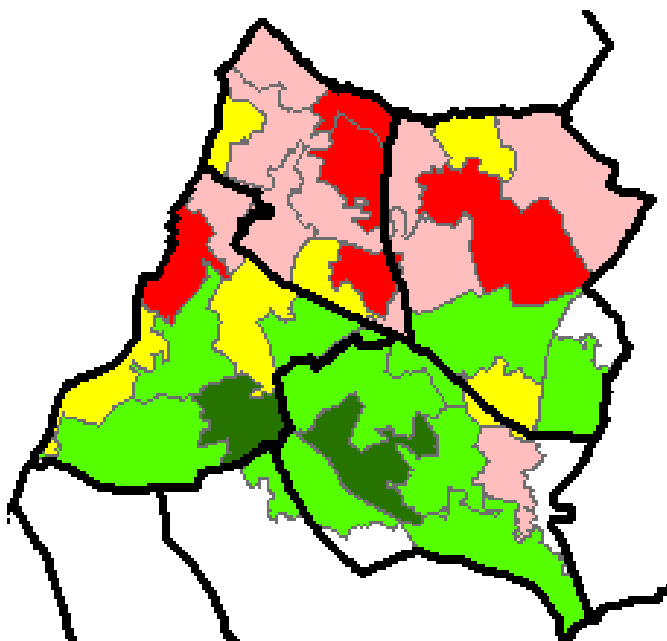
Older People Claiming Council Tax Benefit

Council tax benefit claimant data provides some insight in to older people's income deprivation. As the maps below show concentrations of older people in both single and couple households claiming benefit are more heavily concentrated in the Lyndon and Elmdon area (with a pocket in Olton which includes the Masons Way area).

Pension Couple Households on Council Tax Benefits



Single Pension Households on Council Tax Benefits



Older Peoples Care and Service Requirements

Using a variety of local indicators it is possible to try and map variations in the extent of care and service requirements. This is based on the assumption that older peoples need for health and social care services will vary depending on their underlying socio-economic and health circumstances and living arrangements and that relative disadvantage in an area, as well as the number of older people resident, will require greater service provision.

To capture these dependencies the following indicators have been measured against the prevalence across England as a whole:

- Single pensioner households;
- Incapacity benefit claimants aged 50+;
- Claimants of pension credits;
- Proportion of residents aged 65+;
- Proportion of residents aged 85+;
- Proportion of population with limiting long term illness.

The map below illustrates the results for this index at Lower Super Output Area (LSOA).

Older Peoples Care and Service Requirements Index

