

**Notes of Rural Partnership Forum Meeting
Tuesday 16th July 2013
Dickens Heath Library**

Attendees:

Stephen Munday, Director of Public Health (Chair)
Lilla Baker, Knowle Society
Councillor Brown, Blythe Ward Councillor
Sue Byrne, Hockley Heath Residents Association
Councillor Courts, Dorridge & Hockley Heath Ward Councillor
Len Cresswell, Cheswick Green Parish Council
Jenny Fearn, Tidbury Green Parish Council
John Fearn, Tidbury Green Parish Council
Martin Lambert, Dorridge & District Residents Association
Dr Gill Lewis, Hampton-in-Arden Parish Council
Dave Pinwell, CEO of SUSTAIN & Solihull Partnership Governing Board Member
Councillor Potts, Knowle Ward Councillor
Derek Tilford, SSAFA

Presenters / Officers in attendance:

Sarah Barnes, Solihull Partnership
Dawn Beaumont, Solihull MBC (Item 5)
Kulwant Bansal, Rotala (Item 4)
Hannah Colson, Solihull Partnership (notes)
Jon Hayes, Centro (Item 4)
Stephen Haselden, Rotala (Item 4)
Alison McGrory, Solihull MBC (Item 6)
Alison Webber, Rotala (Item 4)
Sue Willdigg, Rotala (Item 4)

Apologies:

Councillor Bell, Meriden Ward Councillor
Andrew Burrow, Berkswell Parish Council
Councillor Diccico, Meriden Ward Councillor
Dickens Heath Parish Council
Kath Hemmings, Rural Neighbourhood Manager, Solihull MBC
Councillor Mrs Holl-Allen MBE, Knowle Ward Councillor
Inspector Keith Portman, WM Police
Linda Poulson, Bickenhill Parish Council
Keith Tindall, Balsall Common Village Residents Association

1. Welcome and Introductions

Stephen Munday opened the meeting by welcoming everyone followed by introductions around the room.

2. Minutes of the Meeting held on 27th February

The notes of the meeting held at Bickenhill Church Hall on the 27th February were approved as an accurate record of the meeting.

Matters arising and action updates:

Stephen ran through the actions from the last meeting, to ensure they had all been picked up.

- Action 1 ~ still on-going due to lack of response from HS2 colleagues. **Hannah Colson to forward email correspondence to Councillor Courts and to copy in Dave Strang.**
- Actions 2-3 ~ have been completed prior to today's meeting.
- Action 4-6 ~ Sarah Barnes read out an email from Nick Garnett regarding progress on his actions since the last meeting. **Sarah Barnes agreed to pass Sue Byrne's details onto Nick Garnett to arrange for him to attend a Hockley Heath Residents Association meeting.**
- Actions 7-14 ~ have all been completed prior to today's meeting.

3. Questions asked by Members of the Public

Stephen advised forum members that three questions had been received prior to the meeting to be asked in the public part of the meeting.

Firstly, an update on the 'fibre optic broadband situation'. Sarah Barnes read out extracts from a Council Report regarding 'Digital Infrastructure' in Solihull to forum members and agreed to circulate the report with the minutes from the meeting.

It was agreed the second question regarding an update from CENTRO on the new services would be picked up during the next item on the agenda.

The final question raised was regarding information on the Library position in Dickens Heath. Sarah Barnes read out a statement from Tracey Cox, Head of Library & Information Services in Solihull.

Hannah Colson agreed to put the answers in writing to Councillor Brown who had raised the questions.

4. Rural Public Transport

Jon Hayes introduced himself as the new Birmingham & Solihull Area Manager for CENTRO and provided forum members with a brief overview of his background. Jon also introduced colleagues from Rotala, who provide the Blue Diamond bus services in Solihull (and surrounding areas). Jon personally thanked Diamond for getting the services up and running following the consultation which has been carried out.

Steve Haselden, Business Development Manager for Rotala, explained to forum members that he and colleagues had come along to today's meeting to gain feedback from forum members, both positive and negative, regarding the changes that have recently been made to the bus services in the area. Steve explained Rotala are a customer facing organisation, and they are encouraging new forms of contact e.g. register for updates via email, twitter updates, text in feedback while you are on the bus etc.

The group asked Jon and colleagues from Rotala a series of questions including:

- Councillor Cresswell asked what the current position was regarding service changes around Blythe Valley. *Jon Hayes replied to say this in abeyance at present and that he would give further information when it becomes available.*

- John Fearn questioned the reliability of the hybrid buses as there has been a few problems with buses breaking down? *Steve Haselden explained they are aware there has been a few problems, and they can only apologise. They are doing some research and working on resolving these issues as soon as they can.*
- Jenny Fearn raised an issue regarding problems on Fulford Road. Jenny agreed to email Jon Hayes direct regarding this.
- Forum members raised concerns regarding the reliability of the S3 service, which they have been made aware by residents who use the service that it is continually late? *Jon Hayes agreed to look into this and bring a report back to the next meeting on the reliability of this service.*
- Lilla Baker, noted that local residents in Knowle were happy to see the grey Diamond buses back, as they are high quality buses.
- Lilla Baker also advised CENTRO that with the introduction of parking restrictions across rural areas in Solihull, this will have an impact on the small residential roads which will make it difficult for the buses to get through.
- Sue Byrne discussed an issue regarding the bus data machine at Aylesbury Road; she agreed to email Jon Hayes following the meeting regarding this.
- Councillor Brown advised Jon about an issue with a bus stop not being marked clearly on Dickens Heath Road and she agreed to pick this up following the meeting. Councillor Brown also noted that residents had been positive about the 'green buses', stating they thought they were "smashing".
- There was a brief discussion about the lack of a direct route between Cheswick Green and the Stratford Road in Shirley. Councillor Brown stated that some residents had raised this with her and suggested re-routing the S4. Councillor Cresswell suggested that it would be better to leave the S4 route as it is.
- Dave Pinwell queried whether the realtime information app for smart phones was running live with real time information. *Jon Hayes replied to say he was unsure but all the information was available on the Network West Midlands website:*
http://networkwestmidlands.com/Apps/phone_app.aspx

Forum members thanked Jon Hayes for attending and also to his colleagues from Rotala.

5. Libraries: Types of Services available for the public

Dawn Beaumont, Operations Manager for Libraries, gave forum members a short presentation on 'Solihull Library & Information Services'. The presentation covered the following points:

- The mission of Solihull Libraries 'inspire, enrich, improve, enjoy, and create a sense of place'
- Key progress within libraries since the last strategy was launched in 2009, including; introduction of self-service technology, and Knowle Society volunteers – extending access outside core hours
- A brief overview of the eight key areas for libraries (growth & prosperity, reading, information, health & wellbeing, children & young people, digital, heritage and learning) and what libraries do to cover each of these areas
- The range of activities / events available at Solihull Central Library and Dickens Heath Community Library

Forum members noted how valuable libraries are to local communities; and welcomed the wide variety of activities and services now available through libraries. Councillor Cresswell promoted the U3A Book Club in Cheswick Green which is proving very popular with locals.

Councillor Courts thanked Dawn for the interesting presentation; but raised concerns on whether this information is being promoted and circulated to local residents, so they are aware of the wealth of activities available at libraries, especially those residents who do not have access to the internet. *Dawn noted that it is a constant challenge to ensure people are informed of activities and groups taking place at the libraries across the Borough. Forum members were asked to contact Dawn if they had any suggestions of ways to improve communications.*

Forum members thanked Dawn for attending the meeting. The group were advised if they had any further questions regarding the Libraries in Solihull then Dawn would be happy to take their questions: dawn.beaumont@solihull.gov.uk or 0121 704 6963.

6. Welfare Benefits update

Alison McGrory, Head of Income & Awards and Lead for Welfare Reform at Solihull MBC gave a short presentation on the 'Impact of the Welfare Reform'. The key points were:

- The Government are aiming to change behaviour ~ work pays, you will not be better off on benefits and if you are able to work and choose not to you will lose benefits. The significant impact will be felt by 'non-working' households.
- Pensioners will not be directly affected; however Age UK has noted that some pensioners have been indirectly affected as their families are coming to them asking for money.
- April 2013 saw the 'restriction of housing benefit in social rented sector based on size' implemented. This means those tenants whose accommodation is larger than they need may lose part of their housing benefit.
- Alison explained that Solihull MBC and Solihull Community Housing are working together to offer support and advice to those affected by this in Solihull.
- DWP Social Fund was abolished in April 2013 and replaced with Local Welfare Provision
- July 2013 will see the introduction of cap to Housing Benefit; those affected by this in Solihull are small in number, however it will have a significant impact on those families.
- October 2013 is due to be the roll out of Universal Credit, a single new payment (paid every 4 weeks) for people who are looking for work or on a low income; however it is likely that this timeline will keep changing.
- Solihull MBC are doing a number of things to support local residents affected by the Welfare Changes, including:
 - Contacting everyone affected through various methods including; face to face, letters, telephone calls
 - Working with the Voluntary and Community Sector to secure additional funding for extra posts in Citizens Advice, DIAL and Age UK.
 - Developed a referral wheel so customers know which organisation to go to for advice, regularly updating the website: <http://www.solihull.gov.uk/moneycounts/>; and monthly newsletters to partners.
 - Helping to support those in crisis or referring them on to another agency e.g. Helping Hands Food Bank.

Forum members thanked Alison for her presentation.

7. Update on Health Changes including an update on Healthwatch Solihull

Stephen Munday provided a brief presentation to forum members on the changes to the Health Service, since April 2013. The key points were:

- The new National body for the health service is NHS England. The main aim of NHS England is to improve the health outcomes for people in England.
- Over 200 Clinical Commissioning Groups are now operating in England. These were set up under the Health and Social Care Act 2012. They are clinically led groups that include all GP groups within a geographical area.
- Solihull Clinical Commissioning Group is operating in Solihull and is Chaired by Dr Chitnis. The membership is made up of majority of clinicians. The group is responsible for the quality of healthcare services for the people of Solihull.
- Funding arrangements within healthcare have changed; Clinical Commissioning Groups now hold the budgets for commissioning the majority of health services within the local area e.g. emergency care, hospital care, maternity services and community and mental health services.
- Public Health has moved to local authorities, along with their budget, which for Solihull is around £9m. This budget will be used to fund local public health programmes such as stop smoking campaigns, breastfeeding campaigns, health lifestyle programmes etc.
- There are a number of ways local residents can influence local health and social care services including: Healthwatch Solihull, local Elected Members, Patient Participation Groups etc.

Ian McGarry explained to forum members that Healthwatch is the new independent consumer champion for health and social care and was set up in October 2012. Healthwatch Solihull came into existence on 1st April 2013, and they are committed to ensuring views on local health and social care services are heard so they can be designed better. The main roles for Healthwatch Solihull will be:

- Sitting on the local Health & Wellbeing Board ~ working with the CCG and Health & Wellbeing Board to develop strategies, but also maintaining the independence to challenge.
- To provide advice and information about access to services and support, e.g. signposting people to the relevant service they require
- To gather views and understand people's experiences; this will be done through a number of avenues e.g. workshops, twitter, drop ins, networks etc.
- To support any complaints function, by signposting people to NHS Complaints Advocacy services.

Ian McGarry noted that Healthwatch Solihull will also be looking to recruit Healthwatch Champions within local areas across Solihull. Healthwatch Champions will be volunteers committed to improving health and social care services and who are willing to support the Healthwatch team in Solihull in a variety of ways.

Ian McGarry encouraged forum members to contact him if they would like any further information about Healthwatch Solihull, as he would like to be in touch with as many people as possible so that the voice of local people can be heard and feedback.

Following the presentations, forum members had a discussion on health services in the area. Dave Pinwell encouraged forum members to contact Healthwatch Solihull if they have any concerns regarding the Ambulance Service changes. Councillor Courts suggested that a public survey is needed to ensure that local people understand the changes that have been made to the health service.

Councillor Cresswell queried what the council are doing in terms of health provision for the anticipated increase in population in Solihull? Stephen Munday explained that the local Health & Wellbeing Board, has a good working relationship with the local planning team and those who plan local services.

The group had a discussion about 'continuing care' which was initially raised by Derek Tilford, who had a personal story relating to this which he agreed to discuss with Ian McGarry outside of the meeting. Stephen Munday noted that continuing care is a difficult area to solve as it is based on an individual so every case is different.

Councillor Potts enquired about whether Healthwatch Solihull would be making reports available to the public? Ian McGarry advised that Annual Reports would be available online as well as Healthwatch Solihull accounts.

Forum members noted the presentations provided by Stephen and Ian, and thanked them.

8. Nominations for Police & Crime Panels

Sarah Barnes spoke to forum members about the paper which had been circulated prior to the meeting on the evolution of Solihull's Community Safety Partnership Board, to include a mix of non elected/ non statutory community representatives. Each of the Partnerships Forums in Solihull has been asked to nominate two people to join the Safer Solihull Partnership. This is to make sure that the voice of local people is heard in determining the community safety plan for Solihull.

It was noted that two nominations had been received in writing; and one verbal expression of interest had been received prior to the meeting. During discussions at the meeting, the verbal expression of interest was withdrawn; and the two written nominations from Councillor Potts and Councillor Cresswell were put forward by the Rural Partnership Forum for the consideration of the Safer Solihull Partnership Board.

Forum members raised concerns regarding the process that has been used for seeking nominations to the Safer Solihull Board. Sarah Barnes explained that as it is the first time this has been attempted, it is a learning process along the way. Sarah agreed to feedback the concerns from the Forum to Gillian Crabbe, Community Safety Manager at Solihull MBC.

9. Identify Items for Discussion Next Time

The proposed date for the next rural forum is Thursday 21st November, 6:30-8:30pm, venue to be confirmed. Forum members suggested items for discussion at the next meeting:

- Feedback from CENTRO on service reliability of the S3
- Presentation on the Digital Strategy

Stephen asked group members to contact Hannah Colson, hcolson@solihull.gov.uk or 0121 704 8258 with any further items they would like discussed at a future meeting.

10. Any Other Business:

Sarah Barnes raised awareness of the annual 'Solihull Civic Honours' and asked forum members to promote the awards and encourage people to nominate local people (the deadline for nominations has been extended until 10th August) in the range of categories available. For further information please visit the webpage: <http://www.solihull.gov.uk/civichonours>

Tables of Actions:

Actions	By Whom
1. Hannah Colson to forward the HS2 email to Councillor Courts	Hannah Colson
2. Sarah Barnes to pass on Nick Garnett's email to Sue Bryne	Sarah Barnes
3. Hannah Colson to circulate the 'Digital Infrastructure' report to forum members.	Hannah Colson
4. Hannah Colson to put in writing the answers to the questions raised by Councillor Brown	Hannah Colson
5. Jenny Fearn, Sue Byrne and Councillor Brown to email Jon Hayes with their individual queries regarding the bus service / bus stops	Jenny Fearn, Sue Byrne, Councillor Brown & Jon Hayes
6. Jon Hayes to bring a report back to the next meeting on the reliability of the S3	Jon Hayes
7. Forum members to contact Dawn Beaumont with ideas about how to communicate information about libraries to local residents.	Forum Members
8. Dawn Beaumont to upload the presentation to the libraries webpage so people can see the range of services / activities on offer at libraries.	Dawn Beaumont
9. Forum members to contact Ian McGarry regarding any health or social care concerns	Forum Members
10. Sarah Barnes to feedback to Gillian Crabbe the concerns from forum members regarding the process for nominating representatives to the Safer Solihull Board.	Sarah Barnes

Solihull Library & Information Services

Our mission is to

‘inspire, enrich, improve, enjoy, and create a sense of place’

Our libraries will provide:

- A focal point for local communities to become active citizens, supported and empowered to make informed choices
- A range and choice through traditional library and information resources and new technology, providing 24/7 access beyond library walls
- A safe and welcoming meeting place that connects individuals and communities, both geographically and through mutual interest
- A creative and informal environment which will enrich people’s lives and experiences through a range of recreational and learning opportunities, continuing the successful partnership of reading and learning
- An environment of acceptance where all members of the community feel significant and represented
- A place to achieve and belong

Key Progress since 2009:

- Introduction of self-service technology
- New Chelmsley Wood Library – our flagship in North
- Access Point at Smith’s Wood Primary School
- Knowle Society volunteers-extending access outside core hours
- Volunteers
- Shared Mobile Library service with Warwickshire
- Parish Council/Ward Councillor discussions/engagement
- Flatter management structure
- Enhanced Library Management System & Savings
- New income generating services
- Improved partnership working



Challenges & Opportunities



- More for less
 - Reducing costs
 - Raising income
- Competing leisure options
- E-books and future technology
- Integration & co-location
- 4 national 'Universal Offers':
 - Health
 - Reading
 - Information
 - Digital
- + Children's Promise

Solihull Library & Information Services:

- 3 flagship libraries
- 10 community libraries
- 1 access point
- Staff with local knowledge & expertise
- Public computers
- Free Internet
- WiFi in some libraries
- Resources:
 - Books / DVDs / CDs / Audio books /
Magazines / Newspapers / online
subscriptions
- Activities
- Partnerships (council, Enable, Sustain, SILC,
UKOnline, National Careers Service, RNIB,
Knowle Society, Solihull Community Housing,
ReCOM...)



Growth & Prosperity:



- Free Internet access (incl. CV websites & Office)
- Work Clubs – Shirley & Hobs Moat
- Book and online resources for job/career-hunting, cv writing, psychometric tests, interview skills
- Opportunities to acquire ICT skills
- Business information
- Business Start-up advice via Blue Orchid (Central)
- Local job vacancy & Recruitment agency information
- Support for people accessing information and services online
- National Careers Service – Central & Chelmsley Wood
- Solihull Specialist Careers Service (Connexions) – Central
- Partner support eg. ReCOM, SCH, JCP
- Volunteering opportunities eg. Summer Reading Challenge/ICT training

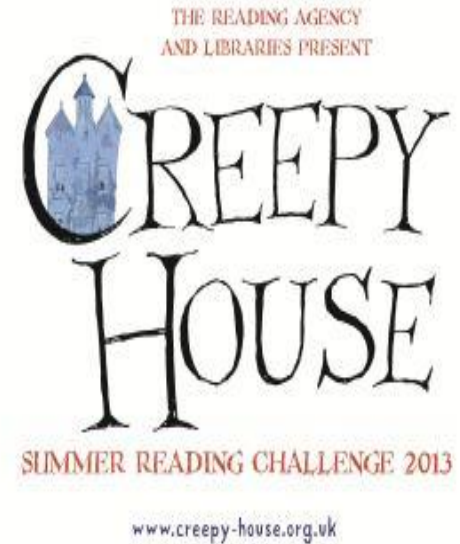
Health & Wellbeing:

- Self-help library resources
- Health & Well-being Zones
- Books on Prescription – Adult and Child
- Sight-loss Centre
- Non-clinical community space
- Home Library Service
- Expert staff with local knowledge
- Assisted online access
- Health and care information and signposting
- Health MOT checks
- Social and recreational reading opportunities
- Volunteering opportunities
- Health Information Week
- My Health Library online



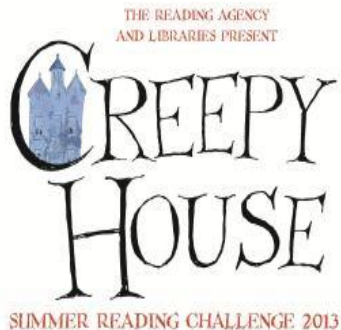
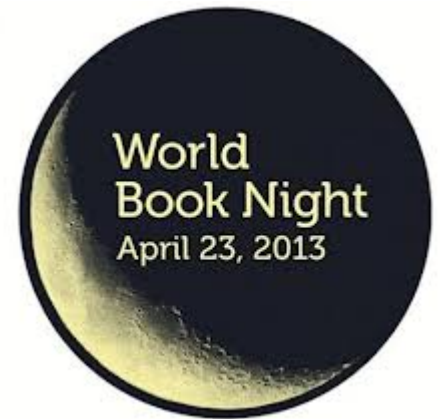
Children & Young People:

- Summer Reading Challenge
- Rhymetime
- Storytime
- Teenage Reading Groups
- Class visits
- Picture book subscription service
- Homework clubs
- Family information
- Books on Prescription (coming soon)
- Volunteering opportunities
- Activities
- Bookstart
- Bookstart Bear Club
- Solihull Children's Book Award
- Outreach activities



Reading:

- Free books and reading resources
- Books in Large Print
- Reading groups
- Supported online access
- E-Books
- Home Library Service
- Mobile Library
- Free community space
- Access to local and family history resources



www.creepy-house.org.uk



Information:

- Supporting people accessing information and services online
- Local and national events
- Local and national transport timetables
- Newspapers & Magazines - & online
- Virtual Reference Library
- Business information
- Ancestry & Find My Past
- Enquire
- Work Clubs



Learning:

- Opportunities for informal learning
- Family History courses
- Social Media/Business workshops
- Careers advice & CV support (via Connexions/National Careers Service)
- Business start-up advice (via Blue Orchid)
- ICT tuition
- College courses



UK **onlinecentres**

Heritage

- Heritage & Local Studies Service – the Borough’s memorybank
- Historic books, maps, 15,000+ photographs & archive collections
- Heritage Gallery exhibitions

- Family history resources and courses
- FamilySearch centre
- Family history groups – Caribbean, Irish
- “Old Bones” & Family History Explorers

- *Ancestry* and *Find My Past*
- Historic newspapers online
- Heritage Network and Forum



Digital:

- Free Internet access
- Trained staff to support access
- 24/7 access to services
- Ability to search, reserve and renew items online
- WiFi access
- E-book lending
- Social networking presence
- Access to digitised local archive
- Access to online learning opportunities
- ICT courses to suit beginners
- Volunteer opportunities



Solihull Central Library

- Books on Prescription for children & adults
- Wellbeing Zone
- Literature events
- Weekly Escapes
- Listener's Circle - bi monthly
- Readers' Circle - bi monthly
- Story and Rhyme sessions for under 5s
- Homework Club - Tuesdays - term time
- Teen Lounge
- Community Language material in Hindi, Urdu, Gujarati & Panjabi



Solihull Central Library

- Family History Courses & Groups
- Heritage Gallery
- Social media Courses
- Job Centre Plus for job hunters- every Tuesday
- Sight Loss Resource Centre
- Meeting Rooms for hire
- Ward Councillor Surgeries – bi monthly
- Police surgeries - forthcoming
- Enable signposting service- every Friday
- National Careers Service



Dickens Heath Community Library

Alphabet Club - for the under 5s Fortnightly
Thursday, 10.30-11.15am. Activity for under 5s.

Rhyme-times - A fun session of action rhymes and songs, Mondays 2.00pm - 2.30pm.

Monthly Craft/Story and Rhyme Sessions for under 5's - Monthly Mondays, 2.00-2.45pm.

Young Teenage Reading Group for 12-15 year olds.
Monthly Saturdays 3.00-4.00pm.

Family History Support Group - Monthly on Mondays between 3.00-5.00pm.

Councillors Advice Surgeries
Monthly on Saturdays between 2.00-3.00pm.

Energy Monitors



And finally.....

Libraries are here for all, we're free to join, we're free to use

Libraries can change lives:

- escapist fiction
- critical job information
- new lease of life
- life skills

Questions?

Contact:

Dawn Beaumont

dawn.beaumont@solihull.gov.uk

0121 704 6963



Update of Welfare Reform

Alison McGrory
Head of Income & Awards
And Solihull MBC Lead for Welfare
Reform

What is Welfare Reform

- “Biggest change since Beveridge”
- Government aim to change behaviour – key messages
 - Work Pays
 - You will not be better off on benefits
 - If you are able to work and you choose not to - you will lose benefit
- Significant impact on ‘non working’ households
- Pensioners not affected
- Introduces Universal Credit – One Benefit for working and non working families
- Can’t afford to leave Housing Benefit as it is - significant changes until its abolished in 2017

The story so far;

- Welfare Reform Act introduced March 2012 – major impact on CVS - Changes in ESA and Tax Credits.
- April 2011
 - Restriction of Housing Benefit to 4 bedrooms
 - 26 Households in Solihull affected - DHP paid to 1 family with complex needs lost £69 per week. DHP being paid to cover the shortfall
 - Restriction of Housing Benefit to lower than average rents
 - Slow impact – noticing it now, most people are managing
 - Additional room allowed for overnight carer
 - 23 Households now getting more Housing Benefit
- January 2012
 - Restriction of Housing Benefit for customers under 35
 - 72 customers affected – DHP paid to 6 remaining customers, the rest have either come off benefit, confirmed as exempt due to disability, started work, moved, referred to fraud, turned 35, not returned our contact.

What happens next

- April 2013
 - Restriction of Housing Benefit in Social Rented Sector based on size
 - Just under 1000 SCH tenants over accommodated
 - 560 1 room spare – 14% of reduction of rent applied to Housing Benefit
 - 140 2 rooms spare – 25% of reduction of rent applied to Housing Benefit
 - 300 – 500 Housing Association Tenants over accommodated
 - DLA replaced by PIP piloted for new claims in the North of England.
 - From June 2013 new claims for PIP will be taken from all parts of the country.
 - From October 2013 individuals on DLA reporting a change in condition or due renewal of award will be reassessed under PIP. A few thousands other cases will be reassessed using random national selection.
 - Between January 2014 and April 2016 all individuals on DLA will be contacted to apply for assessment under PIP as part of rolling schedule.

What happens next

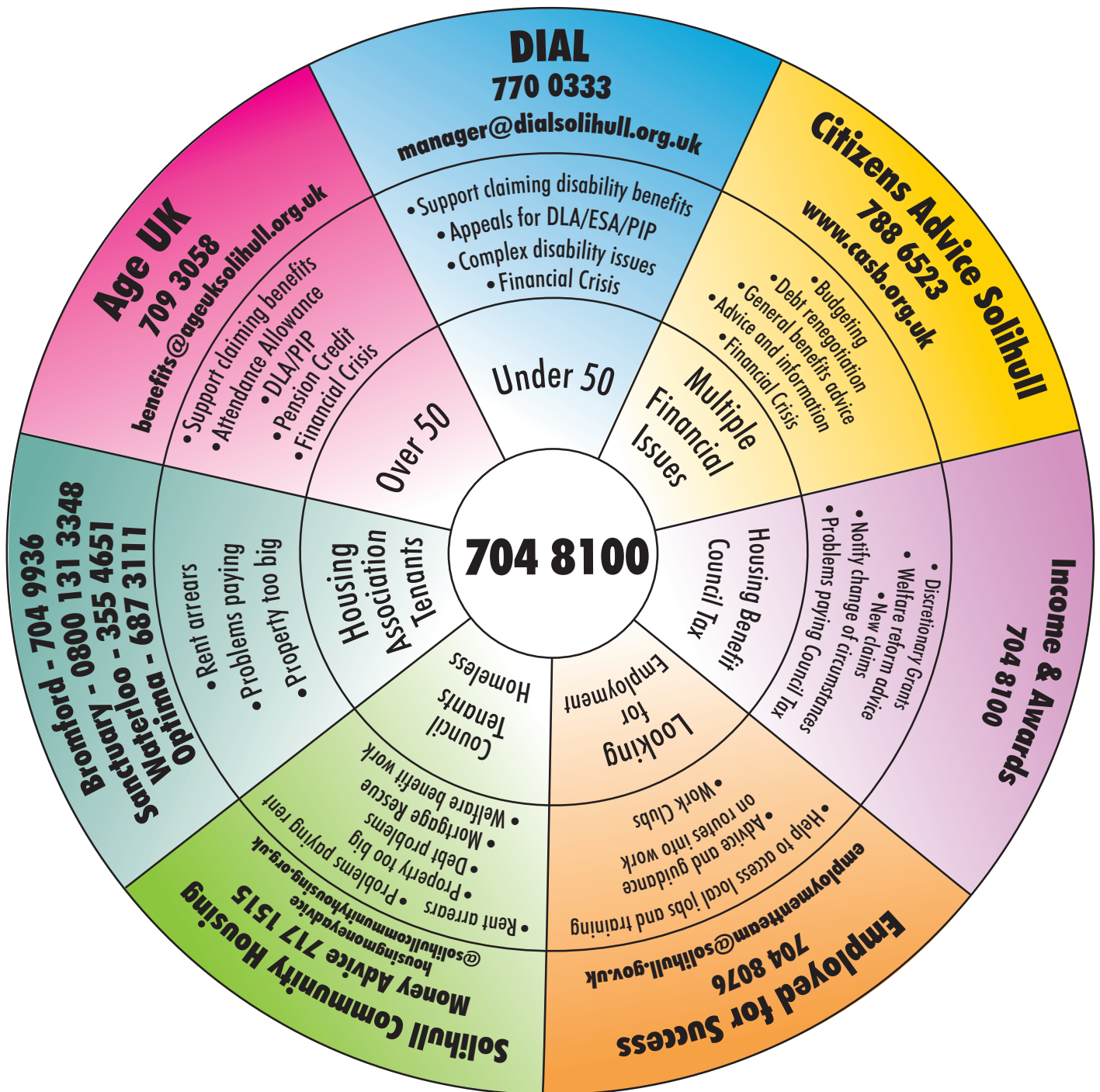
- April 2013
 - DWP Social Fund Abolished and replaced with Local Welfare Provision
 - New localised Support Scheme for Council Tax
 - Same as now – new name Council Tax Reduction Scheme
 - £1.5 m shortfall covered by SMBC
 - New scheme being developed for 2013/14
- July 2013
 - Introduction of cap to Housing Benefit
 - 50 Households identified so far
 - Subject to cap in total benefits of £26,000 for a couple/loan parent
 - £18,500 cap for single people
 - Income over the cap to be deducted from Housing Benefit entitlement
 - Other benefits will not be deducted yet – Universal Credit
- October 2013
 - Start of roll out of Universal Credit

What are we doing to Support Customers?

- Contacting everyone affected – letters/visits
- Working with Social Sector Landlords to raise awareness for reductions in Housing Benefit because of “bedroom tax”
- Brought our housing allocations policy in line with Benefit room rules
- Increase in DHP from £120,000 in 2011/12 to £295,000 in 2012/13
- Targeting DHP to specific groups and agreed priorities with members
 - Foster families and care leavers
 - Where properties adapted for care needs
- Working with Voluntary and Community Sector to secure additional funding for extra posts in CAB, DIAL and Age UK
- Working on one referral system for financial and benefit support which we will review to see what outcomes have been achieved, use this information to support future commissioning of financial support services.
- Monthly Newsletters to all partners
- Updates and information on Welfare Reform and benefits and money advise on our website www.solihull.moneycounts, email welfare-reform@solihull.gov.uk

Referral Route for customers in financial difficulty.

Solihull Council and Partners



Other useful contacts:

- General money advice www.solihull.gov.uk/moneycounts
- Benefits information www.dwp.gov.uk
- Fuel poverty www.solihull.gov.uk/housing/energyefficiency
- Problems with loan sharks stoploansharks@birmingham.gov.uk
- Ask Mat www.solihullcommunityhousing.org.uk

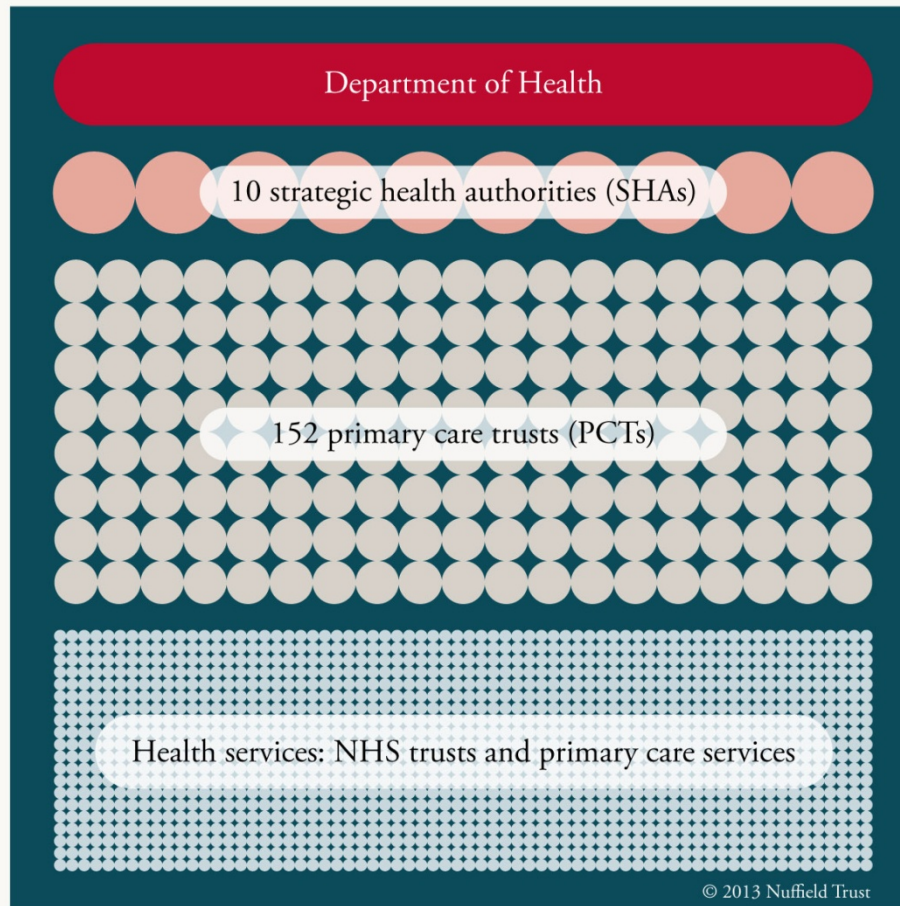
The new NHS in England: structure and accountabilities

The NHS in transition: mapping the changes

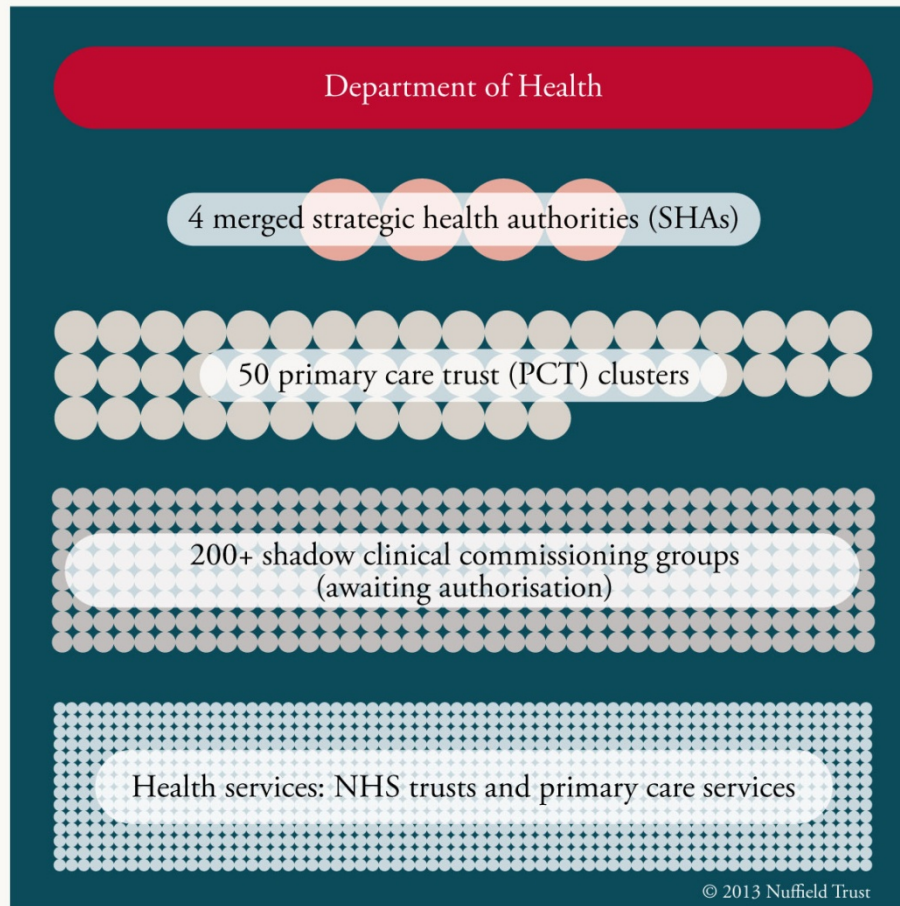
- **The Health and Social Care Act is changing the NHS':**
 - Structure
 - Accountabilities
 - Funding arrangements
 - Working relationships

The following slides show the principal changes.

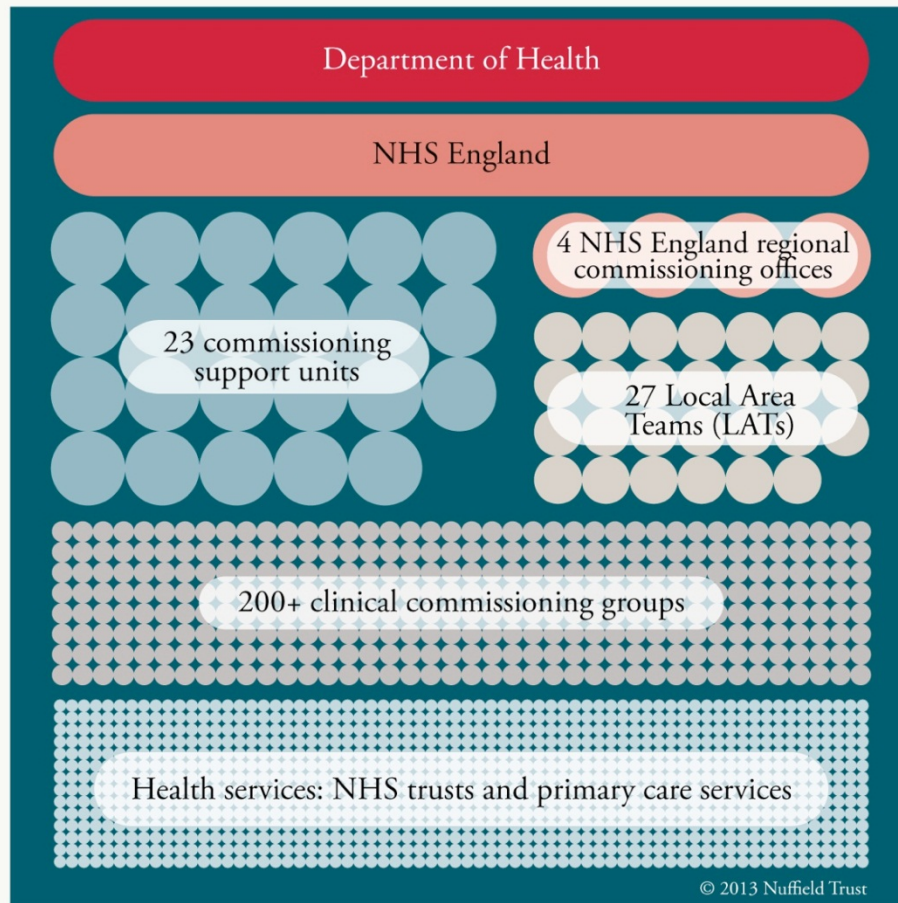
The NHS in England before the reforms



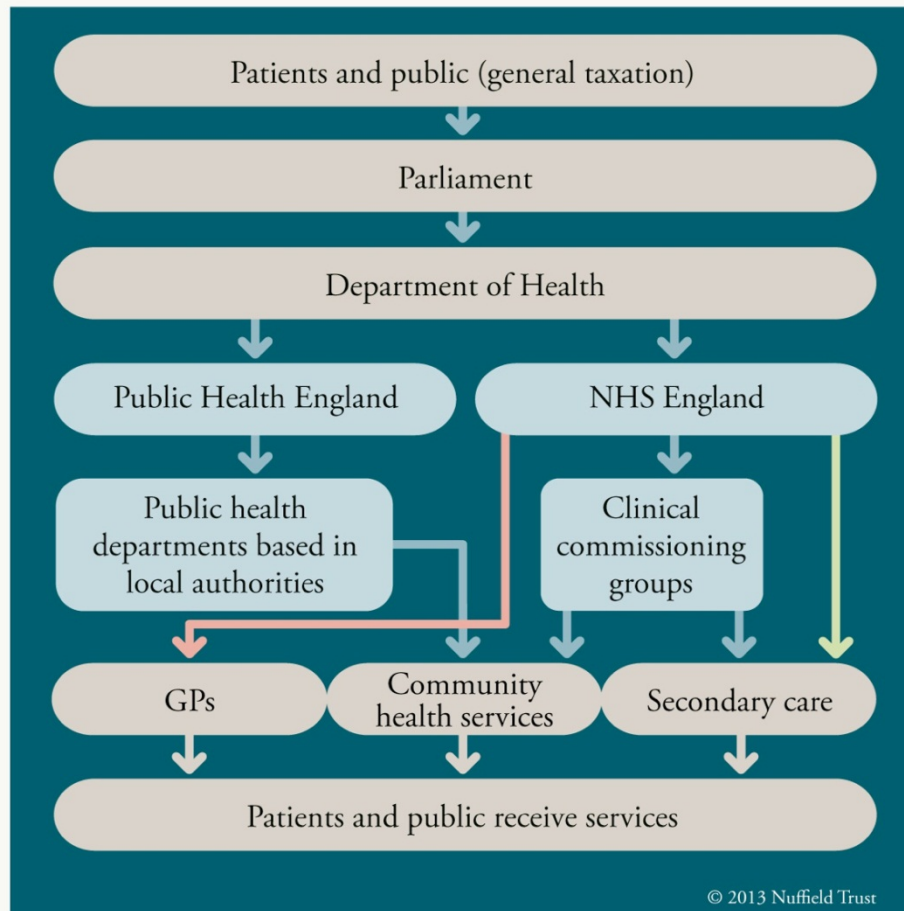
The NHS in transition: Jan 2012 – Mar 2013



NHS April 2013 onwards



New funding arrangements



- New organisation
- Funding
- Service provision
- Holds contracts directly
- Direct commissioning of specialised services e.g. specialised mental health services

Members of the Solihull CCG Governing Body

Dr Anand Chitnis, Chair/GP

Dr Patrick Brooke, Chief Officer

Dr Charles Ashton, Secondary Care Consultant

Dr Mike Baker, Governing Body GP

Steve Coathup, Vice Chair/Lay Advisor

Dr John Davenport, Governing Body GP

Mark Ford, Lay Advisor

Dr Joe Iyer, Governing Body GP

Julia Lyle, Lay Advisor

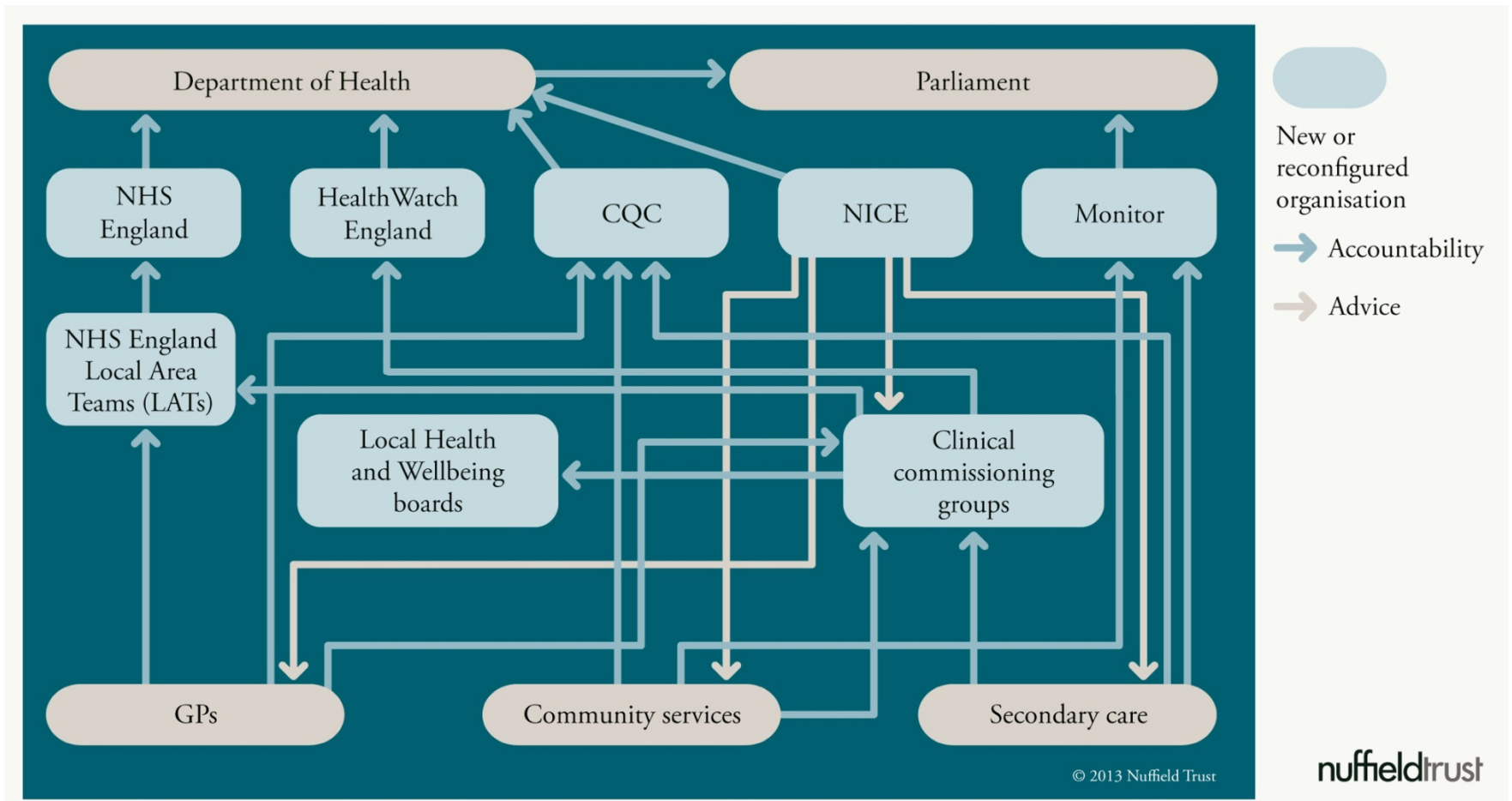
Dr Stephen Munday, Director of Public Health

Dr Geoff Naylor, Governing Body GP

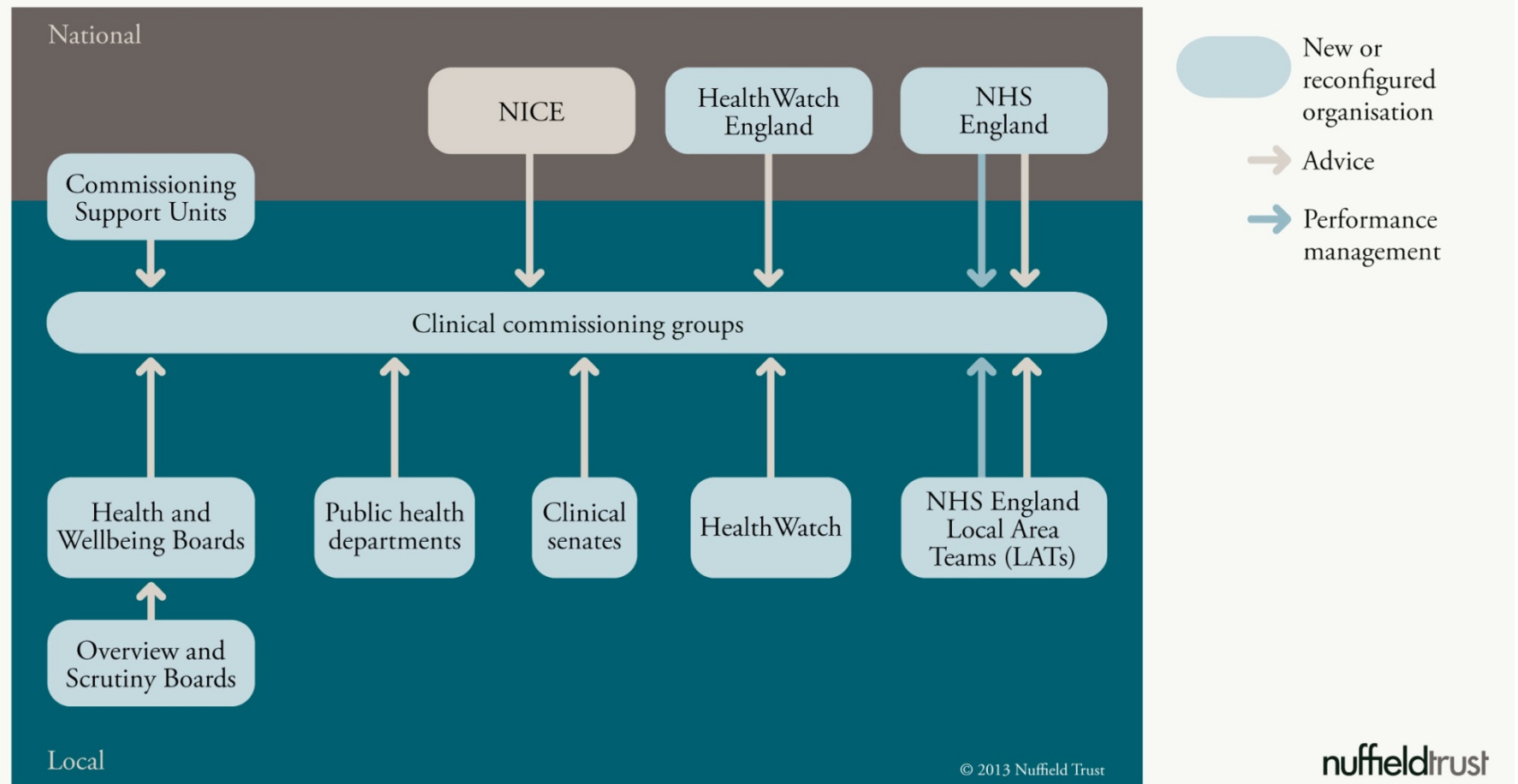
Sue Nicholls, Chief Nurse

Ian Woodall, Chief Finance Officer

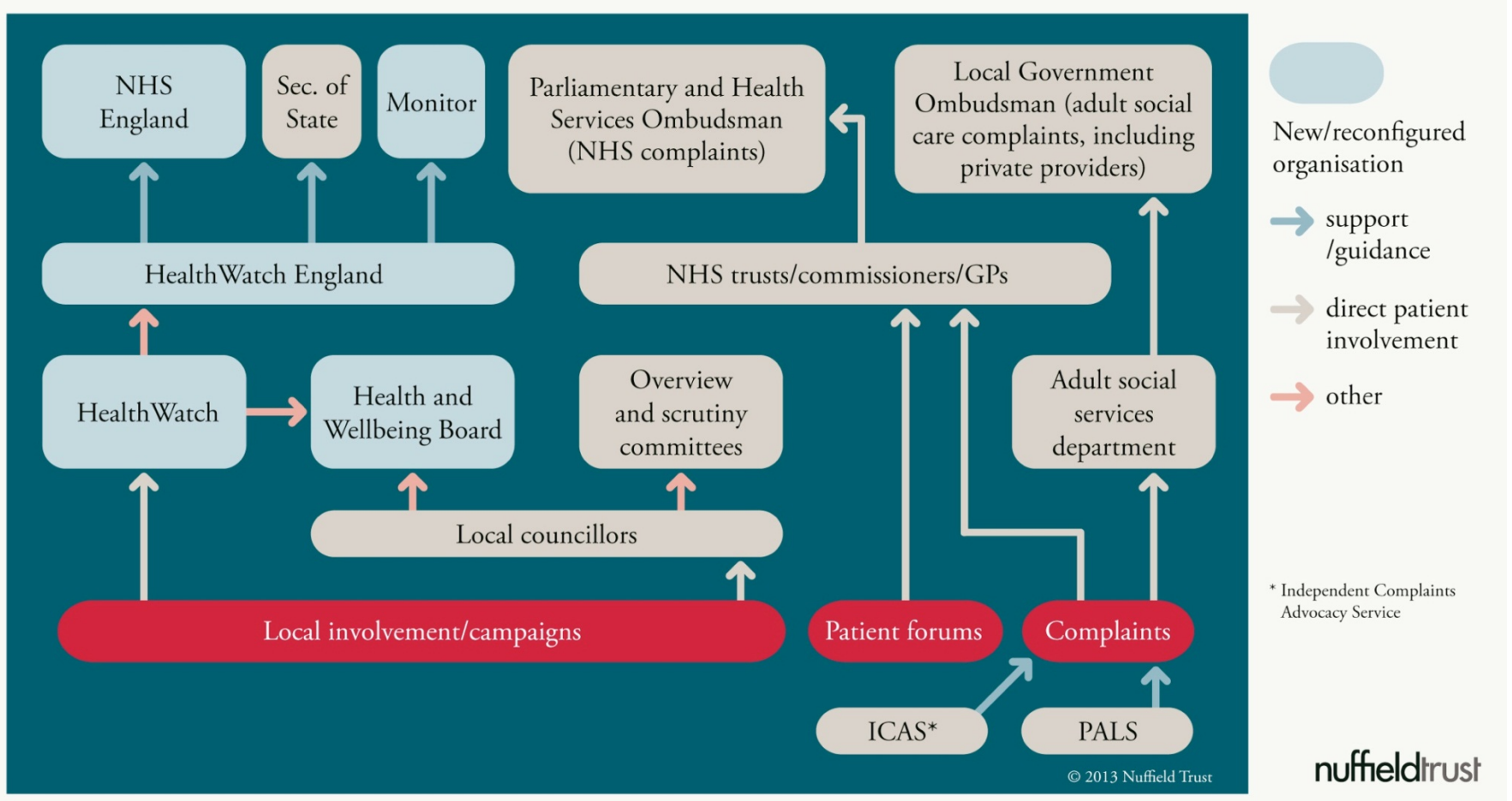
Regulating and monitoring the quality of services

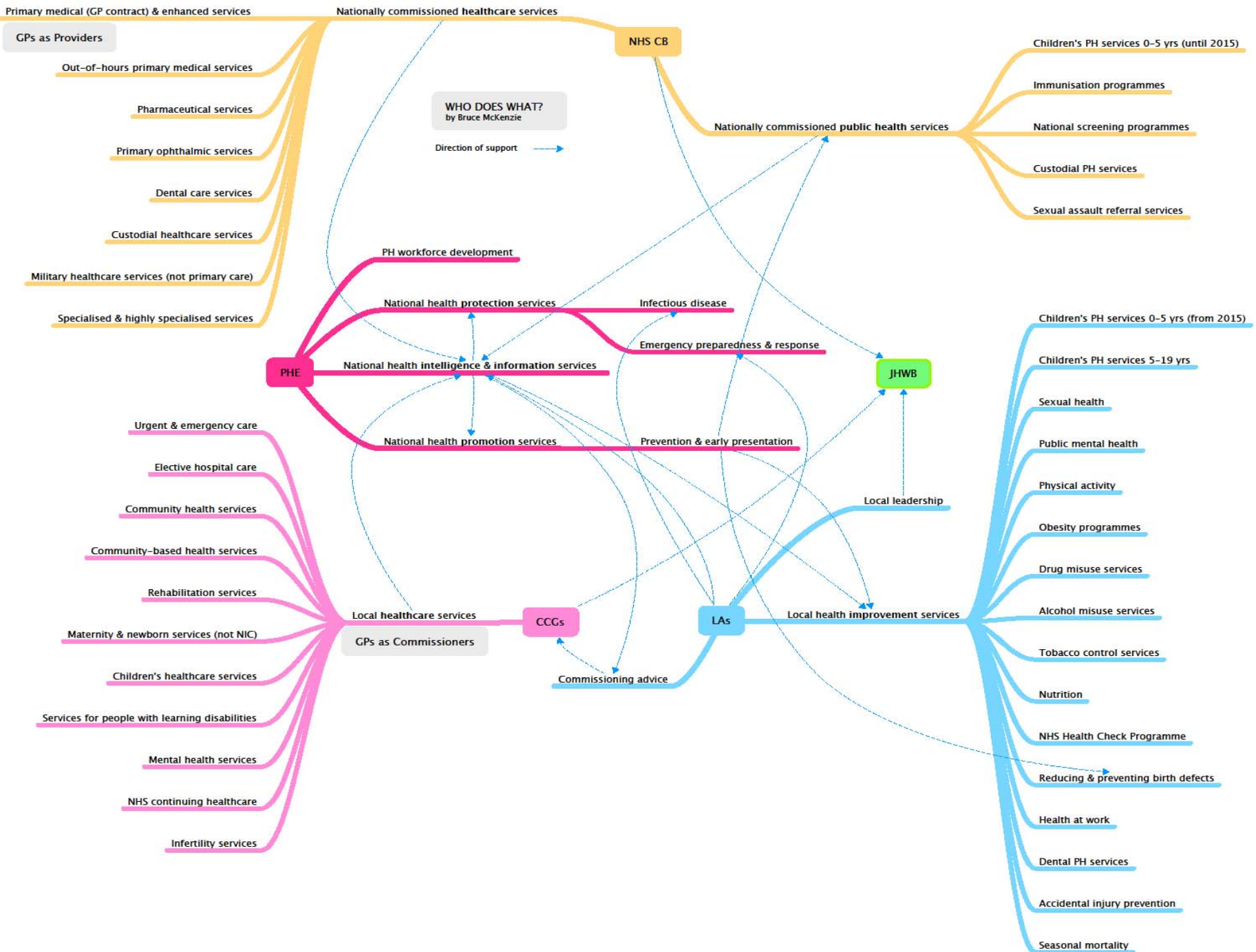


Advice and performance management



How patients and members of the public can influence their health and social care services







Ian McGarry - Healthwatch Solihull

What is Healthwatch Solihull?

Healthwatch Solihull is the new independent consumer champion for health and social care in the borough.



What does Healthwatch Do?

We are here to give everyone in this borough, and those who use our services, a powerful voice to make sure their views and experiences are heard by those who plan, run and regulate our health and social care services.

So that they can be designed better



How do we do that?



Healthwatch Solihull will work with the CCG and Health and Wellbeing Board to develop strategies based upon a robust evidence base

whilst maintaining the independence to challenge or corroborate strategies, practices and decisions.



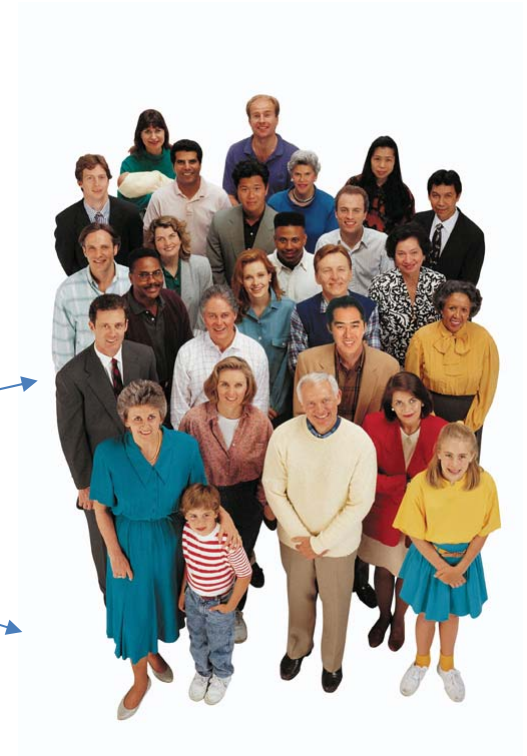
No Decision About *Me* - Without *Me*



- **Residents**
- **Patients**
- **Users of Services**
- **Organisations**
- **Community Groups**
- **Carers**
- **Support Groups**
- **Young people**



'No decision about *Me* without *Me*'



230,000 people in
84,000
households



Can you help?

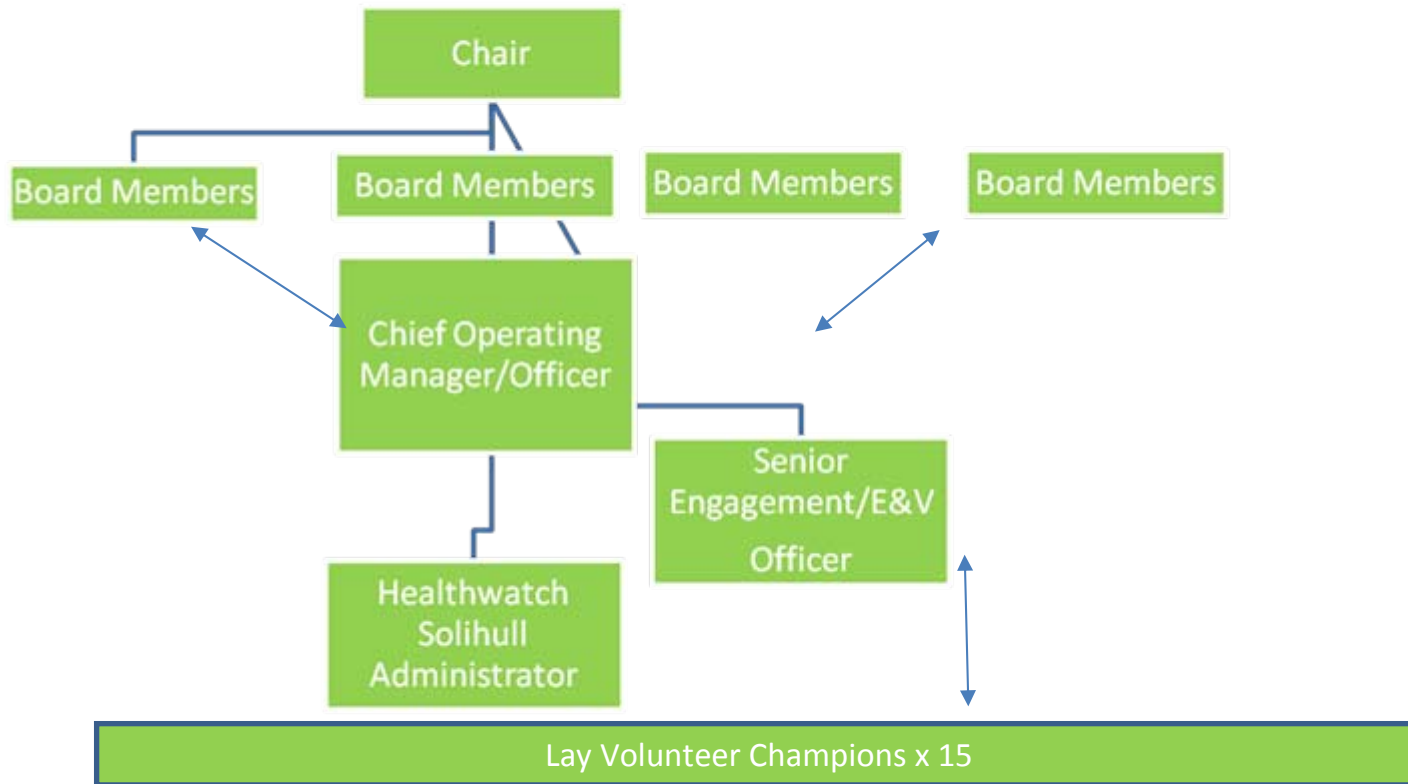
Healthwatch Champion

Keep in touch

Work with us to get views specific to you over to us



Healthwatch Solihull Team



Lay Advisor Clinical and Healthwatch Champions still to be Recruited



Off to a Good start



Located in Chelmsley wood – Three Tree's Community Centre
www.healthwatchsolihull.org.uk

Tel: 0121 – 770 - 5434



Launch Event June 2013



Transitions Event May 2013



Volunteer Events

Healthwatch
Solihull Pilot for
National Hub



Thank You

