



Solihull
METROPOLITAN
BOROUGH COUNCIL

Here2Help

2025/26

**Services and support
to help you live well**

www.solihull.gov.uk/here2help

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For details of all of the support available please visit:
www.solihull.gov.uk/here2help



If you are experiencing financial hardship as a result of your council tax charge and you are on a low income you may be entitled to support from our Local Council Tax Reduction Scheme. Call **0121 704 8200** or visit: **www.solihull.gov.uk/Council-tax-and-benefits/Council-tax-reduction**

You may also be eligible for a reduction in your council tax charge if you have experienced a crisis or significant event (such as a terminal illness diagnosis). For more information visit: **www.solihull.gov.uk/council-tax-and-benefits/council-tax-discretionary-reduction-liability** or call our Financial Inclusion Team on **0121 704 6202**.

There are a variety of other council tax discounts, exemptions and reductions available that you may be eligible for depending on your circumstances. Call **0121 704 8100** or visit: **www.solihull.gov.uk/Council-tax-and-benefits/discounts**

Solihull Council's Discretionary Crisis Fund provides help with food, fuel and items like white goods and beds for households experiencing financial hardship. Call **0121 704 8284** or email **financialinclusion@solihull.gov.uk**. You can also apply online at **www.solihull.gov.uk/here2help/money-advice**

Solihull Council's Discretionary Housing Payments (DHP) Scheme provides help with rent for Solihull residents experiencing financial hardship and who are in receipt of housing benefit or the housing costs element of Universal Credit.

Call **0121 704 6202** or email: financialinclusion@solihull.gov.uk.

Please see the DHP information sheet and online form at www.solihull.gov.uk/discretionary-crisis-fund/discretionary-housing-payments.

Solihull Community Advice Hubs

Based in Chelmsley Wood and central Solihull, the Hubs provide a wide range of information, advice, and support. Call **0121 709 7590** or alternatively email: admin@solihullcommunityhub.org.uk

Solihull Community Housing (SCH)

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

Citizens Advice Solihull provides free and confidential advice. Call **0808 2787976** Monday to Friday or visit www.casb.org.uk/

Entitlements and household grants

To check that you are receiving all the money that you are entitled to you can contact the Solihull Community Advice Hubs on **0121 709 7590** or try our Benefits Checker at www.solihull.gov.uk/here2help/here2help-help-money-and-essentials

Universal Credit Helpline is available for help to make a claim for Universal Credit. Call the DWP Help to Claim Line on **0800 144 8444**.

Money Advice Service provides lots of information on topics such as money, rent, benefits, work and pensions. Visit www.moneyhelper.org.uk. They can also signpost to other debt organisations such as the National Debtline **0808 808 4000** and Stepchange, the leading debt charity which provides free and confidential debt advice. Call **0800 138 1111** or visit: www.stepchange.org

Food



A foodbank is for anyone in crisis, who does not have enough money to buy food or essential supplies for themselves or their family.

Help in an emergency

There are three organisations in Solihull that the Council works with and endorses, which provide a food parcel or a hot meal to feed yourself and your household.

- Helping Hands - an emergency food bank service which can deliver emergency food parcels to those in crisis.
- We Care UK - provides an emergency "out of hours" food parcel delivery service to support those who are facing an emergency or crisis.

To access Helping Hands or We Care UK please call Solihull Council on **0121 704 8001** to request a referral to your nearest collection point.

Deliveries will only be provided if you are not able to collect in person.

The Council also works with North Solihull Foodbank, which is part of a national network of foodbanks that provides emergency food and support to local people who are in crisis. It operates from Smith's Wood and can be contacted via the website: www.northsolihull.foodbank.org.uk, phone: 07902 030134 or email: info@northsolihull.foodbank.org.uk

Food support for school-aged children

Children who attend a Solihull school and meet the eligibility criteria can make an application to access a free school meal. To view the criteria and to make an application visit www.solihull.gov.uk/fsm or for more information call 0121 704 6611 or email edfreesm@solihull.gov.uk

Energy and fuel



Homes that are either too hot or cold can create health issues and worsen existing health conditions.

Solihull Council has information on home energy saving and energy efficiency, and details on funding and support can be found at www.solihull.gov.uk/your-future-solihull/energy-and-housing

Winter Warmth campaign

Supported by Solihull Council, Age UK Solihull provides a local Winter Warmth Helpline. This helpline provides advice, tips and practical help on keeping your home warm and making your home energy efficient; emergency heaters if your heating breaks down; explaining and minimising fuel bills; benefits and debt advice.

This service is primarily aimed at older people, those living with disabilities or long-term health conditions, carers, and families with young children.

You can access advice and support through the Winter Warmth Helpline (October – March) on: **0121 704 8080**, 9am – 5pm Monday to Friday or email **winterwarmth@ageuksolihull.org.uk**

Advice and help with your energy bills

Solihull Council has partnered with energy experts Act on Energy, to help you reduce your energy bills and make your home more energy efficient.

For advice, tips and support, including energy saving tips, pre-payment meters, energy debt, home heating repairs or improvements and energy efficient grants, contact the free Act on Energy advice line on: **0800 988 2881**, 9am – 5pm Monday to Friday, or email: **advice@actonenergy.org.uk**

Contact your utilities supplier as early as possible if you are struggling to pay your energy or water bill or you are in debt. They can help with debt payment plans and help with managing your ongoing payments. Some have hardship funds to help people.

Priority Services Register is operated by energy and water suppliers to help people in vulnerable situations. If you are eligible for this scheme (e.g. over the state pension age, long term medical condition or disability) contact your own energy supplier to be added to their list.

For more information and a full list of the eligibility criteria visit: www.ofgem.gov.uk/energy-advice-households/join-your-suppliers-priority-services-register

Getting online



Did you know that free wifi access is available at all Solihull libraries (except Smith's Wood Neighbourhood Library). You don't need to be a library member to use it and there is no time limit.

All Solihull libraries have computers for public use. Library members can book or drop-in and use a computer for up to 3 hours free of charge each day.

Solihull Libraries run free drop-in sessions to guide you and are available for queries, in the Core Library, Thursdays 4-5pm, booking is required on **0121 704 6977** and Shirley Library, Wednesday 10-11am, booking on **0121 704 6300**.

If you have a laptop, tablet or phone and want some assistance in using it, here are some links that can help you.

Learn My Way website assumes no knowledge of computers and will help you even if you've never used a keyboard, mouse or touchscreen before. It covers the basics on shopping, banking and managing your budget online. For more information visit: www.learnmyway.com/

AbilityNet is a charity that provides support for people with disabilities and older people in using computers and technology.

For more information call their free helpline from Monday – Friday on **0300 180 0028** or visit: www.abilitynet.org.uk/free-tech-support-and-info

Could you save money on your broadband and mobile bills?

A social tariff is a lower cost broadband and mobile tariff. To find out more visit: www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs



Family Hubs

A Family Hub is a place where children, young people and their families can go to access help and support.

They have a range of services on site, such as health services including maternity and health visiting clinics, youth groups, sessions for children and young people with additional needs as well as housing, debt, employment advice and domestic abuse support.

The Family Hub buildings are open every weekday from 8am until at least 5pm in the following areas (with outreach elsewhere in the borough):

Evergreen Family Hub

42 Kingshurst Way, Kingshurst B37 6DX

Elmwood Family Hub

37 Burtons Way, Smith's Wood B36 0UG

Riverside Family Hub

289 Bosworth Drive, Chelmsley Wood B37 5DP

Hatchford Brook Family Hub

Old Lode Lane, Solihull B92 8JE

To find out more visit www.solihull.gov.uk/children-and-families/solihull-family-hubs, download the Family Hub App on the App Store (Apple) or Google Play Store (Android) or follow 'Solihull Family Hubs' on Facebook and Instagram.

The Family Hub team is also available on **familyhubs@solihull.gov.uk** or **0121 704 6017** for any queries.

Family Helpline

The Family Helpline is a free phone line for families and professionals in Solihull to access support for parents and children. You can call **0121 788 4327** Monday to Thursday from 9:00am to 4:30pm or Friday from 9:00am to 4:00pm.

A dedicated team of duty workers will be able to provide advice, support and signposting to other local services including family support services and parenting guidance.

Family Information Service (FIS) can help with funded childcare places for under-fives, finding activities for you and your child, and helping you to access local support. You can call the helpline on **0800 389 8667**, email **familyinfo@solihull.gov.uk** and visit: **www.solihull.gov.uk/children-and-families**

Health Visiting & Healthy Start (NHS) 0-4 years

From pregnancy until school, the Health Visiting team supports every child in Solihull with health checks and advice. Text **07507 332563**.

Healthy Start Vouchers support families to buy food and access free vitamins: **www.healthystart.nhs.uk**

School Nursing (NHS) 5-19 years

Provides information and advice to families and young people to promote good health and wellbeing. Parents/carers of children in a Solihull school can text **07480 635496** whilst young people aged 11+ can text **07520 615730** for help and advice.

Staying well



Mental health

The Mental Health Helpline offers mental health support for all Solihull residents. The service is open 24hrs a day 7 days a week. Call **0121 262 3555** or **0800 915 9292** or text 'Space' to **85258** for free, confidential support anytime

To see the range of easily accessible mental health support that is now available visit **www.solihull.gov.uk/health-and-wellbeing/healthy-minds**

When life is tough, Samaritans are here to listen – day or night, 365 days a year. Call: **116 123** (free) Email: **jo@samaritans.org** Website: **www.samaritans.org/**

Health checks

The NHS Health Check is a health check-up for adults aged 40 to 74, who do not have a pre-existing health condition. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. For more information visit: **www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check-new/**

Get active

Solihull has opportunities for people of all ages so everyone can start getting active. For ideas and support to get moving, visit **www.solihullonthemove.co.uk/**

Smoking

The Solihull Stop Smoking service is delivered in partnership with 'A Better Life Health Ltd' and is free and easy to access if you live in Solihull or have a Solihull GP. For more information call: **0121 740 1212** or visit **www.solihull.gov.uk/health-and-wellbeing/stop-smoking-solihull**

Addiction support

Do you or someone you care about need support with an addiction? Whether that addiction is alcohol, drugs or gambling, Solihull Integrated Addiction Service can provide support. For more information call **0121 301 4141** or visit: **www.sias-solihull.org.uk/**

Skills and jobs

If you are looking for work or further training, the Employment and Skills team can provide you with information and advice to help you.

For more information, visit **www.solihull.gov.uk/jobs-and-training/employment-and-skills** or email **employmentteam@solihull.gov.uk**

You can also call **0121-704-6869** (Monday to Thursday 9:30am-4:30pm) or visit the Solihull Recruitment and Training Centre – 16-18 Maple Walk, Chelmsley Wood Shopping Centre B37 5TS (Opening hours: Monday to Thursday 9:30am-4:30pm)

To see the range of support available to help you keep physically and mentally healthy visit: **www.solihull.gov.uk/health-and-wellbeing/staying-well**

Help for carers



Are you helping to look after someone who cannot manage without your help because of illness or disability? Carers Trust Solihull can help you to access the support that is available. For information call **0121 788 1143** or email **centre@solihullcarers.org** or visit **www.solihullcarers.org**

If the situation is urgent and you need to access care for yourself or the person you care for, you can call the Council on 0121 704 8007 (weekdays from 9am-5pm, except Wednesdays when the phone line opens at 10am) or email **ccadults@solihull.gov.uk**

If you need to contact us about a caring-related emergency out of hours, please call **0121 605 6060**.

Solihull Community Advice Hubs

The Community Advice Hubs in Chelmsley Wood Library and The Core in Solihull town centre are available for drop-ins to discuss and support you or the person you care for.

Chelmsley Wood – Monday 10am-1pm, Tuesday & Thursday 10am-1pm and 2pm-4pm.

The Core – Monday to Friday from 10am-1pm drop in; 1pm-4pm by appointment.

If we can't help you, we'll refer you to services that can. Call: **0121 709 7590** Monday to Friday from 10am-4pm or alternatively email **admin@solihullcommunityhub.org.uk** to book an appointment at either of the hubs.

The Wellbeing Team deliver a range of services (listed below) designed to help residents of Solihull lead safe independent lives in their own home.

- Safe & Sound (pendant & alarm system) with the added unique benefit of access to a 24/7 responder service.
- Assistive technology to support people (who are over the age of 18) with equipment and devices to improve independence and safety.
- Home adaptations which improve people's abilities to remain safe and independent
- A handyperson service to help with odd jobs around the home.

To find out which service could be suitable for you please phone: **0121 717 1515** and ask for the Wellbeing Team or visit: **www.solihull.gov.uk/adult-social-care/equipment-help-you/wellbeing-service**

Keeping safe



Report a crime

If you've been a victim of or witnessed a crime which is not an emergency, you can report it by calling West Midlands Police on **101** or report online by visiting: **www.westmidlands.police.uk/ro/report/ocr/af/how-to-report-a-crime/**

You can also report crime anonymously via Crime Stoppers by calling **0800 555 111**.

In an emergency, if you or somebody else is in immediate danger, or to report a crime in progress always dial **999**.

Safeguarding adults

If you are worried about your own safety or the safety of an adult who is unable to protect themselves, please call: **0121 704 8007** - Monday to Friday 9am-5pm (10am-5pm on Wednesdays).

Or call **0121 605 6060** evenings, weekends, or bank holidays.

For more information visit www.solihull.gov.uk/adult-social-care/safeguarding-vulnerable-adults.

Concern about a child or young person

To report a child or young person at risk call the Solihull Multi Agency Safeguarding Hub (MASH) on **0121 788 4300** - Monday to Thursday 8.45am-5.20pm, Friday 8.45am-4.30pm. Call **0121 605 6060** - evenings, weekends, or bank holidays.

For more information visit www.solihull.gov.uk/children-and-families/keeping-you-and-your-children-safe/safeguarding-children-and-young-people

You can also call Childline on **0800 1111** or NSPCC on **0808 800 5000**.

Domestic abuse

If you or someone you know is experiencing domestic abuse and needs help or support call Birmingham and Solihull Women's Aid on **0808 800 0028**.

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

For details of all of the support available please visit:
www.solihull.gov.uk/here2help