Solihull Metropolitan Borough Council

Here2Help

2026-27

Services and support

Helping you with the cost of living and how to stay safe and well

For details of all the support available, visit the Here2Help website

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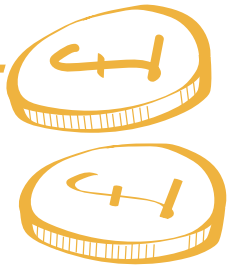
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For details of all of the support available please visit:

www.solihull.gov.uk/here2help

Money



If you are on a low income and experiencing financial hardship, you may be entitled to help with your Council Tax through the Local Council Tax Reduction Scheme.

Call 0121 704 8200 or visit **www.solihull.gov.uk/council-tax-and-benefits/council-tax-reduction**

For discretionary support, call the Financial Inclusion Team on **0121 704 6202** or visit **www.solihull.gov.uk/council-tax-and-benefits/council-tax-discretionary-reduction-liability**

For other discounts and exemptions, call **0121 704 8100** or visit **www.solihull.gov.uk/council-tax-and-benefits/council-tax-discretionary-reduction-liability**

The Crisis Support Fund can help with food, fuel and essential household items such as white goods and beds if you are experiencing financial hardship or an unexpected financial crisis.

Call **0121 704 6202**, email **financialinclusion@solihull.gov.uk** or apply through **www.solihull.gov.uk/council-tax-and-benefits/crisis-payments**

The Housing Payments Scheme can help with rent if you are experiencing financial hardship and receive Housing Benefit or the housing costs element of Universal Credit.

Call **0121 704 6202** or apply through **www.solihull.gov.uk/council-tax-and-benefits/crisis-payments/housing-payments**

MoneyHelper provides information about money, rent, benefits, work and pensions, and can direct you to other debt organisations. For more details visit **www.moneyhelper.org.uk**

Advice and help are also available from:

National Debtline: 0808 808 4000

StepChange: 0800 138 1111 / www.stepchange.org
Solihull Community Housing (SCH) provides advice for Council tenants and leaseholders.

Call **0121 717 1515**, email **moneyadvice@solihullcommunityhousing.org.uk** or visit **www.solihullcommunityhousing.org.uk/advice-and-support/money-advice**

For help making a **Universal Credit** claim, call the **DWP Help to Claim Line** on **0800 144 8444**.

Help with Council Services

We are here when you need more support

If you have a complex enquiry, a Connect adviser can talk through your situation, explain your next steps and help you access Council services, including online services.

To book an appointment:

- **Call us: 0121 704 8001**
- **Email us: connectcc@solihull.gov.uk**
- **Visit a Connect walk-in centre and speak to the team.**



Here2Help Advice Service

The **Here2Help Advice Service** provides free face-to-face and telephone advice for Solihull residents, bringing support closer to local communities.

If the service cannot help directly, it will refer you to other support.

It is delivered by Citizens Advice Solihull Borough, working with Colebridge Trust, Entraide, Gateway Family Services and Shelter.

Advice includes:

- **benefits, debt and money**
- **housing and tenancy**
- **forms, applications and grants**
- **disability-related benefits and support**
- **care and support**
- **health and wellbeing**
- **digital access**
- **local and community support**
- **winter warmth and keeping cool in summer**

You must be 18 or over and live in Solihull.

Call **0121 788 6527**, Monday to Friday, 10am to 3pm, or email **here2helpadviceservice@casb.org.uk**

For local venues visit **www.casb.org.uk**



Food

If you are struggling to afford food or household essentials, help is available.

For information about social supermarkets, food pantries, community food projects, warm welcome spaces and other local food support, call Solihull Connect on **0121 704 8001**.

Helping Hands provides emergency food parcels.

We Care UK provides an emergency out-of-hours food parcel delivery service for people in urgent need who cannot collect food themselves. Access either service through **Solihull Connect** on **0121 704 8001**.

We Care UK Mobile Food Pantry provides affordable food and household essentials monthly at the four Solihull Family Hubs.

Ask at **Riverside**, **Elmwood**, **Evergreen** or **Hatchford Brook Family Hub** for dates and access information.

Around Again Social Supermarket provides affordable food and household essentials for members experiencing financial hardship. Based in Chelmsley Wood, it currently open on Tuesdays and Thursdays.

Call **0121 448 0720 (Ext 3)**.

North Solihull Foodbank is based in Smith's Wood and provides emergency food and support. Foodbank vouchers are available through schools and referral agencies, including:

- **Help Through Hardship:** 0808 208 2138
- **Solihull Connect:** 0121 704 8001
- **Age UK Solihull:** 0121 709 7590



Free school meals

Children attending a Solihull school whose families receive qualifying benefits, including Universal Credit, may be entitled to free school meals.

Apply **www.solihull.gov.uk/schools-and-learning/free-school-meals-and-universal-infant-free-school-meals** or contact the **Family Information Service** on **0121 704 6611** or **edfreesm@solihull.gov.uk**

Energy and fuel

A home that is too hot or cold can affect your health. Information about energy saving, energy efficiency, funding and support is available via **www.solihull.gov.uk/your-future-solihull/energy-and-housing**

Help with energy bills

The Council works with **Act on Energy** to provide advice about:

- **reducing energy bills**
- **pre-payment meters**
- **energy debt**
- **heating repairs and improvements**
- **energy efficiency grants**

Call the **free advice line** on **0800 988 2881**, Monday to Friday, 9am to 5pm, or email **advice@actonenergy.org.uk**

Contact your energy or water supplier as soon as possible if you are struggling to pay your bills.

Suppliers may offer payment plans, hardship funds or debt-relief grants.

Warm Home Discount

Eligible households should receive a government letter between October and December 2026.

If you have not received a letter by mid-January and believe you qualify, call the Warm Home Discount helpline on 0800 030 9322.

Cold Weather Payments

People receiving certain benefits may get £25 for each seven-day period when the average local temperature is recorded or forecast to be 0°C or below between 1 November 2026 and 31 March 2027.

Contact the Pension Service on 0800 731 0469 or Jobcentre Plus if you think you should have received a payment.

Energy and water suppliers' Priority Services Registers provide extra help for people in vulnerable situations.

For eligibility information contact your energy supplier or visit **www.ofgem.gov.uk/your-energy-supply/how-manage-your-energy-supply/join-your-suppliers-priority-services-register**

Switch Together Energy

The Council works with **iChoosr** to provide competitive energy rates through a collective buying scheme using 100% renewable electricity.

For details visit **www.solihull.gov.uk/your-future-solihull/switch-together**



Getting online

Free Wi-Fi is available at every Solihull library. You do not need to be a library member and there is no time limit. Library members can also use computers at libraries for free for up to three hours each day. Printing, copying and scanning are available for a charge. Libraries provide basic digital help, with additional sessions at:

- **The Core Library:** Thursdays, 4pm to 5pm, **0121 704 6977**
- **Shirley Library:** Wednesdays, 10am to 11am, **0121 704 6300**
- **Meriden Library:** Tuesdays and Thursdays, 10.15am to 11.15am, **01676 522717**

Other digital support:

- **Learn My Way** helps beginners learn how to use computers and the internet. For details visit **www.learnmyway.com**
- **AbilityNet** supports older people and people with disabilities to use technology. Call **0300 180 0028** or visit **abilitynet.org.uk/free-tech-support-and-info**
- **Digital Unite** provides step-by-step guides to devices, email, social media and online services. For details visit **www.digitalunite.com/technology-guides**

Save money on broadband and mobile bills with a social tariff, which is a lower-cost broadband or mobile package. For details visit **www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs**

Advice on staying safe online, protecting your personal information and spotting scams visit **www.solihull.gov.uk/libraries/help-get-online/internet-safety**

Families

Best Start Family Hubs bring services for children, young people and families together in one place.

Support includes health and maternity services, health visiting, youth groups, activities for children and young people with additional needs, housing, debt and employment advice, and domestic abuse support.

The hubs are open weekdays from 9am until at least 5pm, with outreach elsewhere in Solihull:

- **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
- **Evergreen Family Hub,** 42 Kingshurst Way, Kingshurst, B37 6DX

Visit **www.solihull.gov.uk/children-and-families/solihull-family-hubs**, download the **Family Hub App** (Apple App Store or Google Play Store), or follow **Solihull Family Hubs** on Facebook and Instagram.

Email **familyhubs@solihull.gov.uk** or call **0121 704 6017**.

The free Family Helpline provides families and professionals with advice, support and signposting, including family support and parenting guidance.

Call **0121 788 4327**. Monday to Thursday: 9am-4.30pm, Friday: 9am-4

Adult Social Care: helping you live independently

Adult Social Care provides advice and support to help adults remain safe, well and independent.

If illness, disability, frailty or a change in circumstances is making everyday activities more difficult, getting advice early may help.

Advice, assessment and support

Adult Social Care can provide information and advice and, where appropriate, arrange an assessment to identify what support could help you live independently.

Some services are subject to eligibility and financial assessment.

Call **0121 704 8007** during office hours or visit **www.solihull.gov.uk/adult-social-care**

Solihull Independent Living Service (SILS) provides practical help to keep you safe and independent at home, including:

- **Safe and Sound alarms and monitoring**
- **Technology Enabled Care**
- **home safety checks**
- **handyperson support**
- **minor and major adaptations, including grab rails, stairlifts and level-access showers**

Some services are free; others may be chargeable depending on the service and your circumstances.

Call **0121 717 1517** or email **SILS@solihull.gov.uk**

Short-term support to regain independence

Reablement can help you rebuild confidence and everyday skills after illness, a hospital stay or a decline in your ability to manage independently.

Access is usually arranged through Adult Social Care, hospital discharge teams or other health and care professionals. For advice, call **0121 704 8007**.

Support for unpaid carers

If you regularly care for someone who could not manage without your help, Carers Trust Solihull can provide information, advice and wellbeing support.

Call **0121 788 1143**, email **centre@solihullcarers.org** or visit **solihullcarers.org**

You can also request a carer's assessment through Adult Social Care on **0121 704 8007.**

Community and specialist support

Adult Social Care commissions support for people with dementia, sensory loss, mental health needs, learning disabilities and autism, as well as services for older people.

Call **Adult Social Care** on **0121 704 8007** or the **Here2Help Advice Service** on **0121 788 6527** for information about local support.

For urgent care and support

- **During office hours: 0121 704 8007**
- **Outside office hours: 0121 605 6060**
- **Immediate danger: 999**



At home and in the community

Private rented housing and property disrepair
If you rent privately, serious problems such as damp, mould, excess cold, electrical hazards, leaks or unsafe conditions should first be reported to your landlord. If serious problems affecting your health or safety are not resolved, the Council may be able to investigate.
For advice email **regulatoryservices@solihull.gov.uk**

Scams Be cautious of unexpected calls, emails, texts, social media messages or doorstep callers asking for money or personal information.

Do not feel pressured to act immediately. Take time to check and contact the organisation independently if you are unsure.

Report suspected scams to Citizens Advice Consumer Service on **0808 223 1133**. If you are in immediate danger, call **999**; for non-emergencies call **101**.

VASA Community Transport offers door-to-door transport for Solihull residents who cannot use public transport or face other barriers to travelling independently.

It can help people travel to healthcare appointments, wellbeing services, community groups and other activities. For costs and booking information, call **01789 262889** or email **transport@vasa.org.uk**

Waste and recycling If ill health, disability or mobility difficulties stops you from moving your waste or recycling containers, you may qualify for the Council's assisted collection service.

Eligibility information is available at **www.solihull.gov.uk/rubbish-and-recycling/assisted-collections**

Staying well

If you're struggling with your mental health, confidential help is available. The **Mental Health Helpline** is open 24 hours a day, seven days a week. Call **0121 262 3555** or **0800 915 9292**, or text "**Space**" to **85258**.

Samaritans are available day or night, 365 days a year. Call **116 123**, email **jo@samaritans.org** or visit **www.samaritans.org**

For more details about local support visit **www.solihull.gov.uk/health-and-wellbeing/healthy-minds**

The free **NHS Health Check** is for adults aged 40 to 74 and can help identify early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.

For more information visit **www.nhs.uk/tests-and-treatments/nhs-health-check**

Vaccinations

- **Flu:** If eligible for an NHS flu vaccination, contact your GP surgery or book through **www.nhs.uk/vaccinations/flu-vaccine**
- **COVID-19:** If eligible, vaccination can reduce your risk of severe symptoms. Book through **www.nhs.uk/vaccinations/covid-19-vaccine** or the NHS App.

Solihull Healthy Active Lives provides free support to help you become more active, eat more healthily and make positive lifestyle changes. Call **0121 517 5555** or visit **healthyactivelives.co.uk**

The Solihull Stop Smoking Service provides free support and access to stop-smoking aids and treatments for people living in Solihull or registered with a Solihull GP.

Call **0121 740 1212** or visit **smokefreesolihull.co.uk**

If alcohol, drugs or gambling are affecting you or somebody you care about, **Solihull Integrated Addiction Service** offers free, confidential support.

Call **0121 301 4141** or visit **sias-solihull.org.uk**

Keeping safe

Safeguarding adults

If you are worried about your own safety or an adult who cannot protect themselves, call: **0121 704 8007**.

- **Mon to Fri: 9am-5pm, Weds: 10am-5pm**
- **Outside these hours, including weekends and bank holidays, call 0121 605 6060.**

For details visit **www.solihull.gov.uk/adult-social-care/safeguarding-vulnerable-adults**

Safeguarding children or young people

To report concerns about a child or young person at risk, call the **Solihull Multi Agency Safeguarding Hub (MASH)** on **0121 788 4300.**

- **Mon to Thurs: 8.45am-5.20pm, Fri: 8.45am- 4.30pm**
- **Outside these hours, call 0121 605 6060.**

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

Childline: 0800 1111 or the **NSPCC: 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 details visit: **www.solihull.gov.uk/crime-and-safety/help-and-advice-about-domestic-abuse**

Solihull
METROPOLITAN
BOROUGH COUNCIL

Find details of all the support available:

www.solihull.gov.uk/here2help