

Monthly Cost of Living Dashboard

Local Headlines as at January 2023:

Solihull Data:

01. Income Support

Number of New Universal Credit Applications by locality

The table below shows the number of people on Universal credit by locality for up to three months in December:

Locality	September (2022)	October (2022)	November (2022)	December (2022)
North	597	620	626	601
East	90	78	73	94
West	492	468	465	442

Numbers and Proportion of Universal Credit Claimants in Work/Not in Work by locality

Latest available month and comparison to previous months by locality:

The below table shows the number of people on Universal credit who are in employment and not in employment for December 2022 (January 2023 data not available yet):

Locality	October 2022		November 2022		December 2022	
	People on universal credit (Not in employment)	People on universal credit (In employment)	People on universal credit - not in employment	People on universal credit - in employment	People on universal credit - not in employment	People on Universal credit - in employment
North	5391	3484	5372	3459	5402	3510
East	664	443	674	434	689	455
West	3443	2463	3453	2466	3470	2431

(Next data release will be on the 14th of March 2023)

Numbers in Receipt of Working Family Tax Credits + Pensioner Credits by locality

The below table shows the number of people on pension credit in May (2022):

Locality	Number of people in May (2022) on Pension credit
North	1631
East	392
West	1918

The data is released on a quarterly basis, the latest release was 14th of February for data up to August 2022, the next release is scheduled for Tuesday 16th May 2023.

02. Here2Help Website Activity

Monitoring Here2 Help Web Pages for Increased Activity

Here2Help:

- The Here2Help web pages had 5,236 views in January 2023, a decrease of 1,525 from December 2022

The below table demonstrates which the most popular pages were for January 2023:

Page	September Page Views	October page views	November page views	December page views	January Page Views
Help with food	2028	1,846	1,773	1,786	1,456
Here2help main page	921	2,550	5,329	2,835	1,931
How to volunteer safely	150	186	298	191	301
Money advice	103	482	937	466	412
Help with energy and fuel	49	694	1121	667	684
Help for carers	47	130	252	82	107
Help to stay well	30	131	252	130	109
Crisis support	22	144	175	134	103
Community support	8	238	189	194	133

The most popular exit links for January are shown in the table below:

Link	Visits
https://www.solihullcommunityhousing.org.uk/find-a-home/homelessness/housing-options/pathway-9	148
https://helpforhouseholds.campaign.gov.uk	130
https://www.wcava.org.uk/volunteering	94
https://www.ageuk.org.uk/solihull/services/solihull-winter-warmth-campaign	63
https://actonenergy.org.uk	57
https://www.bbc.co.uk/food/articles/food_waste_apps	20
http://www.turn2us.org.uk	13

https://www.solihullforsuccess.com/Job-Seekers-Home	12
https://www.solihullcarers.org	12
http://www.wcava.org.uk/receive-newsletters	12

03. Mental Health Advice

Calls to Mental Health Advice Line

Mental Health Advice Line:

- The total number of calls between 26th December and 29th January was 1,834
- The below table shows the number of calls per week to the mental health line:

Week	Total number of calls
26 th Dec – 1 st Jan	327
2 nd Jan – 8 th Jan	450
9 th Jan – 15 th Jan	343
16 th Jan – 22 nd Jan	375
23 rd Jan – 29 th Jan	339

Referrals to SCH Mental Health Advisor

The below table shows the total number of referrals to SCH Mental Health Advisor in Jan 2023:

	October 2021	September 2022	October 2022	November 2022	December 2022	January 2023
Number of referrals	18	19	18	14	9	23

04. Community Advice + Support from Advice Hubs, CAB and SCH

Volume of People Accessing Support (Monthly)

The below table shows the total number of SCH money advice referrals in D:

	October 2021	September 2022	October 2022	November 2022	December 2022	January 2023
Number of SCH money advice referrals	42	95	100	105	90	171

Citizens Advice Bureau Data

The below table shows the main issues faced by residents in Solihull Borough and how they compare with the equivalent period in 2021:

Solihull Borough Issues (CAB)	October 2021	September 2022	October 2022	November 2022	December 2022	January 2023
Health and community care issues	428	408	502	609	531	811

Benefits and tax credits issues	210	286	274	490	247	333
Benefits Universal Credit issues	285	49	59	126	52	111
Utilities and communications	32	61	197	250	123	191
Housing issues	106	77	113	148	99	132
Consumer goods & services issues	13	31	34	37	35	33
Travel and Transport issues	16	24	19	26	15	25

The below table shows the top benefit issues faced by residents in Solihull Borough and how they compare with the equivalent period in 2021:

Top Benefit issues (CAB)	October 2021	September 2022	October 2022	November 2022	December 2022	January 2023
Initial claim	158	27	11	31	11	21
Personal independence payment	46	40	33	104	56	90
Attendance allowance	N/A	113	74	79	40	60
General benefit entitlement	26	19	75	121	64	63

North Solihull Community Advice Hub:

Statistics	Q1	Q2	Q3	Q4	YTD	2021 - 2022	2020 - 2021	2019 - 2020
Number of referrals (issues)	585	651			1236	1527	949	2328
Number of people accessing	593	654			1247	1575	989	2225
Contacts Generated	2471	2308			4779	7064	4506	8861

South Solihull Community Advice Hub:

Statistics	Q1	Q2	Q3	Q4	YTD	2021 - 2022	2020 - 2021	2019 - 2020
Number of referrals (issues)	1111	1230			2341	3720	3503	5207
Number of people accessing	1030	1142			2172	3185	3361	4729
Contacts Generated	3988	4188			8176	15691	13813	16640

05. Council Tax Support

Number of New Council Tax Reduction Claims

The below table shows the number of new council tax reduction claims in January 2023:

	September 2022	October 2022	November 2022	December 2022	January 2023
Number of new council tax reduction claims	468	398	434	381	385

Number and Proportion of Claims that are Eligible and Ineligible

The below table shows the current status of council tax reduction claims for January 2023:

Status of Claim	September 2022	October 2022	November 2022	December 2022	January 2023
Cancelled	163	83	116	122	81
Defective	10	10	16	16	11
Entitled	201	107	142	135	114
Failed to provide info	24	30	60	15	28
Outstanding	56	163	94	88	148
Withdrawn	14	5	6	5	1

06. Household Support Fund / Local Welfare Provision (Data from Angie Pretty plus monthly demand data from providers via Austin Rodriguez)

Total number of Requests

The total number of requests received for crisis support in January 2023 was:

Month	Total Requests
Aug-22	211
Sep-22	229
Oct-22	172
Nov-22	216
Dec-22	437
Jan-23	478

Action as a result of crisis contact (e.g., fuel support, food support, signposted, not entitled)

As a result of the crisis support the following actions were taken:

Action	Month					
	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
Collect Food Parcel walk in	2	7	3	4	8	4
Collect Kingfisher Voucher walk in	4	3	1	1	1	0
Food Parcel	74	61	45	73	124	112
Fuel Top Up	65	69	48	60	136	78
Handed out Food Parcel walk in	6	2	3	8	8	3
Handed out Kingfisher Voucher	4	5	4	4	4	14
Not entitled	22	32	21	13	12	22
Repeat refusal	6	11	4	3	3	14
Request Fuel Top Up	24	29	17	22	95	125
Signposted	27	34	46	28	61	91
Food Parcel requested online	n/a	n/a	n/a	n/a	n/a	15

Headline Demand Data from Providers

The below table shows the total number of requests providers have received and the status of these requests in January 2023:

	Act on Energy	SCH	Income & Awards	Age UK
Total number of requests	239	208	355	58
Support provided	39	175	355	58
Not entitled	65	9	0	0
Lacking supporting evidence	135	24		

The below table shows the type of requests providers have received in January 2023:

	Act on Energy	SCH	Income & awards	Age UK
Energy	38	24	N/A	N/A
Food	0	150	135	8
Hot Food	0	0	N/A	N/A
Debt Relief	0	N/A	N/A	N/A
Heating Repairs	1	N/A	N/A	N/A
Clothing	0	0	N/A	N/A
White Goods	0	0	N/A	N/A
Energy and water (E&W)	N/A	N/A	189	6
FSM	N/A	N/A	N/A	N/A
Essentials linked to E&W	N/A	N/A	31	44
Wider essentials	N/A	1	0	0
Fuel top-up	N/A	0	N/A	N/A

The below table shows the trends providers have observed in January 2023:

	Trend
Act on Energy	<p>Duplicate applications have fallen, so we are getting new clients in for the support. Applications have been slower to come in, in this Phase. We have a number of heating repairs also coming in from SW. Pay those which had in Phase 1 Promote through Social Media & Lunch and Learn.</p>
SCH	<p>Trends We are seeing a number of applicants with no bank accounts. We have identified in a couple of cases this month that travel costs are an issue where customers have no money to travel to court to suspend an eviction warrant and where one disabled customer had no money to travel to the north of the borough for an appointment/meeting. Both may have been awarded travel costs if we were able to do so. We are looking at how we can address this issue.</p> <p>Concerns We are concerned that we will be inundated with requests for help with Biomass heating from those in our tower blocks when then unit costs increase from 6 March.</p>
Income & Awards	Food and Fuel remain the highest in demand
Age UK	HSF referrals are relatively quiet

07. Food Support

Numbers Accessing Food Banks

Food Banks:

The below table shows the number of people in different demographics who accessed foodbanks in January 2023. There was an increase in all household types accessing foodbanks but especially households with children:

	September 2022	October 2022	November 2022	December 2022	January 2023
Households with children	401	578	495	1030	581
Households with pensioners	263	406	371	459	335

Number of households with a disabled person	N/A	217	159	205	217
Households without children or pensioners	309	364	339	438	382
Number of adults	1350	1705	1530	1901	1759
Number of pensioners	483	679	620	773	579
Number of children	829	1268	1097	1733	1258

Number Eligible for Free School Meals

The below table shows the total number eligible for free school meals in January 2023:

	East	West	North	TOTALS
Primary	361	1813	2714	4874
Secondary	338	1653	2318	4308
Special	N/A	116	182	297
PRU / Alternative	N/A	69	186	254
	699	3651	5398	9748

Please note this will include nursery children who are eligible for meals under the benefits criteria but do not actually get fed as they do not attend nursery all day.

08. Warm Welcome – Libraries

Number of Visitors to Libraries

The below table shows the total number of visits to libraries across Solihull:

	Q1			Q2				
Column 1	April	May	June	Q1 Total	July	August	September	Q2 Total
Total Library visitors	19,575	20,991	20,790	61,356	23,664	27,497	24,337	74,497
Total Library visitors	24,199	25,257	21,149					

Number of New People Joining the Libraries

The below table shows the number of people joining libraries from January to December. To note, these figures include borrowers who register online and select a specific library as their home location. These borrowers may not have physically visited that library.

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct
New members	616	683	736	613	663	582	1,100	1,145	828	865
	Nov	Dec								
	563	341								

PC Use in Libraries

The below table shows the hours and minutes that PC's were used across Solihull libraries from April to December.

	April	May	June	July	August	September	October
Hours/minutes of PC usage	1986:47	2074:10	1752:29	1883:35	2153:35	2145:02	2310:22
	November	December					
	2520:08	2092:05					

09. Housing Stress

Housing Stress (Solihull Community Housing)

The table below shows the housing data (Direct Debit Recall (SCH), Rent Arrears (SCH), Notice Seeking Possession and evictions due to rent arrears (SCH)) for January 2023:

Housing data (Direct Debit Recall (SCH), Rent Arrears (SCH), Notice Seeking Possession and evictions due to rent arrears (SCH))	September 2022	October 2022	November 2022	December 2022	January 2023
Direct Debit recalls number	160	148	128	158	168
Direct Debit recalls amount	£32,248	£28,045	TBC	£38,596	£34,224
Rent arrears	£1,997,503.97	N/A	£2,101,060.39	£1,847,089	£1,994,716
NOSP	42	38	49	33	71
Evictions	1	1	3	0	4

Homelessness

The table below shows the homelessness data (Private Rented Sector evictions, Domestic Abuse, Family Breakdown/ Young People) for January 2023:

Homeless presentations due to: Private Rented Sector evictions, Domestic Abuse, Family Breakdown/ Young People	September 2022	October 2022	November 2022	December 2022	January 2023
Domestic abuse – alleged perpetrator excluded from property	2	1	1	2	0
Domestic abuse – victim	21	22	21	13	34
End of private rented tenancy – assured shorthold tenancy	7	11	10	10	20
End of private rented tenancy – not assured shorthold tenancy	4	0	2	1	3
Family no longer willing or able to accommodate	26	37	43	31	41

Number of Rough Sleepers (Monthly count and Street Link Reports)

The below table shows the number of rough sleepers (monthly count and any street link reports) for January 2023:

	September	October	November	December	January
Number of Streetlink Reports	6	12	14	29	6
Total Rough Sleeper Across the Month	Total: 9 (4 new and 5 known)	Total: 11 (4 new and 7 known)	Total: 13 (3 new and 10 known)	Total: 14 (3 new and 11 known)	Total: 15 (4 new and 11 known)

10. Fire Service Number of Safe & Well Checks (Data from Patrick.Gibson@wmfs.net)

Number of Safe & Well Checks Carried Out

Solihull, Bickenhill and Sheldon Fire stations contribute to Safe and Well visits within the Solihull community. Roughly 240 Safe and Well visits were completed in September. This remains fairly steady for October and should not change too much each month.

Narrative - Any New Trends or Patterns Observed

Trends observed by crew in September / October include:

- Cold homes – people are reluctant to put the heating on, especially the elderly
- Unsafe methods of warming the house
- Leaving the oven on and open after use
- Drying clothes in front of ovens and gas portable heaters
- Candles used unsafely