



City of  
Doncaster  
Council



South Yorkshire  
Integrated Care Board



# Support for you this Winter

2024 - 2025



Easy  
Read

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- Keeping Warm
- Winter Weather
- Your Money
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• Turning your boiler down a bit.  
You can get more advice about  
this at:  
[moneysavingboilerchallenge.com](https://moneysavingboilerchallenge.com)

Some words are blue and underlined.  
These are links that will go to another  
website which has more information.

# Introduction



City of  
Doncaster  
Council



South Yorkshire  
Integrated Care Board

**This information is from  
City of Doncaster Council  
and NHS South Yorkshire.**



**It is about staying warm  
and well this winter.**



**If you are unable to access  
the internet you can call  
01302 736999 for winter  
advice and support.**

# Keeping Warm



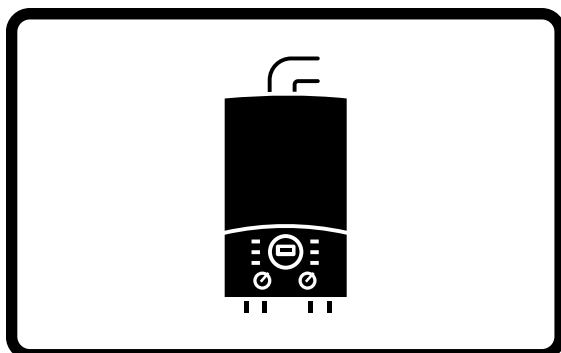
It is going to cost more to keep warm this winter. The price of gas and electricity has gone up a lot.

## Saving Gas and Electric



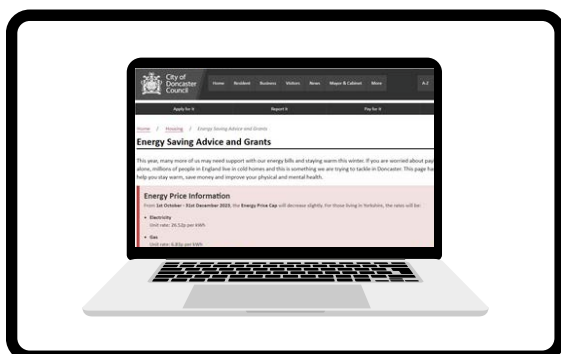
You can cut the amount of gas and electricity you use to keep warm by:

- Getting someone to check your boiler.



- Turning your boiler down a bit. You can get more advice about this at:

[moneysavingboilerchallenge.com](https://moneysavingboilerchallenge.com)



For more ways to save gas and electricity, go to:

[doncaster.gov.uk/services/housing/energy-saving-tips](https://doncaster.gov.uk/services/housing/energy-saving-tips)

# Help with energy bills

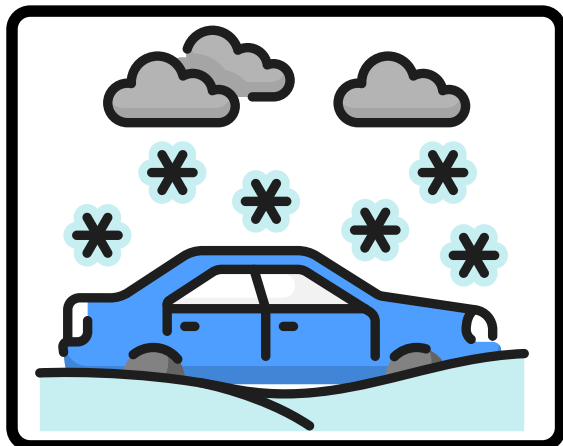


The council has a team that may be able to help you with money to pay for work on your home to make it warmer.

You can find out more by:

- Filling in the webform: [www.doncaster.gov.uk/doitonline/energy-efficiency-grants-funding](http://www.doncaster.gov.uk/doitonline/energy-efficiency-grants-funding)
- Email: [energy@doncaster.gov.uk](mailto:energy@doncaster.gov.uk)
- Phone: 01302 737053

# Winter Weather



When the weather is cold, gritters will go out to make the roads less icy. You can find which roads are gritted at:

[doncaster.gov.uk/winter](https://www.doncaster.gov.uk/winter)

## Flood Warnings



Some places in Doncaster can flood. Find support with floods at:

[doncaster.gov.uk/floods](https://www.doncaster.gov.uk/floods)



When the risk of flooding is high, a helpline is activated to report flooding if you need help:  
01302 735688

# Your Money



You can get advice about money problems from these organisations:



## Citizens Advice

Website:

[www.cadoncasterborough.org](http://www.cadoncasterborough.org)

Phone: 01302 243057



## Money Helper

Website:

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

Phone: 0800 138 7777

WhatsApp: 077 0134 2744

You can talk to an advisor on the website.



# Health and Wellbeing



**You are more likely to be ill during the winter.**

## Flu Jab and Covid Booster



**You should protect yourself against illness by:**

- **Getting a flu jab. Contact your local doctor, school or pharmacy.**
- **Getting another jab against COVID - called a booster- if you are told you need it.**



**You can book a COVID booster by:**

**Website: [www.nhs.uk/covid-booster](https://www.nhs.uk/covid-booster)**

**Phone: 119**



# If you feel unwell



If you feel unwell you could:

- Go to a local pharmacy



Contact NHS 111 by:

- Phone: 111
- Website: [www.111.nhs.uk](http://www.111.nhs.uk)



If it is urgent you could:

- Phone your local doctor.

Doncaster  
Same Day  
Health Centre



Phone the Same Day Health Centre on 0300 123 9990.



If you need urgent help during the night, phone 0300 123 9990.

If it is an emergency, phone 999.



# Older People

Older people can get help from Age UK by:

- Website: [www.ageuk.org.uk/doncaster](http://www.ageuk.org.uk/doncaster)
- Email: [admin@ageukdoncaster.org.uk](mailto:admin@ageukdoncaster.org.uk)
- Phone: 01302 812345



Healthier Together

# Pregnant People and Children

You can get health advice for young children or if you are pregnant from:

[www.sybhealthiertogether.nhs.uk](http://www.sybhealthiertogether.nhs.uk)

# Mental Health

The NHS logo, consisting of the letters 'NHS' in white on a blue background.

**NHS**

You can get help and advice with your mental health from the NHS at: Website: [iapt.rdash.nhs.uk](http://iapt.rdash.nhs.uk)  
Phone: 03000 211556



If you have a mental health crisis:  
Phone: 0800 804 8999

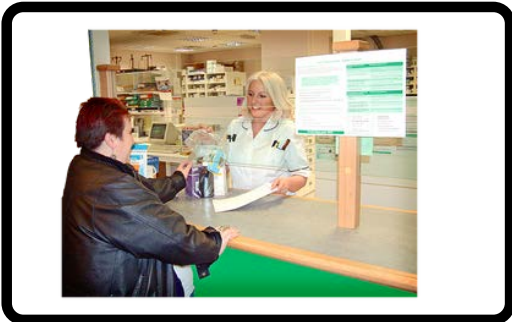
The NHS logo, consisting of the letters 'NHS' in white on a blue background.

**NHS**

Rotherham Doncaster and South Humber  
NHS Foundation Trust

For help with a child who has a mental health problem:  
Website: [camhs.rdash.nhs.uk](http://camhs.rdash.nhs.uk)  
Phone: 03000 211219

# Prescriptions



A prescription is the note which says what medicines your doctor thinks you should have.



It is important to have enough of your medicine at home. This is in case you can't leave the house during the winter.



If you do run out, you should:

- Phone: 111
- Website: [www.111.nhs.uk](http://www.111.nhs.uk)

# Keep warm keep well



For more advice about keeping well during the winter, go to:

[www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/](http://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/)

# Welcoming Spaces



There are spaces in Doncaster that you can stay warm and get advice, these are called Welcoming Spaces.



You can find your local Welcoming Space at:  
[www.warmwelcome.uk](http://www.warmwelcome.uk)

## Email Updates



Get the most up to date news by email:  
[doncaster.gov.uk/emailsignup](http://doncaster.gov.uk/emailsignup)

# Useful Contacts



**B-Friend is a phone service to those that feel alone.**

**Visit: [www.letsbfriend.org.uk](http://www.letsbfriend.org.uk)**

**Email: [info@letsbfriend.org.uk](mailto:info@letsbfriend.org.uk)**

**Phone call: 07523 698 530**



**Changing Lives help with things like housing, drugs and alcohol.**

**Visit: [www.changing-lives.org.uk](http://www.changing-lives.org.uk)**

**Email: [central.office@changing-lives.org.uk](mailto:central.office@changing-lives.org.uk)**

**Phone call: 0191 273 8891**



**Doncaster Mind help with mental health.**

**Visit: [www.doncastermind.org.uk](http://www.doncastermind.org.uk)**

**Email: [office@doncastermind.co.uk](mailto:office@doncastermind.co.uk)**

**Call: 01302812190**



**Doncaster Domestic Abuse Hub help you if you are being abused at home. The phone may be busy so keep calling or leave a message saying if it is safe to call you back.**

**Phone: 01302 737080 9am -**

**4.30pm Monday - Friday**

**(excluding bank holidays).**

**Email: [dahub@doncaster.gov.uk](mailto:dahub@doncaster.gov.uk)**

**Website:**

**[doncaster.gov.uk/domesticabuse](http://doncaster.gov.uk/domesticabuse)**

**Always call 999 in an emergency.**

# Useful Contacts



Live Inclusive support people with disabilities or health problems.  
Email: [admin@liveinclusive.org.uk](mailto:admin@liveinclusive.org.uk)  
Phone: 01302 592400



Ofgem can help find out if you can get a discount on your energy bill.  
Visit: [ofgem.gov.uk/information-consumers/energy-advice-household](https://www.ofgem.gov.uk/information-consumers/energy-advice-household)



For renting, landlord & tenant advice, visit the website:  
[doncaster.gov.uk/services/housing/private-sector-housing](https://www.doncaster.gov.uk/services/housing/private-sector-housing)



Social Isolation Alliance help anyone experiencing loneliness.  
Website: [sia.dclt.co.uk](https://www.sia.dclt.co.uk)  
Call: 01302 430322



St Leger Homes is your local council housing office.  
Email: [info@stlegerhomes.co.uk](mailto:info@stlegerhomes.co.uk)  
Call: 01302 862 862



# Useful Contacts



Wellbeing Team give advice to adults with their mental health and wellbeing.

Email: [wellbeing@doncaster.gov.uk](mailto:wellbeing@doncaster.gov.uk)  
Call: 01302 735553

## Homelessness



If you are homeless or think you are going to become homeless, contact the Home Options Team: 01302 736000 (Mon - Fri, 08:30 - 17:00) (outside office hours - 01302 737199)



If you are worried about someone you think might be homeless, call the Homelessness Outreach Service:

Email: [nsno.doncaster@riverside.gov.uk](mailto:nsno.doncaster@riverside.gov.uk)  
Call: 01302 558014

Visit: [www.streetlink.org.uk](http://www.streetlink.org.uk)



If the person you are concerned about is in immediate danger or requires urgent care, call 999.