



SCAN ME!



Everything you need to know this winter: [YourLifeDoncaster.co.uk/Winter](https://www.doncaster.gov.uk/Winter)

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

Staying warm and well

There are lots of grants and support available to you this winter. From national support such as the warm homes discount and the winter fuel payment, to local schemes including the Energy Company Obligation, the Boiler on Prescription schemes and the Household Support Fund.

You can find out more about available schemes and grants by filling out the form online at:

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

Alternatively, you can email: energy.team@doncaster.gov.uk or call **01302 737053**

For more information and energy saving tips visit: [doncaster.gov.uk/EnergySavingTips](https://www.doncaster.gov.uk/EnergySavingTips)

Winter weather

Gritting and road clearing

Find full details of the roads and routes that are gritted on our winter page: [doncaster.gov.uk/winter](https://www.doncaster.gov.uk/winter)

Flood Warnings

Areas of Doncaster have become more susceptible to flooding in recent years. Find more information and support at: [doncaster.gov.uk/floods](https://www.doncaster.gov.uk/floods)

When the risk of flooding is high or an emergency is called, a 24/7 public information helpline is activated to report any flooding or request assistance: **01302 735688**



City of
Doncaster
Council

NHS
South Yorkshire
Integrated Care Board





Health and Wellbeing

Winter Vaccinations

If you are eligible for a flu jab or the Covid-19 booster, please get them as soon as you can. Vaccination is the best way to protect yourself from serious illness. The flu jab is free to those eligible through your GP, midwife, school, or many pharmacies across Doncaster. Find out more by searching 'flu vaccination' or 'covid booster' on [nhs.uk](https://www.nhs.uk)

Are you feeling unwell?

If you start to feel unwell during the winter months don't wait until it gets more serious.

Over-the-counter medicines such as paracetamol or ibuprofen are available to help relieve the symptoms of common seasonal coughs and colds. Talk to [NHS 111](https://www.nhs.uk), use the online symptom checker at [111.nhs.uk](https://www.nhs.uk) or speak to any pharmacist for advice.

! You should only call 999 for an ambulance or go to A&E in the case of a serious life-threatening illness or injury.

Urgent care and hospitals

There's always a health professional available 24/7. If you think you need a doctor or nurse and can't get an urgent appointment at your practice, you can call the Same Day Health Centre on **0300 123 3103**. If you need an urgent appointment during the night, call 111. If you're not sure what to do, call 111 or visit [111.nhs.uk](https://www.nhs.uk) website 24/7 for advice.

For less urgent situations when you call your surgery, you may be offered a phone or video consultation, or an appointment in the evening or at the weekend. If you're assessed as needing a face-to-face appointment, you will get one.



Medication

It's important to ensure you have enough medicine in case you can't leave the house for any reason during winter especially during bank holidays. NHS 111 should be able to help with an emergency supply if you run out of prescribed medication. Find out more: [nhs.uk/live-well/seasonal-health/keep-warm-keep-well/](https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/)

Mental Health and Wellbeing:

The NHS Talking Therapies team in Doncaster provides support through to people aged 18+. The team offer free NHS counselling and cognitive behavioural therapies face to face, on the phone, and through a text app to support people with their mental health. To refer yourself, visit: [talkingtherapies.nhs.uk](https://www.talkingtherapies.nhs.uk) or call: **03000 211556**

In a crisis:

- Phone your GP, your care coordinator / professional or mental health worker
- Phone Mental Health Access Team on **03000 218 996** or **0800 804 8999** (or Text Phone: 07967 793815).
- Outside of office hours: 0800 804 8999 (or Text Phone: 07967 793815).

For children and young people's mental health, visit: [camhs.nhs.uk](https://www.camhs.nhs.uk) or call **03000 211 219** (if you are already seeing someone in CAMHS between 9am and 5pm). Out of hours (after 5pm, weekends and on bank holiday): 0800 804 8999.

Supporting vulnerable people

If you know someone who is vulnerable, and they are unwell, encourage them to go to their local pharmacy or phone their local practice. Check in with vulnerable friends and relatives. For more information or to discover a range of volunteer programmes for older people, visit: www.ageuk.org.uk/doncaster admin@ageukdoncaster.org.uk **01302 812345**

Respiratory Illnesses

Information and advice for pregnant women and parents on respiratory illnesses can be found at: [sybhealthiertogether.nhs.uk](https://www.sybhealthiertogether.nhs.uk). If you're worried about a child under two with a contagious respiratory virus, contact a healthcare professional.



Managing Money

Citizens Advice Doncaster

Whether you need assistance with budgeting and managing your money, debt, or guidance on winter support, there is help available at Citizens Advice: www.cadoncasterborough.org **01302 243057**

Advice on Managing Bills

Visit the money helper website for more information and advice on managing your bills: www.moneyhelper.org.uk

Or you can contact money helper:

- Over the phone on **0800 138 7777**
- Via WhatsApp on **+44 77 0134 2744**

You can also visit the St Leger Homes website for tips to help manage your money: stlegerhomes.co.uk/moneywise

Local Assistance Scheme

Find support for eligible residents to help with daily living expenses and/or furniture items and white goods.

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

LocalAssistanceScheme@doncaster.gov.uk

Welcoming Spaces

Welcoming Spaces across Doncaster provide a warm, safe, local space for people who may need it over the winter period without the expectation of having to spend money. Find your local welcoming space at:

[warmwelcome.uk](https://www.warmwelcome.uk)



Sign up to our email newsletter

Get updates straight to your inbox with a range of local information over the winter period and beyond, including: Cost of Living, Vacancies, Local Support, Activities, Events and more. Sign up online at:

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

NHS Choose the right service this Winter

 <p>Self Care</p> <p>Treat minor ailments at home</p> <p>Minor cuts and grazes Minor bruises Minor sprains Coughs and colds</p>	 <p>Pharmacy</p> <p>Local expert advice</p> <p>Minor illnesses Headaches Stomach upsets Bites and stings</p>	 <p>NHS 111</p> <p>Non-emergency help</p> <p>Feeling unwell? Unsure? Anxious? Need help?</p>	 <p>GP Advice</p> <p>Skilled team of medical professionals</p> <p>Persistent symptoms Chronic pain Long-term conditions New prescriptions</p>	 <p>Urgent Care</p> <p>Urgent Treatment Centres</p> <p>Simple fractures Sprains and bruises Cuts and grazes Fever and rashes</p>	 <p>A&E or 999</p> <p>For emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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Useful Contacts

B-Friend

Telephone service to those that feel isolated or are experiencing loneliness.

www.letsbfriend.org.uk

info@letsbfriend.org.uk

07523 698 530

Changing Lives

Offering services to those who have faced challenging situations whether that be housing, drugs and alcohol.

www.changing-lives.org.uk

centralOffice@changing-lives.org.uk

0191 273 8891

Doncaster Mind

Emotional support services, telephone counselling and online personal development courses for Wellbeing, Stress and Anxiety.

www.doncastermind.org.uk

office@doncastermind.co.uk

01302812190

Doncaster Domestic Abuse Hub

The line may be busy so please keep trying or leave a message including whether it is safe to call you back and you will be called back as soon as possible:

01302 737080 9am - 4.30pm Monday - Friday

(excluding bank holidays).

dahub@doncaster.gov.uk

doncaster.gov.uk/domesticabuse

 **Always call 999 in an emergency**

Live Inclusive

Support anyone with any kind of disability or long-term health condition, offering advice and information about benefits and energy.

admin@liveinclusive.org.uk

01302 592400

Ofgem

Find out if you can get a discount on your energy bill. If you are on a low income or on benefits you might be able to get extra support, visit: ofgem.gov.uk/information-consumers/energy-advice-households

Private Renting

For landlord & tenant advice, including information on rent arrears visit:

doncaster.gov.uk/services/housing/private-sector-housing

Social Isolation Alliance

The Doncaster Social Isolation Alliance help anyone experiencing social isolation and loneliness. For more information, call or visit:

sia.dclt.co.uk

01302 430322

St Leger Homes

Contact your local Council housing office.

info@stlegerhomes.co.uk

01302 862 862

Wellbeing Team

Providing access to advice and guidance for people aged 18+ who wish to access free support with mental health and wellbeing.

wellbeing@doncaster.gov.uk

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 concerned about someone you have seen sleeping rough, contact Doncaster's Homelessness Outreach Service:

nsno.doncaster@riverside.gov.uk

01302 558014, or report via Streetlink at:

www.streetlink.org.uk

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



To request an easy read or translated version of this booklet, please call: 01302 736999

