



City of
Doncaster
Council



South Yorkshire
Integrated Care Board



Support for you this Winter

2025 - 2026



Easy
Read

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



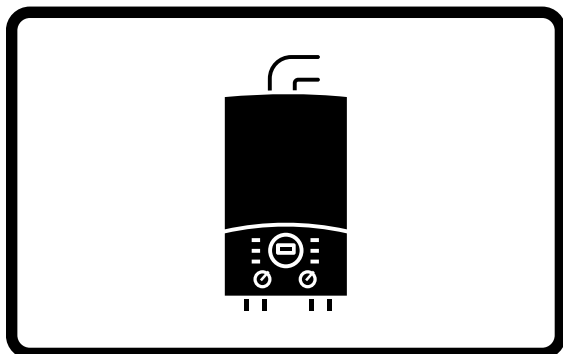
We need to heat our homes to keep warm and well this winter. Our electricity and gas bills will go up because we use more.

Saving Gas and Electric



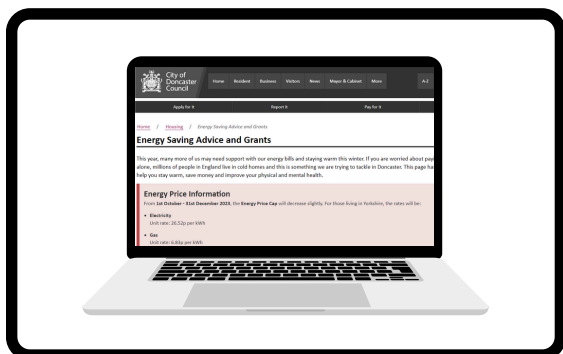
You can cut the amount of gas and electricity you use to keep warm by:

- **Getting someone to check your boiler.**



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

moneysavingboilerchallenge.com



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

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
- Email: 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

Flood Warnings



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

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

Phone: 01302 243057



Money Helper

Website:

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

Phone: 119

If you feel unwell



Pharmacy

If you feel unwell you could:

- Go to a local pharmacy



Contact NHS 111 by:

- Phone: 111
- Website: 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
- Email: 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

Mental Health

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

You can get help and advice with your mental health from the NHS at: Website:

talkingtherapies.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.

Rotherham Doncaster
and South Humber
NHS Foundation Trust

For help with a child who has a mental health problem:

Website: 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

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/

Welcoming Spaces



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



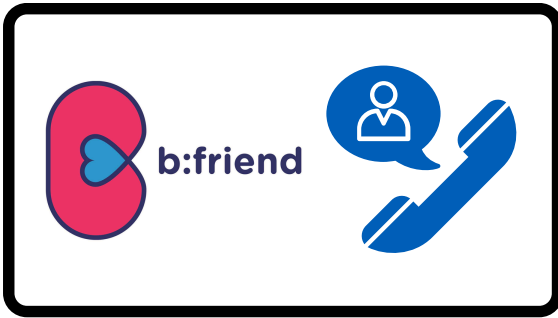
You can find your local Welcoming Space at:
www.warmwelcome.uk

Email Updates



Get the most up to date news by email:
doncaster.gov.uk/emailsignup

Useful Contacts



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

Visit: www.letsbfriend.org.uk

Email: 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

Email: central.office@changing-lives.org.uk

Phone call: 0191 273 8891



Doncaster Mind help with mental health.

Visit: www.doncastermind.org.uk

Email: 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

Website:

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

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



Social Isolation Alliance help anyone experiencing loneliness.

Website: sia.dclt.co.uk

Call: 01302 430322



St Leger Homes is your local council housing office.

Email: 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

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

Call: 01302 558014

Visit: www.streetlink.org.uk



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