City of Doncaster Council

NHS South Yorkshire Integrated Care Board

Your Life Doncaster

Support for you this Winter

2026 - 2027



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

NHS 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



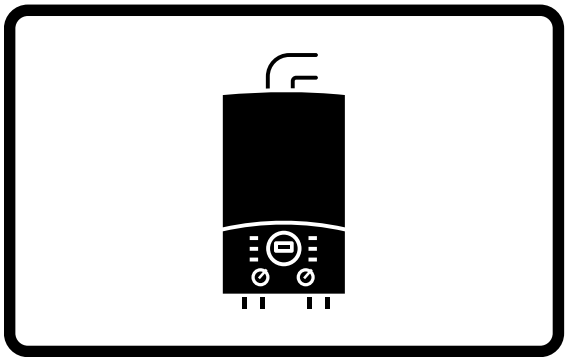
We need to heat our homes to keep warm and well this winter. Our electricity and gas bills will go up because we use more.

Saving Gas and Electric



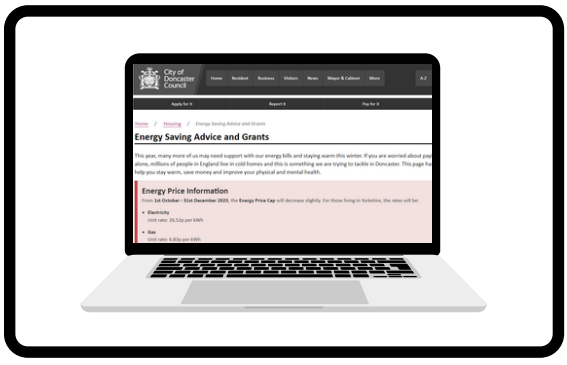
You can cut the amount of gas and electricity you use to keep warm by:

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



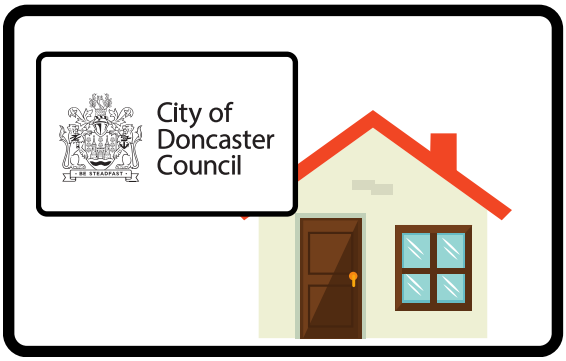
- **Turning your boiler down a bit. You can get more advice about this at:**

moneysavingboilerchallenge.com



For more ways to save gas and electricity, go to: doncaster.gov.uk/services/housing/energy-saving-tips

Help with energy bills



City of Doncaster Council

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



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.**



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**

Pregnant People and Children

You can get health advice for young children or if you are pregnant from: www.sybhealthiertogether.nhs.uk

Mental Health

You can get help and advice with your mental health from the NHS at: Website: www.rdash.nhs.uk/services/nhs-talking-therapies/
Phone: 03000 211556



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

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
Access to Independence

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

ofgem

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



For renting, landlord & tenant advice, visit the website: doncaster.gov.uk/services/housing/private-sector-housing

SIA
SOCIAL ISOLATION ALLIANCE

Social Isolation Alliance help anyone experiencing loneliness.
Website: sia.dclt.co.uk
Call: 01302 430322

St. Leger Homes
OF DONCASTER

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

Your Place Team can help if you are worried about money, family life, housing or jobs: www.yourlifedoncaster.co.uk/your-place-your-family-team

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, contact the Starting Point Team. Email: StartingPoint@doncaster.gov.uk
Call: 01302 309800
Visit: www.doncaster.gov.uk/rsr



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