

## Useful Contacts

### B-Friend

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

[www.letsbfriend.org.uk](http://www.letsbfriend.org.uk)  
[info@letsbfriend.org.uk](mailto: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](http://www.changing-lives.org.uk)  
[central.office@changing-lives.org.uk](mailto:central.office@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](http://www.doncastermind.org.uk)  
[office@doncastermind.co.uk](mailto:office@doncastermind.co.uk)  
01302 812 190

### 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 737 080 9am - 4.30pm Monday - Friday (excluding bank holidays).  
[dahub@doncaster.gov.uk](mailto:dahub@doncaster.gov.uk)  
[doncaster.gov.uk/domesticabuse](http://doncaster.gov.uk/domesticabuse)

**Always call 999 in an emergency**

### Homelessness

If you are homeless or think you are going to become homeless, contact the Home Options Team:

01302 736 000 (Mon - Fri, 08:30 - 17:00) (outside office hours - 01302 737199)

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

### 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](mailto:admin@liveinclusive.org.uk)  
01302 592 400

### 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](http://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](http://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](http://sia.dclt.co.uk)  
01302 430 322

### St Leger Homes

Contact your local Council housing office.

[info@stlegerhomes.co.uk](mailto: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](mailto:wellbeing@doncaster.gov.uk)  
01302 735 553

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

01302 558 014, or report via Streetlink at: [www.streetlink.org.uk](http://www.streetlink.org.uk)



## Everything you need to know this winter: YourLifeDoncaster.co.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 Energy Company Obligation, to local schemes including the Boiler on Prescription schemes, Local Assistance 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](http://doncaster.gov.uk/EnergySupportForm)

Alternatively, you can email: [energy.team@doncaster.gov.uk](mailto:energy.team@doncaster.gov.uk) or call 01302 737 053

For more information and energy saving tips visit: [doncaster.gov.uk/EnergySavingTips](http://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](http://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](http://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 735 688



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



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) - you can also find out about other vaccinations you may be eligible for on this website.

### 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.111.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.111.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/)

## Find the best service for your illness or injury

 <p><b>Self care</b></p> <p>Treat minor injuries and ailments such as diarrhoea and vomiting at home.</p> <p>Keep stocked up - be prepared with essential medicines and supplies.</p>	 <p><b>Pharmacy</b></p> <p>Your local pharmacy can help treat minor ailments including:</p> <ul style="list-style-type: none"> <li>- Acute ear infection</li> <li>- Bites and stings</li> <li>- Shingles</li> <li>- Sinusitis</li> <li>- Sore throat</li> <li>- Urinary Tract Infections (UTIs)</li> </ul>	 <p><b>NHS 111</b></p> <p>Non-emergency help:</p> <p>Use 111 if you're unsure which service you need.</p> <p>Call <b>111</b> or visit <a href="https://www.111.nhs.uk">111.nhs.uk</a></p>	 <p><b>GP advice</b></p> <p>Skilled medical professionals</p> <ul style="list-style-type: none"> <li>- Lasting symptoms</li> <li>- Chronic pain</li> <li>- Long-term conditions</li> <li>- Prescriptions</li> </ul> <p><b>Doncaster Same Day Health Centre:</b> <b>0300 123 3103</b></p> 	 <p><b>Urgent care</b></p> <p>Urgent treatment</p> <ul style="list-style-type: none"> <li>- Simple fractures</li> <li>- Sprains and bruises</li> <li>- Cuts and burns</li> </ul> <p><b>Mexborough Minor Injuries Unit:</b></p> 	 <p><b>Emergency</b></p> <p>Emergency Department or 999 for emergencies only:</p> <ul style="list-style-type: none"> <li>- Choking</li> <li>- Chest pain</li> <li>- Blacking out</li> <li>- Serious blood loss</li> <li>- Significant injury or Trauma</li> </ul>
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### 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.rdash.nhs.uk](https://talkingtherapies.rdash.nhs.uk) or call: **03000 211 556**

In a crisis:

- Phone your GP, your care coordinator / professional or mental health worker
- Phone Mental Health Access Team on **0800 804 8999** (or Text Phone: 07967 793815) or call **NHS 111** and select the mental health option.

For children and young people's mental health, visit: [camhs.rdash.nhs.uk](https://camhs.rdash.nhs.uk) or call The Children and Young People's Crisis Team which is available 24 hours a day 7 days a week: **0300 021 8996**

### 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](https://www.ageuk.org.uk/doncaster) [admin@ageukdoncaster.org.uk](mailto:admin@ageukdoncaster.org.uk) **01302 812 345**

### Respiratory Illnesses

Information and advice for pregnant women and parents on respiratory illnesses can be found at: [sybhealthtogether.nhs.uk](https://sybhealthtogether.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, staying connected through digital support or guidance this Winter there is help available at Citizens Advice: [www.cadoncasterborough.org](https://www.cadoncasterborough.org) **01302 243 057**

### Advice on Managing Bills

Visit the money helper website for more information and advice on managing your bills: [www.moneyhelper.org.uk](https://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](https://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](mailto: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)