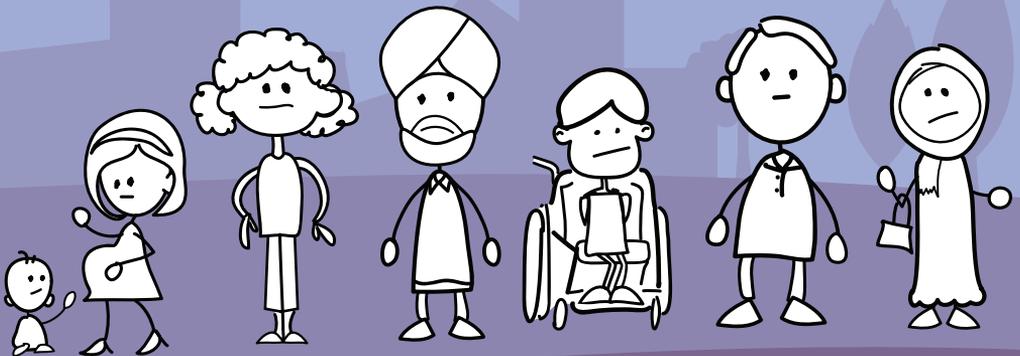




Supporting you this Winter

Finance | Food | Family | Feeling Fine



Advice and guidance for keeping warm and well
www.yourlifedoncaster.co.uk/cost-of-living



**COST OF LIVING
SUPPORT**

DDAH

DONCASTER DOMESTIC ABUSE HUB

Domestic Abuse is any incident of controlling or threatening behaviour or abuse and it can happen to anyone regardless of gender, sexual orientation or religion.

This could be a family member or a partner controlling who you see, what you do and taking complete control over your money.

We know that domestic abuse and economic and financial abuse go hand in hand, with abusers often controlling every aspect of a victim's life making it harder for them to think about accessing support. With the cost of living rising and increases in basics such as energy and food, many victims will be in a more vulnerable position making it difficult to leave the relationship and survive on a single income or benefits.

The domestic abuse hub is a collection of domestic abuse services working across Doncaster supporting ALL victims of domestic abuse. Domestic abuse workers can support people aged 16 years or older. The specialist workers can provide practical and emotional support to you so that you can lead a life free from domestic abuse.

For more information complete the online self-referral form at: [www.doncaster.gov.uk /domesticabuse](http://www.doncaster.gov.uk/domesticabuse)

The Domestic Abuse Hub is open from 9am - 4.30pm, Monday – Friday.
call: **01302 737080** or email: dahub@doncaster.gov.uk

For out of hours support contact the national 24 hour domestic violence helpline: **0808 2000 247**

Always dial 999 in an emergency. If you are unable to speak, wait for the operator to answer, then press '55'.

If you are under 16 years of age and worried about domestic abuse there are various ways you can find help:

- Call **ChildLine: 0800 1111** or call the **NSPCC** helpline: **0808 800 5000**
- You can also text the **NSPCC** at: **88858**
- Call **Doncaster Council Young People, Children and Families: 01302 734100** between 8:30am and 5pm, Monday to Friday. Outside of these hours please call: **01302 796000**
- Tell an adult you trust, such as a teacher, and keep telling people until you get the help you need.

Remember, abuse is never your fault. You have the right to be safe.

**HOME ISN'T
ALWAYS
THE SAFEST
PLACE TO BE.**

There's never an excuse for abuse. If you or someone you know needs support, we are here with our helplines open and refuges running.

Please contact us. We **will** listen and we **can** help you.

SILENCE IS NOT GOLDEN

CALL: 01302 737080

Winter is so different this year for many reasons.

**COST OF LIVING
SUPPORT**

This year's winter booklet focuses on the support, information, advice and guidance to help you and your family, friends and communities see the winter months through safely and warmly. With the current rise in the cost of living and cold nights drawing in, we understand that for many Doncaster residents this year may be more difficult than previous ones.

We know how important it is to feel safe and well this winter, and there is lots of support available to you across Doncaster. Throughout this booklet, experts from a range of sectors will be helping guide you through the colder months, providing specialist advice on financial support, health guidance, as well as information and support on staying warm through the winter months.

There's lots of helpful information in this booklet, but you can find even more online via: yourlifedoncaster.co.uk/cost-of-living

It's also important to look out for those around you through the colder months. Checking in on friends and family to make sure they are safe and well, or just popping in for a tea and a chat, can make a big difference.

Please share this booklet and our online resources, with family, friends and neighbours that would find this information helpful.

You can find this booklet online at: www.yourlifedoncaster.co.uk where an Easy Read version is also available.

The council, alongside partners across the city, are here to support you this winter.

Thank you.



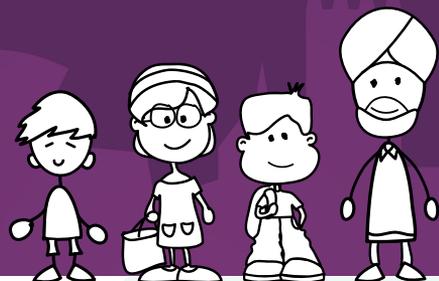
Ros Jones

Ros Jones
Mayor of Doncaster



Rupert Suckling

Dr Rupert Suckling
Director of Public Health



For more helpful contacts, websites and information on support that is available throughout this Winter please visit:

www.yourlifedoncaster.co.uk/cost-of-living

Your Home

Having a warm and dry home helps you to stay well in cold weather, but we know that this year it may be harder than usual to do this.

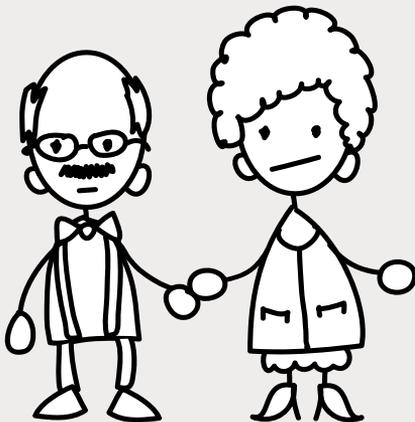


This winter could be a worrying time for many, but there is lots of support and advice available to help you stay warm this winter and to keep yourself, family and friends safe and well.

- Brad Hall, Sustainability Unit

Staying warm and well

If you are worried about paying your fuel bills you are not alone, millions of people in England live in cold homes and this is something we are trying to tackle in Doncaster. For support from the Council's Sustainability Unit, email: energy.team@doncaster.gov.uk or call: **01302 737053**.



Key energy saving tips:

- Where you can, have a yearly service of your heating system by a professional. You may be entitled to a free gas safety check from your supplier, if anyone in your household is disabled or chronically ill, has reached state pension age, or is under the age of 18. Contact your supplier to find out more. If you rent privately, your landlord is normally responsible for maintaining your gas appliances.
- Turn your boiler flow temperature down to 55 degrees – for more information on how to do this, visit: **www.moneysavingboilerchallenge.com**
- If you're not very mobile, aged 65+, or have a health condition, such as heart or lung disease, try to heat living areas to at least 18 – 21 degrees, and your bedroom to 18 degrees. If you need support in doing this, please speak to one of our Wellbeing Officers (find their contacts on page 9) or the Council's Sustainability Unit.
- Try to have regular hot drinks and at least one hot meal a day – this will help keep you warm. If you need support with food, go to page 12 or visit: **yourlifedoncaster.co.uk/food-bank-information**
- Close curtains or blinds at dusk to keep the heat in
- Keep doors closed to reduce draughts or use draught excluders to reduce the loss of heat between rooms
- If you can, use hot water bottles and blankets to keep warm
- Turn off non-essential appliances when not in use and switch lights off when you leave a room
- Try to dry clothes outside to reduce moisture in the home, reducing risk of mould and damp
- Think about other ways to cook, such as using a microwave or a slow cooker as this uses less energy and can save you money

For more information on other energy saving tips please visit: **www.doncaster.gov.uk/services/housing/energy-saving-tips**

Help and support

This year, many of us may find that we need extra help with energy bills this winter. There is support available to assist you through the colder months:

National Support:

Government Energy Price Guarantee – This is a cap on the price per unit of electricity and gas, as well as the standing charge. If you use more energy, your bills could still be higher than the £2,500. Likewise, if you use less, you will pay less. There is no total cap on what you pay. For the latest information search “energy bills” online at: [gov.uk](https://www.gov.uk)

Help For households – Find out what support you may be entitled to, including discounts off your energy bill. If you are on a low income or on benefits you might be able to get a discount on your energy bill. Search for “Help for Households” online or contact Citizens Advice Bureau on **0808 278 7955**.

Warm Homes Discount – You could be entitled to £150 off your electricity bill for winter 2022 to 2023. The scheme opens 14 November 2022 - check with your supplier or the [gov.uk](https://www.gov.uk) website to see if you can apply.

Winter Fuel Payment – You are eligible for an annual one-off payment between £100-£300 to help pay for heating this winter if you were born on or before 26 September 1955. This should be paid automatically.

For 2022-2023 there is an additional ‘Pensioners Cost Of Living Payment’ that will be between £150-£300 depending on eligibility. This will be paid with your normal Winter Fuel Payment.

If you think you are eligible and have not received the payment, please contact the Winter Fuel Payment Centre on **0800 7310160**

Support from your Energy Supplier:

Priority Services Register – A free support service to help people in vulnerable situations including households with young children, those recovering from injury, if you have a disability or mental health condition, or have reached state pension age. Energy suppliers and network operators offer it and each one keeps their own register. Get in touch with your energy supplier or network operator to get on the register. Check your eligibility and find out more by searching “Priority Services Register” on Ofgem’s website.

Payment plans – Suppliers must offer payment plans that you can afford. This is a rule set by Ofgem that every energy supplier must follow. It can be worrying when you cannot pay a bill or get into debt, but it is important to talk to your supplier directly. If you need support to have this conversation with your supplier, please contact Doncaster Council’s Sustainability Unit or Citizens Advice Doncaster.

Local Support

Energy Company Obligation (ECO) – ECO can help pay for energy efficiency measures to save on your energy bills such as insulation and improvements. Talk to the Doncaster Council’s Sustainability Unit to see if you can apply, please email: energy@doncaster.gov.uk or call **01302 737053**.

Boiler on Prescription Scheme – Provides funding for homeowners with conditions such as: chronic obstructive pulmonary disease (COPD), chronic heart condition, stroke, or cancer to help keep their homes warm. Eligibility is subject to assessment of health and level of savings. For more information email: energy@doncaster.gov.uk or call **01302 737053**

Your Money

Many more of us are experiencing money problems, often for the first time. The earlier that you get the support you need, the easier they are to solve. There is lots of support available throughout Doncaster to help you manage your money.



- Tony Pell, Specialist Debt Adviser
Citizens Advice Bureau Doncaster

Finding Support

People experience financial difficulties for numerous reasons, many may not realise they are entitled to support. Whether you need assistance with budgeting and managing your money, or guidance on the support available to you this winter, there is advice available. Please visit the Citizens Advice website: www.cadoncasterborough.org or call: **01302 243057**

Energy Bills Support Schemes – BEWARE OF SCAMS

The government is urging consumers to stay alert of potential scams and report these to the relevant authorities where they are suspected.

If individuals receive a message that asks for their bank details or to click on a link, it is very important that they report it promptly.

Individuals are encouraged to email a screen shot of the message to: report@phishing.gov.uk and a copy to: energy.bills.rebate@beis.gov.uk

Advice on Managing Bills

If your bills are starting to pile up, it is best to organise them in a way that is understandable to you or talk to somebody who can help you organise them. Make sure you know when each bill needs to be paid and how much is due by writing it on a calendar or putting a reminder on your phone for each month.

If you are finding it hard to pay a bill, you should contact your supplier. They should help you create a payment plan that you can work around.

Money Helper brings has lots of information on financial support and services, including on managing bills, dealing with debt and cost of living help and advice. You can visit the money helper website for information on support available: www.moneyhelper.org.uk

Or can contact money helper:

- Online by using a web chat
- Over the phone on **0800 138 7777**
- Via WhatsApp on **+44 77 0134 2744**

The moneywise webpage on the St Leger Homes website also has lots of helpful hints to help manage your life and money on a limited budget or to find local groups in your area regarding bills:

www.stlegerhomes.co.uk/moneywise

Managing Debt

If you are worried about debt or are finding it hard to manage your finances, it can be difficult to know where to go for support. There are places where you can talk to an experienced debt advisor for free. They will give you the best options on how to deal with your debt, organise priority and non-priority debts and advise you on how to manage your money to help with paying off your debts. For more information, contact Citizens Advice.

Advance

Is a Doncaster Council service dedicated to providing people with tailored employment support, call **01302 735554** and select option 2 to speak to the Advance team and option 3 for support in becoming self-employed.
www.advancedoncaster.co.uk

Business Doncaster

Contact Business Doncaster for all your business needs; call **01302 735555** or visit:
www.businessdoncaster.co.uk

Changing Lives

Offering services to those who have faced challenging situations whether that be housing, drugs or alcohol.
www.changing-lives.org.uk
central.office@changing-lives.org.uk
0191 273 8891

Citizens Advice Doncaster Borough

Advice and support on any issue such as debt, housing, employment, benefit entitlement, accessing grants and saving money on bills.
www.cadoncasterborough.org
Web Chat: **www.bit.ly/ca-webchat**
01302 243057

Doncaster Wellbeing service

The Doncaster Council Wellbeing Service is for any person over 18 years old supporting adults who might need extra help or support to stay well and healthy, independent and managing practical day to day life.

The team is on hand to advise and support you with a whole range of issues: finance, home, physical health and mental health. Please don't hesitate to make contact.
wellbeing@doncaster.gov.uk
01302 735553

Employment and Support Allowance

You can apply for Employment and Support Allowance (ESA) if you're under State Pension age and you have a disability or health condition affecting how much you can work:
www.gov.uk/employment-support-allowance
0800 328 5644

Live Inclusive

Support with any kind of disability or long-term health condition, offering advice about benefits and energy. They also provide a peer support and a social group. Call **01302 592400** for more information, or email: admin@liveinclusive.org.uk

Local Assistance Scheme

Is designed to help the most vulnerable residents in meeting an immediate short-term need or maintaining their independence in the community. Help can be given with daily living expenses and/or furniture items and white goods.
www.doncaster.gov.uk/las
LocalAssistanceScheme@doncaster.gov.uk

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:
www.ofgem.gov.uk/information-consumers/energy-advice-households

Private Renting

For landlord and tenant advice, including with rent arrears visit: **www.doncaster.gov.uk/services/housing/private-sector-housing**

St Leger Homes

If you are living in a council house and are struggling to pay rent, St Leger recommend that you contact their local housing office.
info@stlegerhomes.co.uk
01302 862 862

Your Health & Wellbeing



Winter can impact your health in many ways, whether it's your mental and physical wellbeing or the increase in viruses like Flu and Covid.

It's important to take care of yourself and those around you through winter by checking in on your health.

There is lots of support available throughout the NHS and other health partners across the borough this winter.

- Dr Rupert Suckling

Getting your flu jab and Covid-19 Autumn Booster:

It's important that we continue to protect ourselves, others and our NHS against flu and Covid-19 this winter. If you are eligible for a flu jab or the Covid-19 Autumn booster, please get them as soon as you can. Vaccination is the best way to protect yourself from serious illness ahead of winter.

The flu jab is free for eligible groups of people through your GP, midwife or school. Many pharmacies across Doncaster also offer the NHS flu jab. For a full list of eligible groups, search 'flu vaccination' on [nhs.uk](https://www.nhs.uk). If you're not eligible but you still want the flu jab, you can usually get one at a pharmacy for a small charge.

The NHS will contact those eligible to book in for the autumn/winter Covid booster, so you don't need to contact the NHS. If you are eligible for the booster – or want to have a first or second dose of the vaccine – you can also attend a walk-in vaccination centre. Check the Doncaster section of the NHS South Yorkshire website for more details.

The Rotherham Doncaster and South Humber NHS Trust (RDaSH) also operates a Covid vaccination centre at Park Lodge, on Tickhill Road. You can book via: www.nhs.uk/covid-booster or by ringing **119**.

To reduce the risk of spreading flu and Covid-19, remember to catch it, bin it, kill it - use tissues to sneeze and cough into, bin them immediately and continue to wash your hands regularly and thoroughly.

If you are feeling unwell or if you have symptoms of Covid-19, you should avoid close contact with others until you feel better. When visiting any healthcare setting, please remember to take and wear a face covering.

Are you feeling unwell?

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

Over-the-counter medicines such as paracetamol or ibuprofen are available to help relieve the symptoms of common seasonal coughs, colds and sore throats.

You can talk to NHS **111**, use the NHS **111** online symptom checker or speak to any pharmacist for advice.

Urgent care and hospitals

There's always a health professional available 24/7, even during holiday periods. 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**. And if you need an urgent appointment during the night, call **0300 123 9990**.

If you're not sure what to do, call **111** or visit the website [111.nhs.uk](https://www.111.nhs.uk) 24/7 for the right advice.

For less urgent situations when you call your surgery, you may be offered a phone or video consultation.

You may also be offered an appointment in the evening or at the weekend. If you're assessed as needing a face-to-face appointment you will get one.

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

Supporting vulnerable people

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

Information and advice for pregnant women and parents on understanding the risks of respiratory illnesses, the signs and symptoms, and seeking the right support can be found at: sybhealthiertogether.nhs.uk

If you're worried about a child under two with a contagious respiratory virus, contact a health professional.

Mental Health and Wellbeing:

There are many reasons why you might be feeling low, stressed or anxious. The Improving Access to Psychological Therapies (IAPT) team in Doncaster provides support through 'talking' therapy to people 18 and over to improve their mental wellbeing.

The team offer free NHS counselling and cognitive behaviour therapies to support people with their mental health. These services can be face to face, over telephone and via video calls.

Residents can either refer themselves by visiting: iapt.rdash.nhs.uk or call Doncaster **03000 211556**.

In a crisis, call the RDASH mental health crisis team: Freephone **0800 804 8999**

Medication

If you take regular medication, it's important to ensure you have enough in case you can't leave the house for any reason during winter especially during bank holiday periods. If you do run out of prescribed medication, please contact NHS 111 who should be able to help with an emergency supply.

Find out more on choosing the right NHS services and staying well this winter: www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/

Children and Young People

For children and young people's mental health, visit camhs.rdash.nhs.uk or call **03000 211219**.



IAPT

Doncaster Improving
Access to Psychological
Therapies (IAPT)

NHS
Rotherham Doncaster
and South Humber
NHS Foundation Trust

FREE mental health support for adults experiencing common mental health problems

 **Call: 03000 211556**

Visit: iapt.rdash.nhs.uk

Social Isolation Alliance

Social isolation and loneliness can affect people of all ages, at any point in their lives, and it can bring with it a range of challenges that can be difficult to overcome.

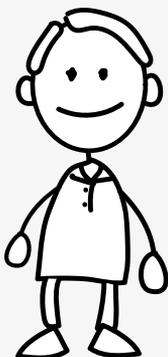
If you, or someone you know, is experiencing social isolation and loneliness and would like to connect with people in your community, Doncaster's Social Isolation and Loneliness Alliance (SIA) may be able to assist.

The SIA is a group of voluntary, community and faith sector (VCFS) organisations that are working together, throughout Doncaster, to help anyone who is experiencing social isolation and loneliness. The SIA can offer:

- Support and activity packages to combat loneliness and social isolation.
- Befriending sessions online and face-to-face.
- A range of engaging physical activities, social, recreational, cultural, and creative programmes.
- Community-led and peer support programmes.
- Volunteering opportunities.

For more information, help, advice or support call the SIA Helpline:
01302 430322

8am - 8pm (Monday to Friday)
8am - 6pm (Saturday and Sunday)



Alzheimer's Society

The National Dementia Helpline has information and advice about dementia.

www.alzheimers.org.uk
0300 222 1122

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

Healthwatch Doncaster

Here to listen and talk about your experiences of health and care in Doncaster.

www.healthwatchdoncaster.org.uk
info@healthwatchdoncaster.org.uk
01302 965450

Togetherall

An online community where people can support each other anonymously, take courses and access wellbeing resources. If you are 16+ in Doncaster, you can access Togetherall for free, 24/7:
www.togetherall.com

B-Friend

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

www.letsbfriend.org.uk
info@letsbfriend.org.uk
07523 698 530

Wellbeing Team

The Wellbeing Team provides access to support, guidance and advice about problems and issues residents may be experiencing. The service is for people aged 18 and over who wish to access free support with mental health and wellbeing.

01302 735553
wellbeing@doncaster.gov.uk

Your Family

The winter season can be full of excitement for children with Bonfire Night, Christmas and other festivities taking place. However, it can also be a quite stressful time for parents who may be juggling childcare, potential money worries and trying to entertain their little ones.

- Your Place Triage Managers



Your Place

We know that every family is different and every family faces different challenges and issues. There are 4 new Your Place hubs in Doncaster where you can drop-in for a chat about anything that is bothering you, from financial support, childcare advice, housing, school issues, benefits and much more.

The Your Place teams are there to make it easier for your family to get the help you need when you need it.

The teams are at Woodlands Library, The Civic Office (Doncaster City Centre), Vermuyden Centre (Thorne) and Conisbrough Library. If you would like more information, and support for families, please visit:

www.yourlifedoncaster.co.uk/family



Funded Childcare

Do you know that you could get help with the costs of childcare? They will have fun with children their own age and make friends, they will develop independence and confidence; great skills to help prepare them for school. Apply now to see if you could access up to 30 hours of free funded childcare for your 2, 3 or 4 year old.

www.doncaster.gov.uk/fundedchildcare

Family Hubs and Services

Doncaster Family Hubs are the 'place to go'. We work with other providers to offer a range of activities, services and information for you and your family.

Families are welcome with children of all ages from conception, through childhood to adolescence and even older if your child has a special need.

Think of any service you may need from finding day/child care and early learning to schools and education; from midwives to health visitors and mental health; from advice on parenting to family support and adult learning to employment opportunities.

For more information visit:

www.doncaster.gov.uk/familyhubs

Local Offer

The Local Offer provides information for children and young people with special educational needs (SEND) and their parents or carers in a single place. It shows families what they can expect from a range of local agencies including education, health and social care.

Information is available via:

www.doncaster.gov.uk/services/schools/local-offer-send

Free school meals

Check if your child qualifies for free school meals, apply and find out more at:

www.doncaster.gov.uk/services/schools/free-school-meals

Carers

Making Space

Making Space is a local service which helps support carers and understands that while caring for a family member or loved one is a very generous and selfless thing to do, it can also take its toll on your own health and wellbeing.

The service can support you in your caring role and help you stay connected in your community.

Please call on: **01302 986900** or email: DoncasterCarers@makingspace.co.uk

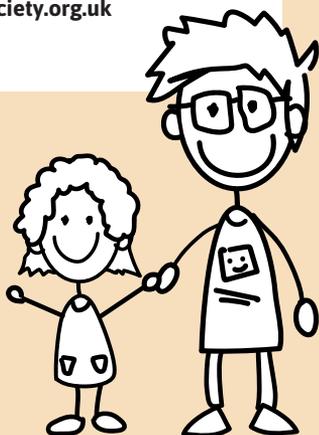
Young Carers

Sometimes, being a young carer can get too much to deal with on your own or you may be stressed by too much responsibility.

If you're having any of these feelings or struggling, talk to your teacher, school nurse, college counsellor or doctor who can help you.

You can contact the local Young Carers team for further information and advice, on **01302 736099** or email: young.carers@doncaster.gov.uk

There are also a handful of websites with advice and tips on looking after yourself, including Carers Trust: www.carers.org and The Children's Society: www.childrenssociety.org.uk



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 323444**)

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:
www.streetlink.org.uk

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

Welcoming Spaces

There are lots of spaces across Doncaster that provide a safe, non-judgemental, warm space to help you relieve pressure to heat your home as well as providing access to information, advice and guidance.

Welcoming Spaces near you

Your community libraries offer a welcoming space with access to hot drinks, computers and a welcoming face. There are lots of groups and events going on in libraries that you can access, check in with your local library or visit the Doncaster Libraries website to find out more: library.doncaster.gov.uk

Your local family hubs offer a range of activities, services and information for you and your family. They provide a welcoming space for your family and have lots of information and support to help you through the winter months.

To check on the events that family hubs are offering near you, please visit: www.yourlifedoncaster.co.uk/family

To find out more about the welcome spaces near you, visit: www.warmwelcome.uk

Food Support:

There are many reasons why you may need extra support with food this year and there is lots of support available. Food banks and pantries are available across Doncaster and there are lots of organisations that have extra help on offer including at the BME United Food Bank.



- Dolly Agoro, Project Coordinator,
BME United Foodbank



Food Banks and pantries in Doncaster

If you are in need of extra support to provide food for yourself or your family, there are many food banks across Doncaster that can help, throughout winter and beyond.

Food banks and pantries across Doncaster provide a warm welcome in a safe environment, a listening ear and the food support that you need.

You should check in with each foodbank to understand their process of providing aid.

Your Life Doncaster has a list of foodbanks in and around your area. It also has information on opening times and the process of getting support. To find out more visit:

www.yourlifedoncaster.co.uk/food-bank-information

Free school meals

Check if your child qualifies for free school meals, apply and find out more at:

www.doncaster.gov.uk/services/schools/free-school-meals

Around 30% of our general waste is made up of food waste and roughly 60% of that food waste is avoidable and could have been eaten or drunk if used up in time. Reducing food waste can save us at least £720 a year.

Top tips on saving food and avoiding waste:

PLANNING PERFECTION - Planning is the best way to save money on the weekly shop while cutting waste and helping the planet.

KNOW YOUR DATES - The dates commonly found on packaging can cause some confusion.

SAVVY STORAGE - The way we store food has the potential to extend its useable lifespan massively.

PERFECT PORTIONS - Preparing or cooking the right amount of food is a great way to cut waste and can save a lot of money too.

LOVE YOUR LEFTOVERS - Leftovers are made up of fabulous food that you have bought and made into great meals so why wouldn't you use them up.

For more information and top tips on avoiding food waste, visit www.wasteless-sy.co.uk and www.lovefoodhatewaste.com

Voluntary Action Doncaster

Voluntary Action Doncaster is a charity that provides advice, support and training to charities and community groups across Doncaster. We champion volunteering as a force for positive action. We also help registered charities and grassroots community organisations across the borough to deliver vital services within local communities.

If you are an individual thinking about volunteering or a community group needing help contact us.

www.voluntaryactiondoncaster.org.uk
info@voluntaryactiondoncaster.org.uk
01302 965459

Winter Weather Preparations

In previous winters Doncaster, alongside much of the UK, has been hit by bouts of bad weather, which can cause disruption and affect our everyday life. To help you prepare for the colder months ahead, there is lots of support and information available to keep you well in winter weather.



- Lee Garrett, Emergency Planning

Gritting and clearing snow

Doncaster Council's highways team is responsible for keeping the major traffic routes in the area clear. Full details of the roads and routes that are gritted can be found on Doncaster Council's winter gritting page: www.doncaster.gov.uk/winter

Teams from the council will also assist in clearing snow and access routes within communities if resources are available. There's no law stopping you from clearing snow and ice on the pavement outside your home or from public spaces. It's unlikely you'll be sued or held legally responsible for any injuries on the path if you have cleared it carefully. Follow the snow code when clearing snow and ice: www.gov.uk/clear-snow-road-path-cycleway

Snow wardens required

We are always on the lookout for volunteer snow wardens to help communities during any harsh weather conditions throughout winter.

As a council, we keep around 350 miles of roads and routes across the borough gritted when the temperatures inevitably plummet to zero and below.

A lot of time and effort goes into ensuring that people can travel in and around the area as smoothly as possible despite the weather but our highways teams can only do so much.

If you'd like to help in those harder-to-reach areas and to keep an eye on neighbours, then please volunteer as a snow warden by calling: **01302 736000**.

Bin Collection information

Your bin collection calendar for 2022/23 will be posted by the end of November 2022. If you have not received it, please call **01302 736000** or you can find your collection day online at: www.doncaster.gov.uk/bins

Your calendar will advise you if your collection days are affected by the Christmas period. Green bin collections have now ceased until 2023.

If your bin has not been collected – due to inclement weather – please leave it by the kerbside until it is collected. This will usually be the next day.





Driving in severe weather

- Don't travel unless absolutely necessary
- Allow plenty of time for your journey and at least 10 minutes to defrost your car
- Clear all windows and the roof of snow and ice using a scraper and de-icer
- For a frozen lock, use some form of heat to warm the key - don't breathe on the lock
- Drive to the conditions and don't assume that every road is treated. Drive carefully, even on treated roads
- Make sure your phone is fully charged and carry a torch, first-aid kit, tow rope, blankets, warm coat and boots, jump leads, snow shovel, warning triangle, an old sack or rug (to put under wheels if you do get stuck) as well as water repellent spray
- Put safety before punctuality when bad weather closes in

Please take extra care on the roads



Flood Warnings

Areas of Doncaster have become more susceptible to flooding in recent years. Our teams continue to monitor the forecasts and are always prepared to distribute sandbags and close roads as and when necessary. More information can be found at: 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. This number is **01302 735688**.

In conjunction with the Environment Agency, there are 3 types of warning issued when flooding is forecast.

These warnings are: flood alerts, flood warnings and severe flood warnings.

Here's what they mean:



Flood alert - PREPARE

- ✓ prepare a bag that includes medicines and insurance documents
- ✓ check flood warnings



Flood warning - ACT

- ✓ turn off gas, water, electricity
- ✓ move things upstairs to safety
- ✓ move family, pets and car to safety



Severe flood warning - SURVIVE

- ✓ call 999 if in immediate danger
- ✓ follow advice from emergency services
- ✓ keep yourself and your family safe

Sign up for flood alerts at:
gov.uk/sign-up-for-flood-warnings

For more winter information visit:
www.doncaster.gov.uk/winter



Find local help for everyday issues

Free and non-judgemental advice

We can support you with things like:

- * Parenting advice and guidance
 - * Checking that you are on the right benefits
 - * Reviewing your finances
 - * Accessing education
 - * Getting back into work
 - * Low-level anti-social behaviour issues
 - * Health advice for children and adults
 - * Finding food banks
- ...and connecting you with lots of other local services.**

Get in touch.

When times are hard,
you don't have to do it alone.

01302 737995

www.yourlifedoncaster.co.uk