

KEEPING WELL IN ROTHERHAM



All information correct as of XXXXXXXXXX

www.rotherham.gov.uk

Rotherham
Metropolitan
Borough Council



KEEPING WELL IN ROTHERHAM

If you need support or advice on managing money, keeping your home warm, or keeping healthy, there are many services available.

ADVICE AND SUPPORT

Citizens Advice Rotherham

www.citizensadvicerotherham.org.uk

t: 0808 278 7911

Healthwatch Rotherham

A registered charity run by parents and carers of children and young people who have Special Educational Needs and/or Disabilities (SEND).

e. info@healthwatchrotherhamorg.uk

t. 01709 717130

Kiveton Park Independent Advice Centre

www.kpadvice.org.uk

t: 01909 773 966

e: info@kpadvice.org.uk

Rotherham Adult Neurodiversity Support Service

RANSS is a support service for neurodiverse adults (18+) with a Rotherham GP.

www.ranss.co.uk/

t: 01709 296292

Rotherham Parent and Carers Forum

A registered charity run by parents and carers of children and young people who have Special Educational Needs and/or Disabilities (SEND).

www.rpcf.co.uk/reducing-social-isolation

t: 01709 296262

Rotherham Rise

Supporting adults and children affected by domestic abuse, sexual abuse and child sexual exploitation (CSE).

www.rotherhamrise.org.uk

t: 0330 202 0571

e: help@rotherhamrise.org.uk

Shelter

Free housing advice

t: 0808 800 4444 (freephone)

e: england.shelter.org.uk

Age UK Rotherham Advice Line

Free and confidential information and advice service for older people, their families and carers, including help to maximise income in later life by ensuring you can access the benefits and support you are entitled to.

t: 01709 835 214 (Monday to Friday 9.30am – 3.30pm)

e: info@ageukrotherham.org



FINANCIAL ADVICE

Council Tax Reductions

For people on the lowest incomes, automatic Council Tax Reductions are awarded to support them through the winter period.

If you are affected by these reductions, you will be contacted by the Council Tax team at the Council.

If you are having difficulty making payments, please contact the Council as soon as possible. The Council Tax team will be able to offer you advice to help you to manage your payments or claim a reduction, discount or exemption on your bill.

Go online to www.rotherham.gov.uk/council-tax

Other Financial Support

People on low incomes may be able to get housing benefit, discretionary housing payments and council tax support from Rotherham Council. All schemes will depend on your current circumstances.

Housing Income Support Team

Support for Council Tenants.

www.rotherham.gov.uk/housing/supporting-people-struggling-financially/1

t: 01709 336009

e: housingincomesupport@rotherham.gov.uk

Rotherham Council Advocacy and Appeals Service

Specialist benefit and debt advice service.

www.rotherham.gov.uk/benefits

t: 01709 255 526

RotherFed Making Our Money Go Further

www.rotherhamfederation.org/making-our-money-go-further/

Telephone Claire: 07398 013796

Telephone Karen: 07398 013824

Step Change

Debt charity offering free debt advice and money management.

www.stepchange.org

t: 0800 138 1111

Turn2Us

Provide information and financial support.

www.turn2us.org.uk

t: 0808 802 2000

MoneyHelper

Money and pensions guidance.

www.moneyhelper.org.uk

t: 0800 138 7777

t: 07701 342 744 (WhatsApp)

Yorkshire Water

If you're struggling to pay your water bills, there's immediate short term and longer-term schemes you can apply for.

www.yorkshirewater.com/bill-account/help-paying-your-bill/

t: 0345 1299 299

KEEPING YOUR HOME WARM

If you are struggling to heat your home because of energy costs, there is help available.

You may be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment and the Cold Weather Payment.

You can also find out about heating and housing benefits at **www.GOV.UK/browse/benefits/heating**

Get Advice on how to reduce your bills and make your home more energy efficient.

Community Energy Rotherham – Rotherham Council

We work to promote general energy awareness, and to highlight current energy campaigns and grant schemes beneficial to Rotherham residents.

www.rotherham.gov.uk/energy-climate-change

e: Community-Energy-Rotherham@rotherham.gov.uk

Simple Energy Advice

www.simpleenergyadvice.org.uk/

t: 0800 444 202

RotherFed Energy Know How

Support and guidance to reduce fuel bills and training on home energy awareness and efficiency, including switching providers, and debt and benefit advice.

www.rotherhamfederation.org/energy-angels

Telephone Sharon: 07983 527467

Telephone Noor: 07983 527352

Citizens Advice Rotherham and District

Help with a range of energy matters, including energy efficiency advice, gaining access to support from energy suppliers, and resolving issues with energy companies.

e: energy@citizensadvicerotherham.org.uk

t: 0808 278 7911

Age UK Keeping Well This Winter

www.ageuk.org.uk/information-advice/health-wellbeing/keep-well-this-winter/

If you or the people you support want updated guidance on energy bills see our **latest energy advice**. Our **Winter Wrapped Up guide** has tips on staying warm and well at home. Guidance on reducing your energy costs can be found in our **Save Energy, Pay Less** information guide and **Help with Heating Costs factsheet**.

Green Doctor

This service runs across the North East and Yorkshire. They have helped many people save over £350 per year on their energy costs, ensured house repairs are undertaken, and provided advice on various benefits, all for free.

www.groundwork.org.uk/services/green-doctor/

t: 0113 238 0601

Freephone: 0808 168 3547

e: greendoctorleeds@groundwork.org.uk

Recharge Energy Advice Project

Live Inclusive is a Disability Charity which provides one-to-one support to enable residents to manage their energy usage and costs more effectively, including understanding tariffs and energy bills; and learning how to save energy and costs.

Souria Alshaibi, Energy Awareness Support Worker, Rotherham

t: 07729283996

e: souria@liveinclusive.co.uk

Utilita Home

Utilita Home are working in partnership with Rotherham Council with the joint aim of achieving the governments aspirations via the ECO Scheme.

www.utilita.co.uk/eco

t: 01962 679048

e: home@utilita.co.uk

GET ADVICE IF YOU FEEL UNWELL

Making sure you and your elderly or at-risk family members get medical help as soon as they feel unwell can stop them from getting seriously ill.

There are a range of places where you can get advice and support this winter, including:

- **a pharmacy** – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- **your GP** – you may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to
- **NHS 111** – go to **111.nhs.uk** or call **111** if you have an urgent medical problem and you're not sure what to do

The sooner you get advice, the sooner you are likely to get better.

Remember: Only phone **999** or go to Accident and Emergency if you have a medical emergency, e.g. you have a broken bone or have injured yourself severely, think you're having a stroke or heart attack, or are having trouble breathing.

By only using emergency services for emergencies, you are helping to make sure people who are desperate need of medical attention get the help they need.

If in doubt, call **111** for advice.

MENTAL HEALTH SUPPORT

Be the One

For information on how you can spot the signs which could lead to someone taking their own life as well as advice and support on how you can help someone who may be struggling this winter visit

www.be-the-one.co.uk

Amparo

Amparo offers emotional and practical support for any affected by suicide in South Yorkshire. Support offers includes: one to one individual support, help with any media enquiries, practical support dealing with Police and Coroners, help overcoming the isolation experienced.

t: 0330 088 9255

e: amparo.service@listening-ear.co.uk

Bereavement- Listening Ear

This service is for people who have been affected by the loss of a family member, friend, colleague or someone you have cared for during the pandemic. The service offers practical and emotional support for those living in Rotherham and or registered with a Rotherham GP.

www.listening-ear.uk/refer

t: 0800 048 5224

RotherHive

RotherHive provides a range of verified practical mental health and wellbeing information, support and advice for adults in Rotherham, including the Wellness Hive and Working Well – advice for wellbeing practices at work.

www.rotherhive.co.uk

Samaritans

Whatever you're going through, a Samaritan will face it with you. They're here 24 hours a day, 365 days a year.

www.samaritans.org

Freephone: 116 123

Rotherham and Barnsley MIND

Rotherham and Barnsley Mind is an independent local provider of high quality mental health services in Rotherham.

www.rbmind.co.uk/

t: 01709 919 929

Rotherham Military Community Veterans Centre

Support for serving and ex-service military personnel and their families.

t: 07876 221824

e: rotherhammccvc.org.uk/

Get Healthy Rotherham

A free service that helps the people of Rotherham to stop smoking, reduce their alcohol consumption, get more active, lose weight, and improve their overall health.

www.gethealthyrotherham.co.uk/

t: 01709 718720

e: [PARKWOOD.gethealthyrotherham@nhs.net](mailto: PARKWOOD.gethealthyrotherham@nhs.net)

b:friend

b:friend offer free and non-time-limited befriending for over 65s who feel socially isolated.

www.letsbfriend.org.uk

Telephone Tracey: 07512 439781

e: info@letsbfriend.org.uk

Kooth

Kooth is an online platform for children and young people aged 11-25 years to access mental health support.

www.kooth.com

With Me in Mind

With Me in Mind is the name of one of the national Mental Health Support Teams (MHSTs) and there are teams based in both Doncaster and Rotherham. Visit the Rotherham website for advice for children, young people and parents. There are several films on the website covering a variety of issues like anxiety, body image, sleep and self-esteem.

www.withmeinmind.co.uk/rotherham/

Befriending

Rotherfed have a befriending service available to residents of Rotherham of all ages and backgrounds.

www.rotherhamfederation.org/friendship-calls

t: 07376 666191

e: nicola.evans@rotherfed.org

Age UK Rotherham

Age UK Rotherham offer short term support for people aged 60+ who find it difficult to resume normal life and need a hand to get started. This could include: help and encouragement to go out and about or move more; meeting people socially, such as joining a local group; having someone beside you to help build confidence and independence; increasing digital confidence to access activities online.

www.ageuk.org.uk/rotherham

Telephone Wellbeing Coordinator: 07988 638 355

Telephone Office: 01709 835214

COVID'S NOT GONE YET

Please continue to follow the guidelines so that you can keep safe from becoming seriously ill with the virus.

Protect yourself and your loved ones from the spread of COVID-19 by doing these simple things:

- It is advised you wear a face covering in busy indoor areas such as shops, restaurants when you are not eating or drinking, or when you use public transport
 - You must wear a face covering when you visit the hospital, a GP surgery or any other healthcare settings
- If you have guests visiting you, keep your home well ventilated by keeping the windows open
- Wash your hands often and clean down surfaces regularly if you have guests coming over
- Stay at home if you feel unwell or if you have symptoms of COVID-19, no matter how mild
- Getting tested helps to protect your loved ones from getting virus.
 - Further information about getting tests is available on our COVID testing page at **www.rotherham.gov.uk/coronavirus**

If you test positive for COVID-19, it is advised to stay at home and self-isolate, regardless of your vaccination status. Staying at home and minimising contact with that you live with will help stop the virus from spreading to other, more vulnerable people in our communities.

Keep up to date with the latest guidelines by going to **www.gov.uk/coronavirus**

VACCINATIONS

COVID-19 Vaccination

Getting the COVID-19 vaccination and booster is the best way to protect yourself from getting seriously ill with COVID-19. The vaccination is safe to get but if you have any enquiries, talk to your GP about getting the vaccine. Further information about the vaccine is also available at **yourhealthrotherham.co.uk/covid-vaccine**

COVID-19 vaccinations are still available for those who have not had them already. Anyone over the age of 16 can access their COVID-19 vaccination by calling the Rotherham Vaccination Booking line or by attending a drop-in session.

Call **0300 3035258** or go to the Your Health Matters website for more information at **yourhealthrotherham.co.uk/covid-vaccine/**

Parents of children aged between 12 – 15 years old can now book their children in for their COVID-19 vaccination through the National Booking system. Further information is available on the NHS website at **www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine-for-children-aged-12-to-15/**

Flu vaccination

People who are over 50 years old, pregnant woman, and those with certain conditions are all eligible for a free flu jab through the NHS programme.

The flu jab is available at a range of places including:

- your GP surgery
- a pharmacy offering the service
- your midwifery service if you're pregnant

Further information about the flu vaccination is available at **www.nhs.uk/vaccinations**

THANK YOU TO ALL OUR PARTNERS

**Rotherham
Federation**



Strengthening Communities



RotherHive



**ROTHERHAM
TOGETHER
PARTNERSHIP**



