

# Highland Council

## Coronavirus help and support

The Highland Council has put a range of measures in place to help those affected by the Coronavirus outbreak. The information below will help you to understand the various kinds of support we can offer.

**FOOD SUPPORT** – food can be provided for those in crisis who require emergency access to food.

**PRESCRIPTIONS** – these can be collected for you if no other local option is available.

Both services will be confidential if you request that we do not share your details with third parties.

**Coronavirus Helpline Tel: 0300 303 1362**

**(operates Monday to Friday from 8am to 6pm  
and is FREE to call)**

If your query is related to other urgent Council business, please contact our **Service Centre on 01349 886602**. You should also continue to use on-line forms and resources as much as possible to ensure those most in need of assistance can be supported.

**COMMUNITY SUPPORT** – a wide range of local groups also provide support, including – provision of food supplies, fuel, prescription collections, help with shopping and a community call service. If you need support with any of these services **and you give permission to share your contact details** the Council Helpline will put you in contact with the Portree Local Community Hub which serves the Isles of Skye & Raasay.

A Highland Council member of staff will talk you through what help is available either directly through the Hub team or through other local Community Groups.

**FINANCIAL HELP** – the Council’s Welfare Team will help you identify all the benefits that are available for your personal circumstances and will complete applications on your behalf. This includes updating your Council Tax Account and claiming grants that you don’t pay back, other financial support, and help with funeral costs.

Financial support with some funeral costs is available in specific circumstances and can include Funeral Support Payment for those who are eligible.

**This service is free and confidential. Contact our welfare specialists by FREEPHONE to 0800 090 1004 (9am – 5pm) or by email to [welfare.support@highland.gov.uk](mailto:welfare.support@highland.gov.uk) .**

## Bereavement Support

**Funerals** can be expensive and the decision as to whether to have a cremation or a burial depends on several factors including the person's wishes, and the wishes of the next of kin, family, executor and the costs involved. Local Skye Funeral Directors will be able to help you through this difficult time. Contact details as follows:

- M&D MacLeod Funeral Directors – Portree - 01478 698372
- Farquhar Macleod, Funeral Directors - Broadford 01471 820000 / Portree 01478 611110

Skye & Lochalsh Citizens Advice Bureau is also able to help and is available by phoning 01478 612032. Opening Hours Monday, Tuesday, Thursday 10.00 - 13.00 and 14.00 - 16.30, Wednesday 10.00 - 13.00

**Registrar Information** - When someone has died, there are lots of things that need to be done, at a time when you probably least feel like doing them. One of the first things to do is to register the death. Contact your local registration office (phone numbers below) or ask your chosen funeral director to make an appointment. Further details of registration offices can be found on our website – [www.highland.gov.uk](http://www.highland.gov.uk)

- Portree - by email: [portree.servicepoint@highland.gov.uk](mailto:portree.servicepoint@highland.gov.uk) or  
phone: 01478 613850
- Broadford: 01349 781230
- Kyle: 01599 534956.

**Tell Us Once** - Registrars will offer the "Tell Us Once" service which is voluntary to use and very helpful. The Registrar will take the time to fully explain to you the process and what it includes. The Council offers the Tell Us Once service to automatically notify Council services and other government departments, including the Department for Work and Pensions, when someone dies. You tell us once, when registering a death, which Council services and government departments need notified and we send the notifications for you. This means that you don't have to notify individual services.

To use the service when you are registering a death, please have the following information, if you have them:

- National Insurance Number
- Passport
- Driving licence
- Blue Badge

**OTHER SERVICES** - in addition to the Services that the Council can connect you with through the Helpline, the following information may be of help:

#### **Physical wellbeing and concerns around Coronavirus**

- <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19> - Latest coronavirus (COVID-19) guidance from NHS Scotland and the Scottish Government, including physical distancing measures and advice for infected households
- <https://www.readyscotland.org/coronavirus/> - is the official channel of the Scottish Government's Resilience Division. It provides COVID-19 specific advice on finding extra support.

**Mental Wellbeing** - Many services are available to support you through this difficult period, when your mental health may be suffering from a range of anxieties arising from concerns around health, finance, family and bereavement.

- **Breathing Space - 0800 83 85 87**  
<https://breathingspace.scot/> is a free, confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety.

- **Mental wellbeing** - a collection of resources to help  
<https://www.highlandmentalwellbeing.scot.nhs.uk/>
- **Samaritans** - **116 123** (calls are free and do not show on a phone bill) -  
<https://www.samaritans.org/scotland/how-we-can-help>
- **CRUSE Bereavement Care Scotland** - **0845 600 2227** -  
<http://www.crusescotland.org.uk/> **Cruse Bereavement Care Scotland (CBCS)**  
exists to promote the well-being of bereaved people in Scotland. We seek to help anyone experiencing bereavement to understand their grief and cope with their loss.
- **For younger people who may be affected by bereavement** -  
<https://www.childbereavementuk.org/>