



ORKNEY
ISLANDS COUNCIL

Direct Dial Telephone Numbers

Useful Extension Numbers for Customers.

All 4 digit extension numbers in this document should be preceded by 01856873535.

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Chief Executive's Service

Chief Executive.	2101.
Head of Finance.	2103.
Head of Support Services.	2206.

Customer Services

Customer Services Team (Kirkwall).	2904.
Customer Services Team (Stromness).	2901.
For the following services: <ul style="list-style-type: none">• General enquiries.• Payments.• Blue badges.• Concessionary travel forms.• Application forms.• Repairs to Council properties.• Course bookings.• Road repairs.• Snow/gritting.• Waste/recycling collection times.• Amenity Site Opening Times.• Dates and times of waste and recycling collections.• Wheelie bin, recycling box and bag requests.• Special Collections (bulky uplifts).• Radar keys.• Ness Campsite Bookings (Stromness number only).• Birsay Outdoor Centre and Campsite bookings (Stromness number only).• Rackwick Hostel and Outdoor Centre bookings (Stromness number only).	

Chief Executive Support Team

Chief Executive.	2101.
General enquiries.	2206.
Elections.	2230.

Communications Team

General enquiries.	2242.
Website.	2207.

Democratic Services Team

General enquiries.	2264.
Members Support.	2238.
Community Council / Empowering Communities.	2237.

Committees Team

General enquiries.	2239.
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Revenues Team

Council Tax Enquiries.	2133.
Housing and Council Tax Benefit.	2116.
Rents.	2115.
Sundry Debtors.	2125.
Community Care and Crisis Grants.	2260.
Benefits Fraud.	2130.

Payroll and Expenditure

Expenditure (Accounts payable).	2146.
Payroll.	2111.
Pensions.	2108.

Accountancy

General Enquiries.	2105.
Insurance.	2140.

Corporate Services

Executive Director.	2103.
Head of HR and Performance.	2250.
Head of Legal Services.	2210.
Head of IT and Facilities.	2309.

Human Resources

General Enquiries.	2250.
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Licensing

General enquiries -	2229. 2232.
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Registration of Births, Marriages or Deaths

Registrar.	2918.
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Procurement

General Enquiries.	2640.
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Information Services (IT)

General Enquiries.	3111.
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Education, Leisure and Housing

Executive Director.	2433.
Head of Education (Curriculum and Community Learning).	2401.
Head of Education (Leisure, Culture and Inclusion).	2436.
Head of Housing, Homelessness and Schoolcare Accommodation.	2170.

Schools

School Transport.	2427.
Bursaries and Education Maintenance Allowance.	2416.
Free school meals and clothing allowance.	2416.

Leisure and Lifelong Learning

Active Schools Co-ordinators.	2441 and 2442.
KGS Sports Centre – Katell Roche (Duty Officer).	2439. 01856872364 (external line).
Learning Link (external line).	01856879200.
Orkney Library and Archive (Kirkwall).	3020.
Orkney College (external line).	01856569000.
Birsay Outdoor Centre and Campsite bookings.	2901.
Rackwick Hostel and Outdoor Centre bookings.	2901.

Housing

Housing Management.	2182.
Homelessness and Advice.	2174.
Landlord Registration.	2175.
Housing Administration.	2170.

Development and Infrastructure

Executive Director.	2301.
Head of Infrastructure and Strategic Projects.	2310.
Head of Marine Services, Engineering and Transportation.	3630/3631.
Head of Development, Planning and Regulatory	2530.

Services.	
Head of Strategic Development and Regeneration.	2714.

Roads Queries

Road repairs.	2904.
Snow / Gritting.	2904.
Snow / Gritting / Flooding (emergency only) (external line).	01856876338.

Waste Queries

Domestic Missed Refuse / Recycling Collection.	2904.
Trade Waste Queries.	2320.

Marine Services

General Enquiries.	3630.
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Planning

General Enquiries.	2504.
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Development and Marine Planning (planning, policy and guidance)

General Enquiries.	2531.
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Building Standards

General Enquiries.	2729.
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Transport

General Enquiries.	2539.
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Environmental Health

General Enquiries.	2801.
Animal Welfare Officer.	2807.

Trading Standards

General Enquiries.	2821.
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Economic Development

General Enquiries.	2510.
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Business Gateway

General Enquiries.	2513.
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Orkney Health and Care

Chief Officer – Executive Director.	2601.
Chief Finance Officer.	2601.
Head of Health and Community Care.	2611.
Head of Children and Families, Criminal Justice and Chief Social Work Officer.	2611.
Head of Primary Care Services.	01856888066.
Interim Head of Children’s Health Services.	2659.
Home Care (external line).	01856888390.
Duty Social Worker (Adults).	2643.
Duty Social Worker (Children and Families).	2676.
Criminal Justice.	2660.
Occupational Therapy.	2632.
Telecare.	2635.
Responder Service.	2610.
Frozen Meals Service.	2624.
Orkney Health and Care (Finance).	2614. 2641.
Community Mental Health Team (external line).	01856888280.

External Health and Care Facilities (External phone numbers)

Aurrida House.	01856876160.
Balfour Oral Surgery Unit.	01856888258.
Braeburn Court.	01856831501.
Community Nurses.	01856888041.
Daisy Villa, St Margaret’s Hope.	01856831206.
Diabetes Specialist Nurse.	01856888218.
Dietetics Services.	01856888219.
Dounby Surgery.	01856771209.
Eday Surgery.	01857622243.
Flebister House, Sanday.	01857600221.
Flotta Surgery.	01856701769.
Garson Dentist.	01856850658.
Geramount, Stronsay.	01857616321.
Gilbertson Day Centre.	01856872122.
Glaitness Centre.	01856871960.
Greystones, Evie Surgery.	01856751283.

Health Centre, Shapinsay.	01856711735.
Health Visitors.	01856888115.
Heilendi Practice.	01856872388.
Home Care.	01856888390.
Hoy and Walls Health Centre.	01856701209.
Intermediate Care Team.	01856888234.
Islands View Surgery, Rousay.	01856821265.
Kalisgarth Care Centre.	01856871134.
King Street/School Dentist.	01856875348.
Lifestyle Centre.	01856886394.
Linket House, North Ronaldsay.	01857633226.
Maternity Unit.	01856888238.
Occupational Therapy (Adults).	01856888118.
Occupational Therapy (Paediatric).	01856885593.
Physiotherapy Services (Adults).	01856888231.
Physiotherapy Services (Paediatric).	01856885592.
Podiatry Services.	01856888136.
Primary Care Services.	01856888066.
School Nurses.	01856888262.
Skerryvore Practice.	01856888240.
Smiddybrae House.	01856771100.
Speech and Language Therapy Team (Adults).	01856888239.
Sunnybrae Centre / Eunson Kloss.	01856875736.
Stromness Surgery.	01856850205.
St Peter's House.	01856850271.
St Rognvald House.	01856872106.
Switchboard NHS.	01856888000.
The Surgery, Papa Westray.	01857644227.
Trenable House, Westray.	01857677209.
West Mainland Day Centre.	01856771100.

Other Useful Numbers

Grants

Crisis Grant.	2260.
Community Care Grant.	2260.
Insulation Grant.	2192 or 2178.

Inspection Work Grant.	2729.
Disability Grant (Care and Repair).	01856873369.
Public Sector Housing Grant.	01856873369.
Roofs and Windows Grant.	01856873369.
Small Repairs.	01856873369.
Conservation Areas Grant (Kirkwall THI).	01856886468.
Education Maintenance Allowance / Bursaries.	2416.
Home Energy Scotland.	08088082282.

Schools

Burray Primary.	01856731208.
Dounby Primary.	01856771234.
Eday Primary.	01857622227.
Evie Primary.	01856751237.
Firth Primary.	01856761212.
Glaitness Primary.	01856873648.
Hope Primary.	01856831217.
Orphir Primary.	01856811265.
Papa Westray Primary.	01857644226.
Papdale Primary.	01856872650.
Rousay Primary.	01856821226.
St Andrews Primary.	01856861256.
Shapinsay Primary.	01856711218.
Stenness Primary.	01856850212.
Stromness Primary.	01856850544.
North Walls Junior High.	01856791246.
Sanday Junior High.	01857600228.
Stronsay Junior High.	01857616246.
Westray Junior High.	01857677472.
Kirkwall Grammar.	01856872102.
Stromness Academy.	01856850660.
Orkney College.	01856569000.

External Numbers

Assessors/Electoral Registration Office.	01856876222.
Citizens Advice.	01856875266.
Corrigall Farm Museum.	01856771411.
Employability Orkney.	01856876605.
Home Start.	01856870770.
Highlands and Islands Enterprise (HIE).	01856874638.
Hatston Depot.	01856872311.
Job Centre.	08456043719.
King Street Halls.	01856872897.
Kirbister Farm Museum.	01856771268.
Lyness Visitor Centre.	01856791300.
Northlink Ferries.	08456 000449.
Orkney Blide Trust.	01856874874.
Orkney Disability Forum.	01856870340.
Orkney Ferries.	01856872044.
Orkney Islands Property Development Ltd.	01856876310.
Orkney Renewable Energy.	01856850825.
Orkney Tourism Group.	01856230300.
Pickaquoy Centre.	01856879900.
Post Office Counters.	08457223344.
Radio Orkney.	01856873939.
Restart Orkney.	01856879777.
Scottish Autism.	07885971762.
Scottish Hydro.	08453002141.
Scottish Natural Heritage.	01856875302.
Scottish Water.	03456008855.
Travel Centre (Kirkwall).	01856870555. 01856872856.
Travel Centre (Stromness).	01856850716.
Voluntary Action Orkney.	01856872897.
Winter Fuel Payments.	08459151515.