



**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"><li>• General enquiries.</li><li>• Payments.</li><li>• Blue badges.</li><li>• Concessionary travel forms.</li><li>• Application forms.</li><li>• Repairs to Council properties.</li><li>• Course bookings.</li><li>• Road repairs.</li><li>• Snow/gritting.</li><li>• Waste/recycling collection times.</li><li>• Amenity Site Opening Times.</li><li>• Dates and times of waste and recycling collections.</li><li>• Wheelie bin, recycling box and bag requests.</li><li>• Special Collections (bulky uplifts).</li><li>• Radar keys.</li><li>• Ness Campsite Bookings (Stromness number only).</li><li>• Birsay Outdoor Centre and Campsite bookings (Stromness number only).</li><li>• Rackwick Hostel and Outdoor Centre bookings (Stromness number only).</li></ul>	

## Chief Executive Support Team

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

## Communications Team

General enquiries.	2242.
Website.	2207.

## Democratic Services Team

General enquiries.	2235.
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 Building 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.	2436.
Head of Schools.	2401.
Head of Leisure and Lifelong Learning.	2415.
Head of Housing and Homelessness.	2170.

## Schools

School Transport.	2427.
Bursaries and Education Maintenance Allowance.	2422.
Free school meals and clothing allowance.	2422.

## Leisure and Lifelong Learning

Active Schools Co-ordinators.	2441.
KGS Sports Centre - Elaine Harcus (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.	2430.
Rackwick Hostel and Outdoor Centre bookings.	2430.

## Housing

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

## Development and Infrastructure

Executive Director.	2301.
Head of Roads and Environmental Services.	2320.
Head of Marine Services, Engineering and Transportation.	3600.
Head of Planning and Regulatory Services.	2504.
Head of Strategic Development and Regeneration.	2362.

## **Roads Queries**

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

## **Waste Queries**

Missed Refuse / Recycling Collection.	2320.
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 - Health and Social Care.	2601.
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Head of Health and Community Care.	2601.
Head of Children and Families and Criminal Justice.	2601.
Home Care (external line).	01856888390.
Duty Social Worker (Adults).	2643.
Duty Social Worker (Children and Families).	2676.
Criminal Justice.	2660.
Occupational Therapy.	2632.
Telecare.	2610.
Frozen Meals Service.	2624.
Orkney Health and Care (Finance).	2614. 2641.
Community Mental Health Team (external line).	01856852110.

### **External Health and Care Facilities (External phone numbers)**

St Rognvald House.	01856872106.
St Peter's House.	01856850271.
Braeburn Court.	01856831501.
Sunnybrae Centre / Eunson Kloss.	01856875736.
Smiddybrae.	01856771100.
Kalisgarth Care Home.	01856871134.
Gilbertson Day Centre.	01856872122.
West Mainland Day Centre.	01856851435.
Home Care.	01856888390.
Aurrida House.	01856876160.
Glaitness Centre.	01856871960.
Lifestyle Centre.	01856886394.
Switchboard NHS.	01856888000.
Garson Dentist.	01856850658.
King Street/School Dentist.	01856875348.
Heilendi.	01856872388.
Skerryvore Practice.	01856888240.

### **Other Useful Numbers**

#### **Grants**

Crisis Grant.	2116.
Community Care Grant.	2116.



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.
EMA / Bursaries.	2422.
Home Energy Scotland.	08088082282.

## Schools

Papdale Primary.	01856872650.
Glaitness Primary.	01856873648.
Kirkwall Grammar.	01856872102.
Orkney College.	01856569000.
St Andrews Primary.	01856861256.
Stromness Primary.	01856850544.
Stromness Academy.	01856850660.
Firth Primary.	01856761212.
Dounby Primary.	01856771234.
Orphir Primary.	01856811265.
Stenness Primary.	01856850212.
Evie Primary.	01856751237.
Burray Primary.	01856731208.
Hope Primary.	01856831217.
North Ronaldsay Primary.	01857633224.
Sanday Junior High.	01857600228.
Westray Junior High.	01857677472.
Stronsay Junior High.	01857616246.
Eday Primary.	01857622227.
Sanday Junior High.	01857600228.
Rousay Primary.	01856821226.
Shapinsay Primary.	01856711218.
North Walls Junior High.	01856791246.

## 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.
Stagecoach.	01856870555.
Visit Scotland.	01856872856.
Travel Centre (Stromness).	01856850716.
Voluntary Action Orkney.	01856872897.
Winter Fuel Payments.	08459151515.
Assessors/Electoral Registration Office.	01856876222.