



Useful Contacts

Contacts

Housing Services

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535.
- Email: housing@orkney.gov.uk
- Emergency out of hours repairs service: 01856873430.
- Emergency out of hours homelessness officer: 07921582962.

Housing Benefit Section

- Finance Services, Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2116 or 01856886312 (direct dial).
- Email: benefits@orkney.gov.uk

Rent Section

- Finance Services, Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2115 or 01856886311 (direct dial)
- Email: revenues@orkney.gov.uk

Council Tax Section

- Finance Services, Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2133 or 01856886322 (direct dial).
- Email: revenues@orkney.gov.uk

Orkney Health and Care

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535.
- Emergency out of hours duty social worker service, Telephone: 01856888000.

Department of Education and Leisure Services

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2417.
- Email: education@orkney.gov.uk

Environmental Health Services

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2801.
- Email: env.health@orkney.gov.uk

Trading Standards Services

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2821.
- Email: tradingstandards@orkney.gov.uk

Waste Disposal Unit

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2325.

Orkney Library and Archive

- 44 Junction Road, Kirkwall, KW15 1AG.
- Telephone: 01856873166.
- Fax: 01856 875260.

Stromness Library

- Warehouse Buildings, 2-12 Victoria Street, Stromness, KW16 3AA.
- Telephone: 01856850907.

Other Useful Contacts

Jobcentre Plus

- West Tankerness Lane, Kirkwall.
- Telephone: 01856885300.
- Fax: 01856872392
- Email: rhona.shearer@jobcentreplus.gsi.gov.uk

Police Scotland

- Burgh Road, Police Station, Kirkwall.
- Emergency Telephone: 999.
- Report a crime Telephone: 101.

Orkney Housing Association Ltd

- 39a Victoria Street, Kirkwall.
- Telephone: 01856875253.
- Fax: 01856876764.
- Email: enquiries@ohal.org.uk

Orkney Islands Property Developments Ltd

- 15 Victoria Street, Kirkwall.
- Telephone: 01856876310.
- Fax: 01856875657.
- Email: anne@oipdl.co.uk

Orkney Care and Repair

- 39a Victoria Street, Kirkwall.
- Telephone: 01856873369.
- Fax: 01856875657.
- Email: admin@orkneycareandrepair.co.uk

YPEOPLE

- 43 Junction Road, Kirkwall, KW15 1AR.
- Telephone / Fax: 01856875815.
- Email: orkney@ypeople.org.uk
- Website: <http://www.ypeople.org.uk/services/service-locations.php>

Travel

Highlands and Islands Airports

- Kirkwall Airport, Kirkwall, KW15 1TH.
- Telephone: 01856872421.
- Information Desk: 01856886210.
- Fax: 01856886216.
- Website: <http://www.hial.co.uk/kirkwall-airport/>
- Email: info@hial.co.uk

NorthLink Ferries

- Reservations Telephone: 08456000449.
- Website: <https://www.northlinkferries.co.uk/>
- Email: info@northlinkferries.co.uk

Orkney Ferries

- Shore Street, Kirkwall, KW15 1LG.
- Telephone: 01856872044.

- Fax: 01856872921.
- Email: info@orkneyferries.co.uk
- Website: <http://www.orkneyferries.co.uk/>

Pentland Ferries

- Pier Road, St Margaret's Hope, KW17 2SW.
- Telephone: 08006888998 (Booking Line).
- Telephone: 01856831226 (Head Office).
- Fax: 01856831697.
- Website: <http://www.pentlandferries.co.uk/>

VisitOrkney

- The Travel Centre, West Castle Street, Kirkwall, KW15 1GU.
- Telephone: 01856230300.
- Website: <https://www.visitorkney.com/>
- Email: admin@visitorkney.com

Health Services

Balfour Hospital

- New Scapa Road, Kirkwall, KW15 1BH.
- Telephone: 01856888000.

NHS Orkney

- Garden House, Kirkwall, KW15 1BQ.
- Telephone: 01856888000.
- Email: ork-hb.feedback@nhs.net

Utilities Contact Details

Scottish Hydro Electric

- Telephone: 08450719595.
- Electricity Emergencies, Telephone: 0800300999.
- Website: <https://sse.co.uk/help/contact-us#q1>

Scottish Water

- Customer Helpline: 08000778778.
- Email: help@scottishwater.co.uk
- Website: <https://www.scottishwater.co.uk/>

National Organisations

Scottish Public Services Ombudsman.

- 4 Melville Street, Edinburgh, EH3 7NS.
- Telephone: 08703777330.
- Fax: 08703777331.
- Website: <https://www.spsso.org.uk/contact-us>

Equalities and Human Rights Commission

- 151 West George Street, Glasgow, G2 2JJ.
- Telephone: 01412285910 (non-helpline calls only).
- Email: scotland@equalityhumanrights.com
- Website: <https://www.equalityhumanrights.com/en/commission-scotland>

The Mental Welfare Commission for Scotland

- Thistle House, 91 Haymarket Terrace, Edinburgh, EH2 5HE.
- Helpline: 08003896809.
- Telephone: 01313138777.
- Email: enquiries@mwscot.org.uk
- Website: <https://www.mwscot.org.uk/>

Turning Point Scotland

- 54 Govan Road, Glasgow, G51 1JL.
- Telephone: 01414278200.
- Fax: 01414278201.
- Website: <http://www.turningpointscotland.com/>
- Email: info@turningpointscotland.com

Shelterline (free 24-hour advice)

- Telephone: 08088004444.
- Website: <https://scotland.shelter.org.uk/>

Scottish Domestic Abuse Helpline

- Telephone: 08000271234.
- Website: <http://www.scottishdomesticabusehelpline.org.uk/>

Voluntary Sector

Advocacy Orkney

- Advocacy Orkney, 18 Queen Street, Kirkwall, KW15 1JE.
- Telephone: 01856870111.
- Fax: 01856879482.

- Email: info@advocacyorkney.org

Age Concern

- 46 Victoria Street, Kirkwall, KW15 1DN.
- Telephone: 01856872438.
- Email: enquiries@agescotlandorkney.org.uk

Citizens Advice Bureau

- Anchor Buildings, 6 Bridge Street, Kirkwall, KW15 1HR.
- Telephone: 01856875266.

Crossroads Orkney

- Orkney Carers Centre, Kirkwall Travel Centre, West Castle Street, Kirkwall, KW15 1GU.
- Telephone: 01856870500.
- Email: carers@crossroadsorkney.co.uk

Employability Orkney

- 62 Junction Road, Kirkwall, KW15 1AR.
- Telephone: 01856879777.
- Email: admin@employabilityorkney.co.uk
- Website: <http://www.orkneycommunities.co.uk/EMPLOYABILITY/>

Home Start

- 7 Main Street, Kirkwall, Orkney, KW15 1BU.
- Telephone: 01856870770.
- Website: <http://www.orkneycommunities.co.uk/homestartorkney/index.asp>

Men's Aid

- 28 Penryn Road, Walsall, WS5 3EU.
- Helpline: 03335670556.
- Email: help@mensaid.co.uk
- Website: <http://www.mensaid.co.uk/>

Orkney Alcohol Counselling and Advisory Service

- 6 Bridge Street Wynd, Kirkwall, KW15 1JD.
- Telephone: 01856874738.
- Website: <http://www.oacas.org.uk/>
- Email: enquiries@oacas.org.uk

Orkney Blide Trust

- 54 Victoria Street, Kirkwall, Orkney, KW15 1DN.

- Telephone: 01856 874874.
- Email: admin@blidetrust.org
- Website: <https://www.blidetrust.org.uk>

Orkney Disability Forum

- 18 Junction Road, Kirkwall, KW15 1AB
- Telephone: 01856870340.
- Email: info@odforkney.com

Relationships Scotland

- Orkney Counselling and Support Centre, Kirkwall Travel Centre, West Castle Street, Kirkwall, KW15 1GU.
- Telephone: 01856877750.
- Email: enquiries@rsorkney.org.uk

Restart Orkney Office and Workshop

- Employability Orkney, 62 Junction Road, Kirkwall, KW15 1AR.
- Telephone: 01856876605.
- Email: restart@employabilityorkney.co.uk
- Website: <http://www.orkneycommunities.co.uk/EMPLOYABILITY/>

Samaritans

- The Travel Centre, West Castle Street, Kirkwall, Orkney, KW15 1GU.
- Telephone: 01856875875.
- Email: jo@samaritans.org
- Website: <https://www.samaritans.org/>

Starter Packs Orkney

- Telephone: 07783351886 (Referrals made through Orkney Islands Council).

The Talking Newspaper

- Orkney Library, 44 Junction Road, Kirkwall, KW15 1AG.
- Telephone: 01856873166.

Victim Support Orkney

- Anchor Buildings, Kirkwall, KW15 1HR.
- Telephone: 01856871965.
- Email: victimsupport.orkney@victimssupportsco.org.uk
- Website: <https://www.victimssupportsco.org.uk/>

Voluntary Action Orkney

- Anchor Buildings, 6 Bridge Street, Kirkwall, KW15 1HR.

- Telephone: 01856872897.
- Fax: 01856873167.
- Email: enquiries@vaorkney.org.uk

Women's Aid Orkney

- Junction Road, Kirkwall, KW15 1AX.
- Telephone: 01856877900.
- Email: info@womensaidorkney.org.uk