



## Useful Contacts

### Orkney Islands Council

#### Housing Services

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535.
- Fax: 01856886530.
- E-mail: [housing@orkney.gov.uk](mailto: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).
- Fax: 01856876158.
- E-mail: [benefits@orkney.gov.uk](mailto:benefits@orkney.gov.uk)

#### Rent Section

- Finance Services, Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2115 or 01856 886311 (direct dial)
- Fax: 01856876158.
- E-mail: [revenues@orkney.gov.uk](mailto:revenues@orkney.gov.uk)

#### Council Tax Section

- Finance Services, Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2133 or 01856 886322 (direct dial).
- Fax: 01856876158.
- E-mail: [revenues@orkney.gov.uk](mailto:revenues@orkney.gov.uk)

#### Orkney Health and Care

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535.
- Fax: 01856886453.
- Emergency out of hours duty social worker service, Telephone: 01856888000.

## **Education and Leisure Services**

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2477.
- Fax: 01856876327.
- E-mail: [education.leisure@orkney.gov.uk](mailto:education.leisure@orkney.gov.uk)

## **Environmental Health Services**

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535 extension 2801.
- Fax: 01856886450.
- E-mail: [env.health@orkney.gov.uk](mailto:env.health@orkney.gov.uk)

## **Trading Standards Services**

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535 extension 2821.
- Fax: 01856876359.
- E-mail: [tradingstandards@orkney.gov.uk](mailto:tradingstandards@orkney.gov.uk)

## **Waste Disposal Unit**

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535 extension 2325.
- Fax: 01856872379.

## **Orkney Library**

- 44 Junction Road, Kirkwall, KW15 1AG.
- Telephone: 01856873166.
- Fax: 01856875260.

## **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.
- E-mail: [inga.craigie@dwp.gov.uk](mailto:inga.craigie@dwp.gov.uk)

### **Police Scotland**

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

## **Orkney Housing Association Ltd**

- 39a Victoria Street, Kirkwall.
- Telephone: 01856875253.
- Fax: 01856876764.
- E-mail: [enquiries@ohal.org.uk](mailto:enquiries@ohal.org.uk)

## **Orkney Islands Property Developments Ltd**

- 4 Gunn's Close, Kirkwall.
- Telephone: 01856876310.
- E-mail: [anne@oipdl.co.uk](mailto:anne@oipdl.co.uk)

## **Orkney Care and Repair**

- 39a Victoria Street, Kirkwall.
- Telephone: 01856873369.
- Fax: 01856875657.
- E-mail: [admin@orkneycareandrepair.co.uk](mailto:admin@orkneycareandrepair.co.uk)

## **YPEOPLE**

- Glaitness Farmhouse, Glaitness Road, Kirkwall, KW15 1TN.
- Telephone / Fax: 01856875815.
- E-mail: [orkney@ypeople.org.uk](mailto:orkney@ypeople.org.uk)
- Website: <https://www.ypeople.org.uk/where-we-work/orkney/>

## **Travel**

### **Highlands and Islands Airports**

- Kirkwall Airport, Kirkwall.
- Telephone: 01856872421.
- Information Desk: 01856886210.
- Fax: 01856886261.
- E-mail: [info@hial.co.uk](mailto:info@hial.co.uk)
- Website: <https://www.hial.co.uk/kirkwall-airport>

### **NorthLink Ferries**

- Reservations Telephone: 08001114422.
- Website: <https://www.northlinkferries.co.uk>

### **Orkney Ferries**

- Shore Street, Kirkwall.
- Telephone: 01856872044.
- Fax: 01856872921.
- E-mail: [info@orkneyferries.co.uk](mailto:info@orkneyferries.co.uk)
- Website: <http://www.orkneyferries.co.uk/>

## **Pentland Ferries**

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

## **VisitScotland**

- The Travel Centre, West Castle Street, Kirkwall.
- Telephone: 01856872856.
- E-mail: [kirkwall@visitscotland.com](mailto:kirkwall@visitscotland.com)
- Website: <https://www.visitscotland.com/>

## **Health Services**

### **The Balfour (Hospital)**

- Foreland Road, Kirkwall, KW15 1NZ.
- Telephone: 01856888100.
- Telephone (Out of Hours): 01856888000.

### **NHS Orkney**

- Foreland Road, Kirkwall, KW15 1NZ.
- Telephone: 01856888000.

## **Utilities Contact Details**

### **Scottish and Southern Energy**

- Telephone: 03450707373.
- Electricity Emergencies, Telephone: 0800111999.
- Website: <https://sse.co.uk/home>

### **Scottish Water**

- Telephone: 08000778778.
- E-mail: [help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)
- Website: <https://www.scottishwater.co.uk/>

## **National Organisations**

### **Scottish Public Services Ombudsman.**

- Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS.
- Telephone: 08003777331.
- Fax: 08703777331.
- Website: <https://www.spsso.org.uk/contact-us>

## **Equalities and Human Rights Commission**

- 58 Robertson Street, Glasgow, G2 8DU.
- Telephone: 01412285910 (non-helpline calls only).
- E-mail: [scotland@equalityhumanrights.com](mailto: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.
- E-mail: [mwc.enquiries@nhs.scot](mailto:mwc.enquiries@nhs.scot)
- Website: <https://www.mwcscot.org.uk/>

## **Turning Point Scotland**

- 54 Govan Road, Glasgow, G51 1JL.
- Telephone: 01414278200.
- Fax: 01414278201.
- E-mail: [info@turningpointscotland.com](mailto:info@turningpointscotland.com)
- Website: <https://www.turningpointscotland.com/>

## **Shelterline (free 24 hour advice)**

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

## **Scottish Domestic Abuse Helpline**

- Telephone: 08000271234.
- E-mail: [info@scottishdomesticabusehelpline.org.uk](mailto:info@scottishdomesticabusehelpline.org.uk)
- Website: <http://www.scottishdomesticabusehelpline.org.uk/>

## **Third Sector**

### **Age Scotland Orkney**

- 46 Victoria Street, Kirkwall.
- Telephone: 01856872438.
- E-mail: [enquiries@agescotlandorkney.org.uk](mailto:enquiries@agescotlandorkney.org.uk)

### **Citizens Advice Bureau Orkney**

- Anchor Buildings, 6 Bridge Street, Kirkwall.
- Telephone: 01856875266.
- E-mail: [bureau@orkneycab.casonline.org.uk](mailto:bureau@orkneycab.casonline.org.uk)

### **Crossroads Orkney**

- Orkney Carers Centre, Kirkwall Travel Centre, West Castle Street, Kirkwall.
- Telephone: 01856870500.
- E-mail: [carers@crossroadsorkney.co.uk](mailto:carers@crossroadsorkney.co.uk)

## **Employability Orkney**

- 62 Junction Road, Kirkwall.
- Telephone: 01856879777.
- E-mail: [admin@employabilityorkney.co.uk](mailto:admin@employabilityorkney.co.uk)
- Website: <http://www.orkneycommunities.co.uk/EMPLOYABILITY/>

## **Home Start**

- 7 Main Street, Kirkwall, Orkney, KW15 1BU.
- Telephone: 01856 870770.
- E-mail: [postmaster@homestartorkney.org.uk](mailto:postmaster@homestartorkney.org.uk)
- Website: <https://www.home-start.org.uk/home-start-orkney>

## **Men's Aid**

- 7th Floor, Coventry Point, Market Way, Coventry, CV1 1EA.
- Telephone: 08712239986.
- Helpline: 03335670556.
- E-mail: [help@mensaid.co.uk](mailto:help@mensaid.co.uk)
- Website: <https://www.mensaid.co.uk/>

## **Orkney Blide Trust**

- 54 Victoria Street, Kirkwall, Orkney, KW15 1DN.
- Telephone: 01856 874874 or 07840198022.
- E-mail: [admin@blidetrust.org](mailto:admin@blidetrust.org)

## **Orkney Disability Forum**

- 18 Junction Road, Kirkwall, KW15 1AB
- Telephone: 01856870340.
- E-mail: [info@odforkney.com](mailto:info@odforkney.com)

## **Relationships Scotland**

- 1st Floor, Kirkwall Travel Centre, West Castle Street, Kirkwall, Orkney.
- Telephone: 01856877750.
- E-mail: [enquiries@rsorkney.org.uk](mailto:enquiries@rsorkney.org.uk)
- Website: <https://rsorkney.org.uk/>

## **Restart Orkney Office and Workshop**

- 62 Junction Road, Kirkwall, KW15 1AR.
- Telephone: 01856879777.
- E-mail: [restart@employabilityorkney.co.uk](mailto:restart@employabilityorkney.co.uk)
- Website: <http://www.orkneycommunities.co.uk/EMPLOYABILITY/>

## **Samaritans**

- The Travel Centre, West Castle Street, Kirkwall, Orkney, KW15 1GU.
- Telephone: 116123 from any phone.
- National Helpline: 03300945717.

- Website: <https://www.samaritans.org/>

### **Starter Packs Orkney**

- Telephone: 07783351886 (Referrals made through OIC).

### **The Talking Newspaper**

- Orkney Library, 44 Junction Road, Kirkwall.
- Telephone: 01856875260.

### **Victim Support**

- Voluntary Action Orkney, 6 Bridge Street, Kirkwall, KW15 1HR.
- Telephone: 01856871965.
- E-mail: [victimsupport.orkney@victimssupportsco.org.uk](mailto:victimsupport.orkney@victimssupportsco.org.uk)
- Website: <https://victimsupport.scot/>

### **Voluntary Action Orkney**

- Anchor Buildings, 6 Bridge Street, Kirkwall, KW15 1HR.
- Telephone: 01856872897.
- Fax: 01856873167.
- E-mail: [enquiries@vaorkney.org.uk](mailto:enquiries@vaorkney.org.uk)

### **Women's Aid Orkney**

- Junction Road, Kirkwall, KW15 1AX.
- Telephone: 01856877900.
- E-mail: [info@womensaidorkney.org.uk](mailto:info@womensaidorkney.org.uk)
- Website: <https://womensaidorkney.org.uk/>