



## Useful Contacts

### Contacts

#### Housing Services

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535.
- Email: [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).
- Email: [benefits@orkney.gov.uk](mailto: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](mailto: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](mailto: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](mailto:education@orkney.gov.uk)

## **Environmental Health Services**

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

## **Trading Standards Services**

- Council Offices, School Place, Kirkwall.
- Telephone: 01856873535, extension 2821.
- Email: [tradingstandards@orkney.gov.uk](mailto: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](mailto: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](mailto:enquiries@ohal.org.uk)

## **Orkney Islands Property Developments Ltd**

- 15 Victoria Street, Kirkwall.
- Telephone: 01856876310.
- Fax: 01856875657.
- Email: [anne@oipdl.co.uk](mailto:anne@oipdl.co.uk)

## **Orkney Care and Repair**

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

## **YPEOPLE**

- 43 Junction Road, Kirkwall, KW15 1AR.
- Telephone / Fax: 01856875815.
- Email: [orkney@ypeople.org.uk](mailto: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](mailto:info@hial.co.uk)

### **NorthLink Ferries**

- Reservations Telephone: 08456000449.
- Website: <https://www.northlinkferries.co.uk/>
- Email: [info@northlinkferries.co.uk](mailto:info@northlinkferries.co.uk)

### **Orkney Ferries**

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

- Fax: 01856872921.
- Email: [info@orkneyferries.co.uk](mailto: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: <https://www.pentlandferries.co.uk/>

## **VisitOrkney**

- The Travel Centre, West Castle Street, Kirkwall, KW15 1GU.
- Telephone: 01856230300.
- Website: <https://www.visitorkney.com/>
- Email: [Enquiries@visitorkney.com](mailto:Enquiries@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](mailto: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](mailto: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](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.
- Email: [enquiries@mwscot.org.uk](mailto: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](mailto: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](mailto:info@advocacyorkney.org)

### **Age Concern**

- 46 Victoria Street, Kirkwall, KW15 1DN.
- Telephone: 01856872438.
- Email: [enquiries@agescotlandorkney.org.uk](mailto: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](mailto:carers@crossroadsorkney.co.uk)

### **Employability Orkney**

- 62 Junction Road, Kirkwall, KW15 1AR.
- Telephone: 01856879777.
- Email: [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: 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](mailto: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](mailto:enquiries@oacas.org.uk)

### **Orkney Blide Trust**

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

- Telephone: 01856 874874.
- Email: [admin@blidetrust.org](mailto:admin@blidetrust.org)
- Website: <https://www.blidetrust.org.uk>

### **Orkney Disability Forum**

- 18 Junction Road, Kirkwall, KW15 1AB
- Telephone: 01856870340.
- Email: [info@odforkney.com](mailto: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](mailto:enquiries@rsorkney.org.uk)

### **Restart Orkney Office and Workshop**

- Employability Orkney, 62 Junction Road, Kirkwall, KW15 1AR.
- Telephone: 01856876605.
- Email: [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: 01856875875.
- Email: [jo@samaritans.org](mailto: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](mailto: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](mailto:enquiries@vaorkney.org.uk)

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

- Junction Road, Kirkwall, KW15 1AX.
- Telephone: 01856877900.
- Email: [info@womensaidorkney.org.uk](mailto:info@womensaidorkney.org.uk)