

## **Introduction**

This information source is to signpost you directly to services.

## **Acknowledgements**

Funding provided by The Scottish Government Wider Role Grant and Shetland Islands Council Department of Education & Social Care - Housing Service.

# Emergency Contacts

## Emergency Services

Dial 999 for Police, Fire or Ambulance

## Lerwick Police Station

☎ 01595 692110

## Shetland Islands Council Emergency Numbers (outwith office hours)

Duty Social Worker: ☎ 01595 695611

Homelessness: ☎ 01595 695611

Repairs: ☎ 01595 693972

## Safer Shetland Action Line

☎ 01595 694544 Text: 07921 00 99 22


Post: PO Box 11683, Lerwick, Shetland

## Sexual Abuse Survivors

☎ 07747 097160 (answerphone)

# National Helplines


## **Alcoholics Anonymous**

 0845 769 7555


## **Childline**

 0800 1111

## **Cruse Bereavement Care**

 0844 477 9400

## **Depression Alliance**

 0845 123 23 20


Email: [info@dascot.org](mailto:info@dascot.org)

Web: [www.dascot.org/](http://www.dascot.org/)

## **National Drugs Helpline (Talk to Frank)**

 0800 77 66 00

## **NHS 24**

 0800 22 44 88

## **NSPCC Child Protection**

 0808 800 5000

## **Parentline Plus Scotland**


 0808 800 2222

## **Rape and Abuse Line**

Freephone: 0808 800 0123 (Answered by women)

Freephone: 0808 800 0122 (Answered by men)


## **Refuge Domestic Violence**

 0808 2000 247

## **Re Solv (Solvent Abuse)**

 07505 000024

## **Samaritans**

 0845 790 9090

## **Scottish Child Law Centre**

Freephone (under 18s): 0800 328 8970

 0131 667 6333

## **Senior Line**

 0808 800 6565

## **Victim Support Contactline**

 0845 603 9213

## Local Contacts

<b>1</b>	<b>Advice &amp; Advocacy</b>	<b>9</b>
<b>2</b>	<b>Housing and Homelessness</b>	<b>10</b>
<b>3</b>	<b>Health Care &amp; Support</b>	<b>15</b>
<b>4</b>	<b>Community Development</b>	<b>39</b>
<b>5</b>	<b>Access</b>	<b>44</b>
<b>6</b>	<b>Leisure Services</b>	<b>45</b>
<b>7</b>	<b>Education and Careers</b>	<b>49</b>
<b>8</b>	<b>Young People's Support</b>	<b>55</b>

# 1. Advice & Advocacy

## Advocacy Shetland

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743929  
**Fax:** 01595 696787  
**Email:** [advocacy@shetland.org](mailto:advocacy@shetland.org)

### Opening hours:

9.00am - 5.00pm Mon-Fri, voicemail service outside office hours

Advocacy Shetland offers independent professional advocacy to all users of health and social care services in Shetland to enable them to have their voices/opinions heard. In addition, it offers specialist advocacy services to: clients with Mental Health issues; clients with Housing/Homelessness issues; and Care in the Community clients and their Carers.

## Citizen's Advice Bureau

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 694696  
**Fax:** 01595 696776  
**Email:** [sicab@zetnet.co.uk](mailto:sicab@zetnet.co.uk)  
**Web:** [www.cas.org.uk](http://www.cas.org.uk)

### Opening hours:

9.30am -12.30pm & 2.00pm - 4.00pm  
Mon-Fri; 10.30am to 1.00pm Saturday

Welfare rights & money advice by appointment only. Free, confidential, independent advice on issues including consumer rights, debt, welfare benefits, housing, employment, relationships, immigration etc.

## 2. Housing & Homelessness

### SIC Housing

6 North Ness Business Park  
Lerwick  
Shetland  
ZE1 0LZ

**Tel:** 01595 744360  
01595 744399 (Council House  
Repairs) 01595 693972 (out  
of hours)  
01595 695611  
(Homelessness – out of  
normal working hours only)

**Fax:** 01595 744395

**Email:** [housing@shetland.gov.uk](mailto:housing@shetland.gov.uk)

**Web:** [www.shetland.gov.uk/  
housing](http://www.shetland.gov.uk/housing)

### Opening hours:

9.00am – 5.00pm Mon-Fri

This Service provides local authority housing and housing advice. Applications are available at the office, and requests for Council housing repairs should be

made here. This Service also provides advice and assistance for homeless people.

### Hjaltland Housing Association

2 Harbour Street  
Lerwick  
ZE1 0LR

**Tel:** 01595 694986  
**Fax:** 01595 692229  
**Email:** [mail@hjaltland.org](mailto:mail@hjaltland.org)  
**Web:** [www.hjaltland.org.uk](http://www.hjaltland.org.uk)

### Opening hours:

9.00am – 5.00pm Mon-Fri

An independent housing agency providing homes for rent, shared ownership and for purchase. Application forms available at the office. Also advice on rural home ownership grants.

### One Stop Shop

2 Harbour Street



Lerwick  
Shetland  
ZE1 0LR

**Tel:** 01595 741368  
**Fax:** 01595 692229  
**Email:** mail@hjalatland.org  
**Web:** www.hjalatland.org.uk

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

Help with housing grant applications. Any advice requested and the basic level of service is provided free of charge.

## Shetland Heatwise

Staneyhill Offices  
Staneyhill  
Lerwick  
Shetland  
ZE1 0QW

**Tel:** 01595 696508  
**Fax:** 01595 696568  
**Email:** shetlandheatwise@hotmail.com

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

A range of practical energy saving advice and services, including heating and insulation advice and free insulation surveys.

## Shetland Tenants Forum

1a Water Lane  
Lerwick  
ZE1 0AG

**Tel:** 01595 695197  
**Fax:** 01595 695197  
**Email:** joann@shetlandtf.plus.com  
**Web:** www.shetland.gov.uk/  
housingoptionsguide/  
tenants-forum.asp

**Opening hours:**  
Mon-Thurs 10.00am - 3.30pm

Supplies information to tenants and residents in Shetland, helps with tenancy and landlord issues.

## Tenants Associations

01595 694787

(Annsbrae Tenants Forum)

01806 242226

(Community Learning & Resident Centre)

01595 830317

(Kalliness & Soundside Residents Association)

01806 522343

(Moorfield Tenants & Residents Association)

01595 694832

(Sandveien & Netherdale Tenants and Residents Association)

01595 880610

(Scalloway Tenants & Residents Association)

01595 695251

(Scheme Three Tenants & Residents Association)

## SIC Finance (Revenues)

Charlotte House

Commercial Road

Lerwick

ZE1 0LX

**Tel:** 01595 744603

**Fax:** 01595 744661

**Email:** [finance@shetland.gov.uk](mailto:finance@shetland.gov.uk)

**Web:** [www.shetland.gov.uk](http://www.shetland.gov.uk)

### Opening hours:

9.00am – 5.00pm Mon-Fri

Deals with all housing benefit payable to claimants, rents for council housing, income and recovery and local taxation.

## Scottish Agriculture College's Advisory Service

Agriculture Marketing Centre

Staney Hill

Lerwick

ZE1 0NA

**Tel:** 01595 693520

**Fax:** 01595 693550

**Email:** Graham.Fraser@sac.co.uk  
**Web:** www.sac.ac.uk

**Opening hours:**

9.00am – 5.00pm Mon-Fri

Provides information on the Croft Entrants Scheme, which assists young people (aged 18 – 40) to become registered crofters. They can provide information on how to go about renovating an old croft or building a new one.

**Scottish Government Rural Payments and Inspections Directorate (S.G.R.P.I.D.)**

Charlotte House  
Commercial Road  
Lerwick  
ZE1 0HF

**Tel:** 0300 244 9599  
**Fax:** 0300 244 9598  
**Email:** SGRPID.Lerwick@scotland.gov.uk  
**Web:** www.scotland.gov.uk

**Opening hours:**

8.30am - 5.00pm Mon-Thu; 8.30am - 4.30pm Fri

Provides crofter housing, advice to registered crofters. Information on Building Grants and Loans Scheme is available here.

**COPE Ltd Shetland Scrap Store & Last Ditchology**

Port Business Park  
Gremista  
Lerwick  
ZE1 0TW

**Tel:** 01595 693336  
**Email:** scrapstore@btconnect.com  
**Web:** www.cope.ltd.uk/businesses/shetland-scrap-store

**Opening hours:**

9.00am – 4.00pm Mon-Fri;  
9.00am – 1.00pm Sat

Furniture Recycling Workshop, Charity Shop, Second Hand Goods, repaired furniture, Electrical Repair and Salvage,

antique furniture restoration, flat pack assembly, breaking up of furniture for spare components and bags of fire wood, scrapstore for arts and craft materials.

## 3. Health Care & Support

### Health Improvement, NHS Shetland

Brevik House  
South Road  
Lerwick  
ZE1 0TG

**Tel:** 01595 743086  
**Fax:** 01595 696727  
**Email:** shet-hb.healthimprove  
mentdepartment@nhs.net  
**Web:** www.shb.scot.nhs.uk/  
healthcare/shetlandwide/  
healthpromotion/whoarewe.  
asp

#### Opening hours:

9.00am – 5.00pm Mon-Thurs, 9.00am -  
4.30pm Fri

Improve health and tackle inequalities  
throughout Shetland by leading and  
supporting the development of good  
practice in Health Promotion.

### Scottish Health Council Shetland

Administration Offices  
Montfield Hospital  
Burgh Road  
Lerwick  
ZE1 0LA

**Tel:** 01595 741260  
**Email:** christine.hughson@  
scottishhealthcouncil.org  
**Web:** www.scottishhealthcouncil.  
org

#### Opening hours:

9.00am – 5.00pm Mon-Fri

For advice, information and support  
service for patients wishing to comment  
on NHS service.

## Gilbert Bain Hospital

South Road  
Lerwick  
ZE1 0TB

**Tel:** 01595 743000

Shetland's General Hospital, contact reception for any advice or information on any of the Health Services. Information on opening hours and contacts for district nurses and health departments.

## Bixter Health Centre

Bixter  
ZE2 9NA

**Tel:** 01595 810202  
01595 746912 (dispensary)

**Fax:** 01595 810493

**Email:**  
shet-hb.BixterHealthCentre@nhs.net

**Web:** [www.bixterhealthcentre.co.uk](http://www.bixterhealthcentre.co.uk)

### Opening hours:

8.30am - 5.30pm Mon-Fri

General Medical Services, Child Health Surveillance, Maternity Medical Services, Minor Surgery, Contraceptive Services, Minor Injuries, Children's Immunisation

## Brae Health Centre

Brae  
ZE2 9QJ

**Tel:** 01806 522543

**Fax:** 01806 522713

**Email:**  
shet-hb.BraeHealthCentre@nhs.net

**Web:** [www.shb.scot.nhs.uk](http://www.shb.scot.nhs.uk)

### Opening hours:

8.00am - 5.30pm Mon-Fri

General Medical Services, Child Health Surveillance, Maternity Medical Services, Minor Surgery, Contraceptive Services, Minor Injuries, Children's Immunisation

## Hillswick Health Centre

West Ayre  
Hillswick  
ZE2 9RW

**Tel:** 01806 503277  
**Fax:** 01806 503399  
**Email:** shet-hb.  
HillswickHealthCentre@nhs.  
net  
**Web:** www.shb.scot.nhs.uk

### Opening hours:

9.00am – 5.00pm Mon, Wed, Thurs;  
9.00am - 6.30pm Tues & Fri; 9.00am –  
1.00pm Sat

General Medical Services, Child Health  
Surveillance, Maternity Medical Services,  
Minor Surgery, Contraceptive Services,  
Minor Injuries, Children's Immunisation

## Lerwick Health Centre

South Road  
Lerwick  
ZE1 0RB

**Tel:** 01595 693201  
01595 743216 (appointments)  
**Prescription Line:**  
01595 743333 (24 hour  
answer machine)  
01595 743232 (cancellations)  
**Fax:** 01595 697113  
**Email:** shet-hb.LerwickDoctors@  
nhs.net  
**Web:** www.shb.scot.nhs.uk

### Opening hours:

8.30am – 5.00pm Mon-Fri;  
Closed Sat and Sun (out of hours call NHS  
24 on 0845 24 24 24)

General Medical Services, Child Health  
Surveillance, Maternity Medical Services,  
Minor Surgery, Contraceptive Services,  
Minor Injuries, Children's Immunisation

## Levenwick Health Centre

Gord  
Levenwick  
ZE2 9HX

**Tel:** 01950 461222

**Fax:** 01950 461220

**Email:**

shet-hb.LevenwickHealthCentre@nhs.net

**Web:** www.shb.scot.nhs.uk

**Opening hours:**

8.15am – 4.30pm Mon, Tues, Thurs

8.15am - 1.30pm Wed,

8.15am – 4.00pm Fri

Emergency access to GPs: Wed afternoon  
and 4.30- 5.30 every other day

General Medical Services, Child Health  
Surveillance, Maternity Medical Services,  
Minor Surgery, Contraceptive Services,  
Minor Injuries, Children's Immunisation

## Scalloway Health Centre

Scalloway  
ZE1 0UH

**Tel:** 01595 880219

18

**Fax:** 01595 880461

**Prescriptions:**

01595 880690

**Email:**

shet-hb.ScallowayHealthCentre@nhs.net

**Web:** www.shb.scot.nhs.uk

**Opening hours:**

8.30am - 17.30pm Mon-Fri

(Closed Wed afternoon)

General Medical Services, Child Health  
Surveillance, Maternity Medical Services,  
Minor Surgery, Contraceptive Services,  
Minor Injuries, Children's Immunisation

## Unst Health Centre

Hillsgarth Surgery  
Baltasound  
Unst  
ZE2 9DY

**Tel:** 01957 711318

**Fax:** 01957 711479

**Email:**

shet-hb.UnstHealthCentre@nhs.net

**Web:** www.shb.scot.nhs.uk



**Opening hours:**

9.00am – 4.00pm Mon-Fri

General Medical Services, Child Health Surveillance, Maternity Medical Services, Minor Surgery and Warts, Contraceptive Services, Acupuncture Clinic

**Walls Health Centre**

Walls  
ZE2 9PF

**Tel:** 01595 809352

**Fax:** 01595 809414

**Email:**  
shet-hb.Walls-HealthCentre@nhs.net

**Web:** www.shb.scot.nhs.uk

**Opening hours:**

8.30am - 17.30pm Mon-Fri

General Medical Services, Child Health Surveillance, Maternity Medical Services, Minor Surgery, Contraceptive Services, Monthly Baby Clinic

**Whalsay Health Centre**

Symbister

Whalsay  
ZE2 9AE

**Tel:** 01806 566219

**Fax:** 01806 566519

**Email:**  
shet-hb.  
WhalsayHealthCentre@nhs.net

**Web:** www.shb.scot.nhs.uk

**Opening hours:**

9.00am – 4.00pm Mon-Fri; 10.00am – 2.00pm Sat

General Medical Service, Child Health Surveillance, Maternity Medical Services, Contraceptive Services

**Yell Health Centre**

Reafirth  
Mid Yell  
Yell  
ZE2 9BX

**Tel:** 01957 702127

**Fax:** 01957 702147

**Email:**  
shet-hb.yellhealthcentre@nhs.net

**Web:** www.shb.scot.nhs.uk

**Opening hours:**

8.30am – 5.00pm Mon, Tues, Wed, and Fri;

8.30am – 2.00pm Thurs;

8.30am – 1.00pm Sat

General Medical Services, Child Health Surveillance, Maternity Medical Services, Minor Surgery, Contraceptive Services, Acupuncture Clinic

**Sexual Health Clinic, NHS**

Gilbert Bain Hospital

South Road

Lerwick

ZE1 0TB

**Tel:** 01595 743084

**Opening hours:**

Monday evenings 6.30pm – 8.30pm (drop-in service, no appointment required)

The clinic provides advice and information, as well as testing and treatment of sexual infections for both men and women. It also provides

all forms of contraception, including emergency contraception

**District Nurses**

Brevik House

South Road

Lerwick

ZE1 0TG

**Tel:** 01595 743339 (within office hours 9-5)  
NHS 24 on 0800 22 44 88 (out of office hours)

Gilbert Bain Hospital 01595 743000 (out of office hours)

**Email:** benedict.gray@nhs.net

First point of contact for all community nursing and primary care across Shetland.

**Multiple Sclerosis Society & Therapy Group Shetland**

**Tel:** 01950 431434 (Tom Stove) (Secretary, Anne Johnston) 01595 741452 01595 859376 (for access to the hyperbaric chamber)

0131 335 4050 (national office)

**Email:** shetlandmssociety@hotmail.com

**Web:** www.mssociety.org.uk

**Opening hours:**

MS Group meets monthly in Lerwick (contact Anne Johnston on 01595 741452)

For advice and support for those with Multiple Sclerosis and their families. For range of therapies for MS sufferers, such as massage, reflexology. Hyperbaric Chamber available by appointment.

## Dentists

### Alan Owen Dental Surgery

90 St Olaf Street  
Lerwick  
ZE1 0ES

**Tel:** 01595 695769

**Fax:** 01595 695769

**Opening hours:**

8.45am – 1.00pm and  
1.45pm – 5.00pm Mon-Fri

### Bells Brae Dental Clinic

Gilbertson Road  
Lerwick  
ZE1 0QB

**Tel:** 01595 693204

**Opening hours:**

8.45am – 5.15pm Mon-Fri

### Brae Dental Health Centre

Brae Health Centre  
Brae  
ZE2 9QJ

**Tel:** 01806 522461/522469

**Opening hours:**

9.00am – 1.00pm and 2.00pm – 5.00pm  
Mon-Thur;  
9.00am – 1.00pm and 2.00pm – 4.45pm Fri

### Montfield Dental Unit

Burgh Road  
Lerwick

ZE1 0LA

**Tel:** 01595 743160

**Opening hours:**

8.45am - 1.00pm and 2.00pm - 5.15pm

Mon-Thurs;

8.45am - 1.00pm & 2.00pm - 16.45pm Fri

## North Isles Dental Service

Mid Yell Dental Clinic

Mid Yell Health Centre

Yell

ZE2 9BX

**Tel:** 01957 702031

**Opening hours:**

Reception times: 8.45-5.15 Mon, Wed and Fri;

Appointment times: 10.00am - 15.00pm  
Mon, Wed and Fri

## Whalsay Dental Clinic

Symbister School

Whalsay

ZE2 9AA

**Tel:** 01806 566469

**Opening hours:**

10:15am – 3.15pm Mon, Tues, Wed and Fri

## Opticians

### C Kelly Opticians

58 Commercial Street

Lerwick

ZE1 0BE

**Tel:** 01595 693690

**Fax:** 01595 695304

**Opening hours:**

9.00am - 5.15pm Mon-Sat

### Miller Opticians

109 Commercial Street

Lerwick

**Tel:** 01595 695516

**Fax:** 01595 696811

**Opening hours:**

9.00am – 5.00pm Mon-Sat

## Pharmacies

Pharmacies are open alternatively on Sundays from 12 – 1 pm (check The Shetland Times for the duty pharmacy, or call numbers below)

### Boots the Chemist

173 Commercial Street  
Lerwick  
ZE1 0HX

**Tel:** 01595 692619

**Fax:** 01595 696171

**Opening hours:**

9.00am – 5.30pm Mon-Sat

### Freefield Pharmacy

Freefield  
Lerwick

**Tel/Fax:** 01595 693502

**Opening hours:**

9.00am – 5.00pm Mon-Sat

### A L Laing

101-103 Commercial Street  
Lerwick  
ZE1 0BD

**Tel/Fax:** 01595 692579

**Opening hours:**

9.00am – 5.00pm Mon-Sat

### GBH Pharmacy

Gilbert Bain Hospital  
South Road  
Lerwick  
ZE1 0TB

**Tel:** 01595 743346

**Fax:** 01595 743356

**Opening hours:**

Mon, Tues, Thurs and Fri 9.00am – 5.00pm; Wed: 9.00am – 1.00pm

The Hospital Pharmacy provides medicines to all wards and departments in the Gilbert Bain Hospital and to GP Practices. The Pharmacists are available to assist doctors, nurses and patients make best use of medicines.

## SIC Social Care

92 St Olaf Street  
Lerwick  
ZE1 0ES

**Tel:** 01595 744400

**Fax:** 01595 744436

**Emergency:**

01595 695611

**Email:** [social.care@shetland.gov.uk](mailto:social.care@shetland.gov.uk)

**Web:** [www.shetland.gov.uk/  
socialwork-health](http://www.shetland.gov.uk/socialwork-health)

**Opening hours:**

9.00am – 5.00pm Mon-Fri

Social Care provide a wide range of services, providing advice, support and assistance to all age groups ranging from children, young people and families to older people. This includes people with learning disabilities, physical disabilities and mental health problems.

## Child Protection

**Tel:** 01595 744421 (Duty Social Worker)

01595 695611 (in an emergency out of office hours)

For advice in relation to child protection

## Children's Reporter

Children's Panel Centre  
13 Hill Lane  
Lerwick  
Shetland  
ZE1 0HA

**Tel:** 01595 692436

**Fax:** 01595 696763

**Email:** [sandra.stewart@scra.gsi.gov.uk](mailto:sandra.stewart@scra.gsi.gov.uk)

**Web:** [www.scra.gov.uk](http://www.scra.gov.uk)

**Opening hours:**

9.00am – 5.00pm Mon-Fri

Provides support for children and young people in Shetland, and provides information and data to inform and influence improved outcomes for children and young people

## COPE Ltd

Port Business Park  
Gremista  
Lerwick  
ZE1 0TW

**Tel:** 01595 690011  
**Fax:** 01595 690022  
**Email:** info@cope.ltd.uk  
**Web:** www.cope.ltd.uk

### Opening hours:

9.00am – 4.00pm Mon-Fri

COPE Ltd is a social enterprise company that supports adults with disabilities to fulfil their need to participate in productive businesses.

## Disability Shetland

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743900  
**Fax:** 01595 696787  
**Email:** sarah.johnston2@shetland.

org  
**Web:** www.shetlandcommunities.  
org/disability-shetland

Opening hours: 9.00am – 3.00pm Mon-Fri  
and at other times by appointment

Disability Shetland provides information, advice and support to disabled people, families and service providers in Shetland. Also provides a range of social activities and sporting clubs.

## Springfield Holiday Chalet

Springfield  
Dunrossness

**Tel:** 01595 744994  
**Fax:** 01595 744999  
**Email:** mail@  
shetlandcharitabletrust.  
co.uk  
**Web:** www.  
shetlandcharitabletrust.  
co.uk/what-we-do/  
springfield-holiday-chalet

Springfield Holiday Chalet is a partly

adapted chalet for people with disabilities and their families or carers.

## **Moving On Employment Project**

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743926  
**Email:** [kellie.nauls@shetland.org](mailto:kellie.nauls@shetland.org)

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

The Moving On Employment Project is a voluntary organisation, registered as a charity, offering a confidential service to anyone with a disability, whether it is a learning disability, a sensory impairment or the result of a mental health condition who wants to find work, or take part in work experience. They can assist anyone with a barrier to employment.

## **Shetland Community Bike**

## **Project**

16-18 Commercial Road  
Lerwick  
ZE1 0LX

**Tel:** 01595 690077  
**Fax:** 01595 690077  
**Email:** [shetlandbikeproject@ukfsn.org](mailto:shetlandbikeproject@ukfsn.org)  
**Web:** [www.shetlandlinkup.org](http://www.shetlandlinkup.org)

**Opening hours:**  
9.00am – 3.00pm Mon-Fri;  
9.00am – 1.00pm Sat

Provide therapeutic activities for clients referred from CADSS, Moving On Employment Project, Support Training and Shetland Link Up. Also operates an Employability Programme for long term unemployed clients who have significant barriers to entering mainstream employment.

## **The Samaritans**

Linda Rose Cottage  
13 Charlotte Street  
Lerwick



ZE1 0JL

victimsupportscs.org.uk

**Tel:** 01595 694449 (also local emergency helpline)

**Helpline:** 08457 909090 (national 24/7)

**Email:** shetlandsamaritans@tiscali.co.uk

**Web:** www.samaritans.org

**Opening hours:**

7.30pm–11.30pm Mon to Weds and Sunday;

7.30pm–7.30am Thurs

Samaritans provide confidential emotional support to anyone who is suicidal or despairing; and increase public awareness of issues around suicide and depression.

## **Victim Support**

91 St Olaf Street  
Lerwick  
ZE1

**Tel:** 07541 858 465

**Email:** VictimSupport.Shetland@

**Opening hours:**

Flexible

Offers practical and emotional support for victims of crime, as well as friends and families of victims. Volunteers provide free, confidential and independent support.

## **Community Mental Health Team**

Lerwick Health Centre  
South Road  
Lerwick  
ZE1 0RB

**Tel:** 01595 743006

**Fax:** 01595 696559

**Email:** ingrid.gallacher@nhs.net

**Opening Hours:**

Office Hours 8.45am – 5.15pm Mon-Fri

Provides secondary mental health care, out patient and community care.

## Relationship Scotland Couple Counselling Shetland

Market House  
14 Market Street  
Lerwick  
Shetland  
ZE1 0JP

**Tel:** 01595 743913

**Email:** ccshetland@tiscali.co.uk

### Opening hours:

Reception open from 9am - 5pm Mon-Fri;  
Answerphone outwith office hours.  
Appointment system and referrals.

Counselling for couples who are in  
conflict.

## Mind Your Head

Market House  
14 Market Street  
Lerwick  
Shetland  
ZE1 0JP

**Tel:** 01595 743859

**Email:** [info@mindyourhead.org.uk](mailto:info@mindyourhead.org.uk)  
**Web:** [www.mindyourhead.org.uk](http://www.mindyourhead.org.uk)

### Opening hours:

Flexible

To undertake promotional work to raise  
awareness and reduce the stigma of  
mental health issues in Shetland.

## Women of Worth

8 Commercial Street  
Lerwick  
ZE1 0RB

**Tel:** 01595 693313

**Email:** [women-of-worth@tiscali.co.uk](mailto:women-of-worth@tiscali.co.uk)

**Web:** [www.shetlandlinkup.org](http://www.shetlandlinkup.org)

### Opening hours:

11.00am – 2.00pm Mon and Thurs

A group run by women for women who  
have experienced emotional difficulties  
and problems with mental health and  
well-being

## Shetland Women's Aid

St Olaf Street  
Lerwick  
Shetland

**Tel:** 01595 692070  
**Email:** shetland\_womens\_aid@hotmail.com  
**Web:** www.scottish womensaid.co.uk

### Opening hours:

9.00am – 5.00pm Mon-Fri  
(Free Service)

A registered charity offering counselling, advice, assistance and refuge to women and their children who have been emotionally, physically or sexually abused.

## Crossroads Shetland Care Attendant Scheme

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743931/2  
0141 353 6504 (national carers information and support line)  
**Fax:** 01595 696787  
**Email:** crossroads@shetland.org  
**Web:** www.crossroads-scotland.co.uk

### Opening hours:

9.00am - 2.30pm (answer service out of hours)

Provide information for carers and operate the 'Absent Carers Scheme' offering regular visits to older people. Supporting carers in the community by providing a respite care service for vulnerable people in their own homes.

## Freefield Centre

North Road  
Lerwick  
ZE1 0NP

**Tel:** 01595 692127  
**Email:** caroline.laurenson@

**Opening hours:**

9.00am – 5.00pm Mon-Fri

Support for older people through luncheon clubs. Centre for hosting events.

**Shetland Carers Group**

Market House  
14 Market Street  
Lerwick  
ZE1 OJP

**Tel:** 01595 743923  
**Email:** jo.jack@shetland.org  
**Web:** www.shetlandcommunities.org/scg

**Opening hours:**

9.00am – 5.00pm Mon-Fri (office hours)

Support for those with caring responsibilities. Monthly meetings are held in Market House, Lerwick. The events diary for meetings and trips, and the carers newsletter is available from reception at Market House.

**WRVS**

Market house  
14 Market Street  
Lerwick  
ZE1 OJP

**Tel:** 01595 743915  
**Fax:** 01595 696913  
**Email:** shetland.admin@wrvs.org.uk  
**Web:** www.wrvs.org.uk

**Opening hours:**

9.00am – 5.00pm Mon-Fri

Support for older people through: social clubs; luncheon clubs; accessible community transport; good neighbours service; and Tel befriending service. The WRVS is a national organisation that helps people maintain independence and dignity in their homes and communities, particularly in later life.

**Care Centres**

**Edward Thomason House**

Seafield Road

Lerwick  
ZE1 0RJ

**Tel:** 01595 745775  
**Fax:** 01595 745767  
**Email:** social.work@shetland.gov.uk

Residential care for adults. Base for care at home services for Lerwick, Scalloway, Burra & Tingwall areas and management services provided at King Erik House. 16 permanent places.

## **Fernlea Care Centre**

Marrister  
Whalsay  
ZE2 9AE

**Tel:** 01595 745181  
**Fax:** 01595 745188

Residential care on a permanent or temporary/respite basis and day care. There are 10 permanent places available.

## **Isleshavn Care Centre**

Mid Yell  
Yell

ZE2 9BJ

**Tel:** 01595 745722  
**Fax:** 01595 745721

Residential care on a permanent or temporary/respite basis and day care. 10 permanent places.

## **Nordalea Care Centre**

Baltasound  
Unst  
ZE2 9DX

**Tel:** 01957 745890  
**Fax:** 01595 745871  
**Email:** graham.stiles@shetland.gov.uk

Residential and respite Social Care daycare services. Care@Home and Homecare. Extra care housing. Meals on wheels. 7 permanent places.

## **North Haven Care Centre**

Brae  
ZE2 9TY

**Tel:** 01595 743851  
**Fax:** 01806 522724  
**Email:** christine.brown@shetland.gov.uk

Residential care and day care services.  
Meals on wheels and care at home services. 15 permanent places.

## Overtonlea Care Centre

Levenwick  
ZE2 9HX

**Tel:** 01595 745032  
**Fax:** 01595 745033  
**Email:** amanda.page@shetland.gov.uk

Residential care and day care services.  
Meals on wheels and care at home services. 15 permanent places.

## Taing House

Seafield Road  
Lerwick  
ZE1 0WZ

**Tel:** 01595 745540

**Email:** paul.guppy@shetland.gov.uk

Residential care on a permanent or temporary/respite basis and day care. 16 permanent places, 4 respite care places and 10 places per day for day care. 7 days a week and evenings.

## Viewforth House

Burgh Road Lerwick  
ZE1 0LA

**Tel:** 01595 695270  
**Fax:** 01595 693900  
**Email:** violet.mcquade@shetland.gov.uk

Viewforth House is a Care Home specialising in Day Care, Respite and Residential care for people with Dementia.

## Wastview Care Centre

Walls  
ZE2 9PF

**Tel:** 01595 745239

**Fax:** 01595 745599  
**Email:** anne.marie.nicolson@shetland.gov.uk

Residential care on a permanent or temporary/respite basis and day care. 15 permanent places.

## Walter & Joan Gray

Main Street  
Scalloway  
ZE1 0XJ

**Tel:** 01595 880691  
**Fax:** 01595 880908  
**Email:** matthew.ross@crossreach.org.uk  
**Web:** www.crossreach.org.uk

The Walter & Joan Gray is a residential care home for 16 older people, which has a separate Day Care Centre and two bedrooms for the use of short stay clients.

## Montfield Care Centre

Montfield  
Burgh Road  
Lerwick

ZE1 0LA

**Tel:** 01595 745578

Care of Older People Hospital situated in the centre of Lerwick

## Shetland Lifeline

8 Commercial Street  
Lerwick  
ZE1 0AN

**Tel:** 01595 693313  
**Email:** shetland\_lifeline@tiscali.co.uk  
**Web:** www.shetlandlinkup.co.uk

Lifeline offers a 24/7 confidential response to people in crisis anywhere in Shetland

## Community Alcohol and Drugs Services Shetland

44 Commercial Street  
Lerwick  
ZE1 0AB

**Tel:** 01595 695363

**Fax:** 01595 692801  
**Email:** admin@cadss.org.uk  
**Web:** www.cadss.org.uk

**Opening hours:**

9.00am – 5.00pm Mon, Tues, Thurs, Fri;  
1.00pm – 5.00pm Wed

CADSS is an independent, voluntary organisation that exists to develop and deliver various services to those affected by alcohol and drugs misuse in Shetland

## Smoking Support Worker

Health Promotion  
Brevik House  
South Road  
Lerwick  
ZE1 0TG

**Tel:** 01595 743084  
0800848484 (Smokeline out of hours)  
**Email:** shet-hb.healthimprove  
mentdepartment@nhs.net  
**Web:** www.canstop smoking.com

**Opening hours:**

9.00am – 5.00pm (office hours)  
Call Smokeline out of office hours.

Smoking support and advice.

## Help Yourself to Health

Lower Hillhead  
Lerwick  
ZE1 0EL

**Tel:** 01595 743868  
**Email:** shetlandlibrary@shetland.  
gov.uk  
**Web:** www.shetland-library.gov.uk

**Opening hours:**

9.30am – 8.00pm Mon & Thurs;  
9.00am – 5.00pm Tue, Wed, Fri, Sat

Help Yourself to Health is a local initiative aimed at making information on all aspects of health and wellbeing accessible to the folk of Shetland. This is not meant to be a substitute for healthcare services or professional medical advice, but is there to support individuals and groups in taking charge of their own health



## Sexual Abuse Survivors

Jura  
Muckle Roe  
Brae  
ZE2 9QW

**Tel:** 07747 097160 (24 hour  
answerphone)  
**Email:** s\_a\_survivors@hotmail.com

S.A.S are a free, friendly, local, confidential support network. "Designed by survivors with survivors in mind".

## Art Psychotherapy

8 Commercial Street  
Lerwick  
ZE1 0AN

**Tel:** 01595 743916  
**Email:** art.therapist@shetland.org  
**Web:** www.shetland linkup.org

Specialised service for emotional, psychological, relationship and behavioural difficulties. Art skills are not necessary. Group work and supervision is also available.

## Epilepsy Support Group

Hillview Chalet  
Tresta  
Bixter  
ZE1 9LT

**Tel:** 07900 800992  
**Email:** esgs@hotmail.co.uk

For support and information on epilepsy. This service provides group and community talks to raise awareness of the condition, with the aim of reducing the stigma associated with the condition. A Youth Group is available through this service to build confidence in young epileptics and encourage social interaction through group activities and outings.

## Shetland Stroke Support Group

Baila House  
Lerwick  
Shetland  
ZE1 0DF

**Tel:** 01595 696201  
**Email:** dorothy.storey@nhs.net  
dorothy@force10.co.uk  
**Web:** www.sssg.co.uk

**Opening hours:**

Meetings held once a month  
For support for those who have suffered a stroke and their family and carers.  
Monthly meetings, outings, or meals are organised for the group. Newsletter sent out every month.

**Forget-Me-Not self help group**

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01950 477268  
**Email:** barbara.leslie@nhs.net

**Opening hours:**

Group meets on the second Wednesday of every month at Islesburgh from 6.30pm - 8.30pm

A support group for anyone who has experienced a bereavement

**Shetland Bereavement Support Service**

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743933  
**Email:** sbss@shetland.org

**Opening hours:**

9.00am – 5.00pm Mon-Fri (office hours)

Counselling service for those seeking help and support following a bereavement.  
Free of charge but donations are welcomed.

**Community Offices**

Community Offices provide support to community groups, develop learning opportunities locally that reflect the needs and aspirations of local communities and provide up-to-date information for

community groups.

## Lerwick and Bressay Community Office

Old Library Centre  
Lower Hillhead  
Lerwick  
ZE1 0EL

**Tel:** 01595 743880  
**Fax:** 01595 694430  
**Email:** [june.porter@shetland.gov.uk](mailto:june.porter@shetland.gov.uk)  
**Web:** [www.shetland.gov.uk/communitywork/lerwickandbressay](http://www.shetland.gov.uk/communitywork/lerwickandbressay)

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

## North Isles Community Office

Yell Leisure Centre  
Mid Yell  
Yell  
ZE2 9BN

**Tel:** 01595 745715  
01595 745719 (youth  
development worker)

**Fax:** 01957 702072  
**Email:** [cw.yell@shetland.gov.uk](mailto:cw.yell@shetland.gov.uk)  
**Web:** [www.shetland.gov.uk/communitywork/northisles](http://www.shetland.gov.uk/communitywork/northisles)

**Opening hours:**  
9.00am - 12.30pm Mon-Fri

## North Mainland Community Office

4 Havragord  
Brae  
ZE2 9SZ

**Tel:** 01595 743969  
**Fax:** 01806 244244  
**Email:** [cw.brae@shetland.gov.uk](mailto:cw.brae@shetland.gov.uk)  
**Web:** [www.shetland.gov.uk/communitywork/northmainland](http://www.shetland.gov.uk/communitywork/northmainland)

**Opening hours:**  
9.30am - 12.30pm Mon-Fri

## South Mainland Community Office

Sandwick Junior High School

Sandwick  
ZE2 9HH

**Tel:** 01595 745364  
**Fax:** 01950 431570  
**Email:** cw.sandwick@shetland.gov.uk  
**Web:** www.shetland.gov.uk/communitywork/southmainland

**Opening hours:**

9.00am-1.00pm Mon, Tue, Thur, Fri  
guaranteed, for other opening hours  
please contact the office

**West & Central Community  
Office**

Scalloway Public Hall  
Scalloway  
ZE1 0UJ

**Tel:** 01595 745301  
**Fax:** 01595 745304  
**Email:** cw.scalloway@shetland.gov.uk  
**Web:** www.shetland.gov.uk/communitywork/

westandcentral

**Opening hours:**

9.00am – 1.00pm Mon-Fri (open during  
some afternoons when community worker  
is in office)

**Islesburgh Complex**

King Harald Street  
Lerwick  
ZE1 0EQ

**Tel:** 01595 745100  
**Fax:** 01595 745144  
**Email:** reception.islesburgh@shetland.gov.uk  
**Web:** www.islesburgh.org.uk

**Opening hours:**

9.00am - 10.30pm Mon-Sun

Islesburgh is a community based run by the SIC. It provides services, which enable individuals and groups to address their personal and social learning needs. This aims to strengthen the social, cultural and economic fabric of the community.

## 4. Community Development

### Shetland Library

Lower Hillhead  
Lerwick  
ZE1 0EL

**Tel:** 01595 743868 (Library)  
01595 743875 (Learning  
Centre)  
**Fax:** 01595 694430  
**Email:** [Shetland.Library@shetland.gov.uk](mailto:Shetland.Library@shetland.gov.uk)  
**Web:** [www.shetland-library.gov.uk](http://www.shetland-library.gov.uk)

#### Opening hours:

9.30am – 8.00pm Mon & Thurs; 9.00am – 5.00pm Tue, Wed, Fri, Sat

The Shetland Library includes a learning centre, which offers up to date IT facilities including free internet access, colour scanner and printer. Photocopying facilities also available.

### Shetland Museum and Archives

Hay's Dock  
Lerwick  
ZE1 0WP

**Tel:** 01595 695057  
**Fax:** 01595 696729  
**Email:** [info@shetlandmuseumandarchives.org.uk](mailto:info@shetlandmuseumandarchives.org.uk)  
**Web:** [www.shetland-museum.org.uk](http://www.shetland-museum.org.uk)

#### Opening hours:

Museum:  
10.00am – 5.00pm Mon-Sat;  
12.00 noon - 5.00pm Sun;

Archives:  
10.00am-4.30pm Mon-Fri;  
10.00am-1.00pm Sat

The Shetland Museum is the largest museum in Shetland, and covers all aspects of island life. Contact

the museum or visit the website for information on events and exhibitions.

## Shetland Childcare Partnership

Bruce Family Centre  
Old Bruce Hostel  
Lovers Loan  
Lerwick  
ZE1 0BA

**Tel:** 01595 745400  
**Fax:** 01595745415  
**Email:** childcare@shetland.gov.uk  
**Web:** www.scottishchildcare.gov.uk

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

For information on out of school care and childcare in general

## Shetland Link Up (Drop-In)

8 Commercial Street  
Lerwick  
ZE1 0AN

**Tel:** 01595 693313  
**Email:** shetland\_linkup@tiscali.co.uk  
**Web:** www.shetlandlinkup.co.uk

**Opening hours:**  
11.00am – 2.00pm Tuesday, Friday and Saturdays

A drop in centre with lounge, pool and computer facilities. Free refreshments and food. You are welcomed to speak confidentially to a member of staff.

## Shetland Pre-School Play

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743900  
**Fax:** 01595 696787  
**Email:** spp@shetland.org  
**Web:** www.aspp.info

**Opening hours:**  
9.00am – 5.00pm Mon-Fri (Office Hours)

Shetland Pre-School Play Ltd (S.P.P.) is a charitable organisation, which provides services and support to all voluntary pre-school groups throughout the Shetland Islands.

## Clever Parenting

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743893  
**Fax:** 01595 696787  
**Email:** elaine.falconer@shetland.org

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

Support and information on parenting and childcare.

## Voluntary Action Shetland (VAS)

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743900  
**Fax:** 01595 696787  
**Email:** vas@shetland.org  
**Web:** www.shetlandvolunteers.org.uk

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

An independent organisation, which exists to develop voluntary action in Shetland. Provide services to established voluntary organisations and provide support, advice and services to new projects

## British Red Cross Services (Shetland District)

Red Cross District Office  
Reform Lane  
Lerwick

**Tel:** 01595 695498  
07738944547 (Mobile)  
01595 693517 (Shop)  
**Fax:** 01595 695498  
**Email:** rhamilton@redcross.org.uk  
**Web:** www.redcross.org.uk

**Opening hours:**

9.00am – 5.00pm Mon-Fri

The Red Cross provide important voluntary services throughout Shetland including: car service (conveying disabled/older people to medical appointments in Lerwick, at request of NHS Shetland);escort service (accompanying disabled/older outpatients to Aberdeen Hospitals, at request of NHS Shetland); first aid (cover at public events and 24/7 response to emergencies called by SIC or NHS Shetland); medical loan (transit & self-propelled wheelchairs for short term use); therapeutic care (for residents in hospitals & care centres throughout Shetland).

**Family Mediation Shetland**

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743859

**Email:** shona.manson@shetland.org

**Opening hours:**

10.00am – 5.00pm Tuesday, Thursday and Friday

Family Mediation provides mediation services primarily between parents who have separated or divorced, helping them to focus on the needs of their children and make decisions together about contact arrangements etc. We can also provide mediation between a parent and child, grandparents or other family members as appropriate.

**Community Mediation  
Shetland**

Market House  
14 Market Street  
Lerwick

**Tel:** 01595 743934

**Email:** alyson.keiller@shetland.org

**Opening hours:**

Flexible

For assistance with mediation to settle



disputes between neighbours or other community members. Also provides a Restorative Justice service for those who have harmed others and those who have been harmed.

## **Anti Social Behaviour**

Grantfield,  
Lerwick  
ZE1 0LX

**Tel:** 01595 744374  
**Fax:** 01595 744177  
**Email:** [billy.mycock@shetland.gov.uk](mailto:billy.mycock@shetland.gov.uk)

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

Contact for advice and support, or to report any anti-social behaviour.

## 5. Access to Services

### SIC Transport

20 Commercial Road  
Lerwick  
Shetland  
ZE1 0LX

**Tel:** 01595 744868  
**Fax:** 01595 744880  
**Email:** ZetTrans@shetland.gov.uk  
**Web:** zttest.sic.gov.uk

#### Opening hours:

9.00am – 5.00pm Mon-Fri

For information on public transport, including ferries and concessions.

### WRVS

Market house  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743915  
**Fax:** 01595 696913  
**Email:** shetland.admin@wrvs.org.uk  
**Web:** www.wrvs.org.uk

#### Opening hours:

9.00am – 5.00pm Mon-Fri

For support for accessible community transport for older people. The WRVS is a national organisation that helps people maintain independence and dignity in their homes and communities, particularly in later life.

## 6. Leisure Services

### SIC Sport and Leisure Service

Hayfield House  
Hayfield Lane  
Lerwick  
ZE1 0DW

**Tel:** 01595 744000  
**Fax:** 01595 744056  
**Email:** community.development@shetland.gov.uk  
**Web:** www.shetland.gov.uk/sport

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

For support for sport groups, and information on play areas, multi-courts and parks.

### Clickimin Leisure Complex

Lochside  
Lerwick  
ZE1 0PJ

**Tel:** 01595 741000

**Fax:** 01595 741001  
**Email:** mail@srt.org.uk  
**Web:** www.srt.org.uk

**Opening hours:**  
Please contact leisure centre for details

Shetland's largest leisure complex which includes a swimming and hydrotherapy pool, health and fitness suites, cafe, bowls hall, squash courts, 6 court main hall meeting/conference facilities, dance studio and function rooms.

### North Mainland Leisure Centre

Brae  
ZE2 9QJ

**Tel:** 01806 522321  
**Email:** nmlc@srt.org.uk  
**Web:** www.srt.org.uk

**Opening hours:**  
9.00am – 8.00pm Mon-Thu;

9.00am – 9.00pm Fri;  
12.00 noon – 8.00pm Sat;  
9.30am – 7.00pm Sun.

Swimming pool, steam room, fitness suite, squash court, community room and astro-pitch.

## Scalloway Pool

Scalloway  
ZE1 0TN

**Tel:** 01595 880745  
**Fax:** 01595 880415  
**Email:** sp@srt.org.uk  
**Web:** www.srt.org.uk

### Opening hours:

10.00am – 9.00pm Mon & Tues;  
9.30am – 9.00pm Wed;  
12.30pm – 9.00pm Thurs;  
10.00am – 8.00pm Fri;  
12.30am – 5.00pm Sat;  
11.00am – 5.00pm Sun

The swimming pool at Scalloway includes a shallow lagoon and a whirlpool. Other leisure facilities include a steam room.

## South Mainland Pool

Sandwick  
ZE2 9NU

**Tel:** 01950 431511  
**Fax:** 01950 431586  
**Email:** smp@srt.org.uk  
**Web:** www.srt.org.uk

### Opening hours:

9.00am – 9.00pm Mon & Wed;  
2.00pm – 9.00pm Tues;  
9.00am – 8.00pm Thurs & Fri;  
2.00pm – 5.00pm Sat;  
10.30am – 5.00pm Sun

The swimming pool at Sandwick includes a toddler pool, jacuzzi, and a steam room.

## Unst Leisure Centre

Baltasound  
Unst  
ZE2 9DY

**Tel:** 01957 711577  
**Fax:** 01957 711330  
**Email:** ulc@srt.org.uk  
**Web:** www.srt.org.uk

**Opening hours:**

9.00am – 10.00pm Mon-Thurs;  
9.00am – 9.00pm Fri;  
2.00pm – 8.00pm Sat;  
12.00 noon – 6.00pm Sun

The leisure centre in Unst includes a swimming pool with lagoon, a games hall, squash court, fitness suite, community room, solarium, viewing balcony with two pool tables and a football table.

**West Mainland Leisure Centre**

Aith  
Bixter  
ZE2 9NB

**Tel:** 01595 810444  
**Fax:** 01595 810411  
**Email:** wmlc@srt.org.uk  
**Web:** www.srt.org.uk

**Opening hours:**

9.00am – 10.00pm Mon, Wed & Thurs;  
1.00pm – 10.00pm Tues;  
9.00am – 9.00pm Fri;

1.00pm – 7.00pm Sat;  
11.00am – 7.00pm Sun

Facilities include a swimming pool, health suite, fitness suite, squash court, community room and games hall.

**Whalsay Leisure Centre**

Symbister  
Whalsay  
ZE29AA

**Tel:** 01806 566678  
**Fax:** 01806 566637  
**Email:** wlc@srt.org.uk  
**Web:** www.srt.org.uk

**Opening hours:**

9.00am - 9.30pm Mon, Tues, Thurs, Fri;  
11.30am - 9.30pm Wed;  
10.30am - 5.30pm Sat & Sun

The leisure centre in Whalsay includes a swimming pool with children's lagoon, also a games hall, squash court multi fitness suite, and meeting facilities.

## Yell Leisure Centre

Mid Yell  
Yell  
ZE2 9BN

**Tel:** 01957 702222  
**Fax:** 01957 702220  
**Email:** [ylc@srt.org.uk](mailto:ylc@srt.org.uk)  
**Web:** [www.srt.org.uk](http://www.srt.org.uk)

### Opening hours:

9.00am – 9.00pm Mon-Wed & Fri;  
9.00am – 10.00pm Thurs;  
2.00pm – 8.00pm Sat;  
11.00am – 7.00pm Sun

The leisure centre in Yell includes a swimming pool with children's lagoon, games hall and squash court, fitness suite and community room.

## 7. Work, Education & Training

### SIC Schools Service

Hayfield House  
Hayfield Lane  
Lerwick  
ZE1 0QD

**Tel:** 01595 744000  
**Fax:** 01595 744010  
**Email:** [education@shetland.gov.uk](mailto:education@shetland.gov.uk)  
**Web:** [www.shetland.gov.uk/education](http://www.shetland.gov.uk/education)

#### Opening hours:

9.00am – 5.00pm Mon-Fri

Local Authority Education office, advisors and administrators for all schools in Shetland. Also awards further education bursaries and provides information on student support. Provides information on entitlement to free school meals and clothing allowance.

### Shetland College

Gremista  
Lerwick  
ZE1 0PX

**Tel:** 01595 771000  
**Fax:** 01595 771001  
**Email:** [shetland.college@shetland.uhi.ac.uk](mailto:shetland.college@shetland.uhi.ac.uk)  
**Web:** [www.shetland.uhi.ac.uk](http://www.shetland.uhi.ac.uk)

#### Opening hours:

9.00am – 5.00pm Mon-Fri

Leading college of further/higher education in Shetland providing a variety of courses offered as full-time/part-time/drop-in/open learning/on-line teaching. Some courses offered at outreach centres in Aith, Brae, Mossbank, Whalsay, Dunrossness and Telecroft in Unst.

## North Atlantic Fisheries College

Port Arthur  
Scalloway  
ZE1 0UN

**Tel:** 01595 772000  
**Fax:** 01595 772001  
**Email:** info@nafc.uhi.ac.uk  
**Web:** www.nafc.ac.uk

### Opening hours:

9.00am – 5.00pm Mon-Fri

The NAFC Marine Centre in Shetland provides first class training, marine science, research and quality management services to support the nautical, fisheries, engineering, aquaculture and food industries.

## Train Shetland

Lovers Loan  
Lerwick  
ZE1 0BA

**Tel:** 01595 743743

**Fax:** 01595 695915  
**Email:** vocational.training@shetland.gov.uk  
**Web:** www.trainshetland.com

### Opening hours:

9.00am – 12.45pm & 13.45pm – 5.00pm  
Mon-Thurs;  
Closed at 4 on Friday

Co-ordinating government training programmes mainly for school leavers (16-19 years), e.g. skillseekers and modern apprenticeships.

## Lifeskills Shetland

11 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 695026  
**Fax:** 01595 696504  
**Email:** john.maclellan@lifeskillcentres.com  
**Web:** www.lifeskillscentres.com

### Opening hours:

9.00am – 5.00pm Mon-Fri



Provider of training for not only unemployed people, but aimed at those wishing to enhance and sustain their employment opportunities.

## Skills Development Scotland

Charlotte House  
Commercial Road  
ZE1 0LQ

**Tel:** 01595 695791  
**Fax:** 01595 694011  
**Email:** info@careers-scotland.org.uk  
**Web:** www.careers-scotland.org.uk

### Opening hours:

9.00am – 1.00pm & 2.00pm – 5.00pm  
Mon-Thur;  
9.00am – 4.00pm Friday

Guidance and support for people of all ages to make changes in their lives, make and carry out decisions and plan for the future.

## Job Centre Plus

Charlotte House  
Commercial Road  
Lerwick  
ZE1 0LQ

**Tel:** 01595 732050  
**Fax:** 01595 732066  
**Email:** hubert.hunter@  
jobcentreplus.gov.uk  
**Web:** www.jobcentreplus.gov.uk

### Opening hours:

9.00am – 5.00pm (excluding Wednesday);  
10.00am – 5.00pm Wed

Lists of Job Vacancies in Shetland. Advice and guidance on job search, training and how to claim benefits such as Jobseekers Allowance, Income Support, Incapacity Benefit and Housing Benefit.

## Adult Learning Service

Old Library Centre  
Lower Hillhead  
Lerwick  
ZE1 0EL

**Tel:** 01595 743888  
**Fax:** 01595 694430  
**Email:** [adult.learning@shetland.gov.uk](mailto:adult.learning@shetland.gov.uk)

**Opening hours:**

9.00am -5.00pm Mon-Thurs; 9.00am - 4.00pm Fri

Free tuition for adults who wish to improve their reading, writing and numeracy skills at venues throughout Shetland. Free English classes for Speakers of Other Languages, employability, return to learning and a wide range of evening classes also provided.

## Bridges Project

Pitt Lane  
Lerwick  
ZE1 0DW

**Tel:** 01595 744451  
**Fax:** 01595 744010  
**Email:** [brenda.leask@shetland.gov.uk](mailto:brenda.leask@shetland.gov.uk)  
**Web:** [www.shetland.gov.uk/youth/](http://www.shetland.gov.uk/youth/)

[bridges.asp](http://bridges.asp)

**Opening hours:**

9.00am – 5.00pm Mon-Fri (Office Hours)

To support young people to reach their full potential (currently 16-18 year olds)

## COPE Ltd

Port Business Park  
Gremista  
Lerwick  
ZE1 0TW

**Tel:** 01595 690011  
**Fax:** 01595 690022  
**Email:** [info@cope.ltd.uk](mailto:info@cope.ltd.uk)  
**Web:** [www.cope.ltd.uk](http://www.cope.ltd.uk)

**Opening hours:**

9.00am – 4.00pm Mon-Fri

COPE Ltd is a social enterprise company that supports adults with disabilities to fulfil their express need to participate in productive businesses.

## Moving On Employment Project

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743926  
**Email:** kellie.naulls@shetland.org

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

The Moving On Employment Project is a voluntary organisation, registered as a charity, offering a confidential service to anyone with a disability, whether it is a learning disability, a sensory impairment or the result of a mental health condition who wants to find work, or take part in work experience. They can assist anyone with a barrier to employment.

## Voluntary Action Shetland (VAS)

Market House  
14 Market Street

Lerwick  
ZE1 0JP

**Tel:** 01595 743900  
**Fax:** 01595 696787  
**Email:** vas@shetland.org  
**Web:** www.va-shetland.org.uk

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

An independent organisation, which exists to develop voluntary action in Shetland. Provide services to established voluntary organisations and provide support, advice and services to new projects

## Family Centre

Bruce Family Centre  
Lovers Loan  
Lerwick  
ZE1 0BA

**Tel:** 01595 745400  
**Fax:** 01595 745415  
**Email:** childcare@shetland.gov.uk

**Opening hours:**

9.00am – 5.00pm Mon-Fri (Office Hours)  
The Family Centre brings together the Pre-school Home Visiting Service, the Daycare Officer (Children), the Childcare Partnership Coordinator, the Family Centre Services Coordinator and three playworkers. Provides family support services throughout Shetland on an outreach basis to more vulnerable families and children.

## 8. Young People's Support

### SIC Youth Services

Islesburgh Community Centre  
King Harold Street  
Lerwick

**Tel:** 01595 744490  
**Fax:** 01595 744010  
**Email:** [youth.services@shetland.gov.uk](mailto:youth.services@shetland.gov.uk)  
**Web:** [www.shetland.gov.uk/youth/youthservice](http://www.shetland.gov.uk/youth/youthservice)

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

SIC Youth Services provides ongoing support for Youth Work throughout Shetland. It is the first point of contact for all youth projects and initiatives.

### Youth Voice

Islesburgh Community Centre  
King Harold Street  
Lerwick

**Tel:** 01595 744471  
**Fax:** 01595 744010  
**Email:** [jenna.birnie@shetland.gov.uk](mailto:jenna.birnie@shetland.gov.uk)  
**Web:** [www.youngscot.org/shetland](http://www.youngscot.org/shetland)

**Opening hours:**  
9.00am – 5.00pm Mon-Fri

Shetland Youth Voice is open to all young people aged 12-25 and allows them the opportunity to feed into the democratic process at a local, national and international level.

### Islesburgh Complex

King Harald Street  
Lerwick  
ZE1 0EQ

**Tel:** 01595 745100  
**Fax:** 01595 745144  
**Email:** [reception.islesburgh@shetland.gov.uk](mailto:reception.islesburgh@shetland.gov.uk)  
**Web:** [www.islesburgh.org.uk/index.html](http://www.islesburgh.org.uk/index.html)

**Opening hours:**

9.00am - 10.30pm Mon-Sun

Islesburgh is a community based run by the SIC. It provides services, which enable individuals and groups to address their personal and social learning needs. This aims to strengthen the social, cultural and economic fabric of the community.

## Shetland Youth Information Service (SYIS)

Market Cross  
Lerwick  
ZE1 0DL

**Tel:** 01595 692002  
01595 690555 (Children's Rights Service)  
0800 100 2353 (Freephone for Children's Rights Service)

**Fax:** 01595 695001  
**Email:** [info@shetland.youth.com](mailto:info@shetland.youth.com)  
**Web:** [www.shetland.youth.com](http://www.shetland.youth.com)

**Opening hours:**

11.00am - 4.45pm Mon, Tue, Sat;

1.00pm - 6.45pm Thu & Fri (Drop In);  
9.00am - 5.00pm Mon-Fri (Administration Hours)

Shetland Youth Information Service has a casual drop in café with young person friendly staff and offers free, confidential advice and information on a variety of topics of particular interest or concern to young people. These include alcohol, drugs, housing, money, sexual matters, relationships and mental health. Internet access is available here.

## Shetland Befriending Scheme

Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**Tel:** 01595 743907  
**Fax:** 01595 696787  
**Email:** [befriending@shetland.org](mailto:befriending@shetland.org)

**Opening hours:**  
9.00am - 5.00pm Mon-Fri

One-to-one befriending scheme for young people aged 7-25, who are experiencing

significant social, emotional or behavioural difficulties, or have significant problems forming effective relationships with adults and peers.

family member

## Young Carers

Fort Road  
Lerwick  
ZE1 0LW

**Tel:** 01595 744400

**Fax:** 01595 744460

**Emergency:** 01595 695611 (out of hours only)

**Email:** [social.care@shetland.gov.uk](mailto:social.care@shetland.gov.uk)

**Web:** [www.shetland.gov.uk/socialwork-health](http://www.shetland.gov.uk/socialwork-health)

### Opening hours:

9.00am – 5.00pm Mon-Fri

Young Carers is a youth service which provides support for young individuals in both their caring role and elements of their lives upon which it impacts. Young carers are children and young people under 18 who provide, or intend to provide care, assistance or support to another

