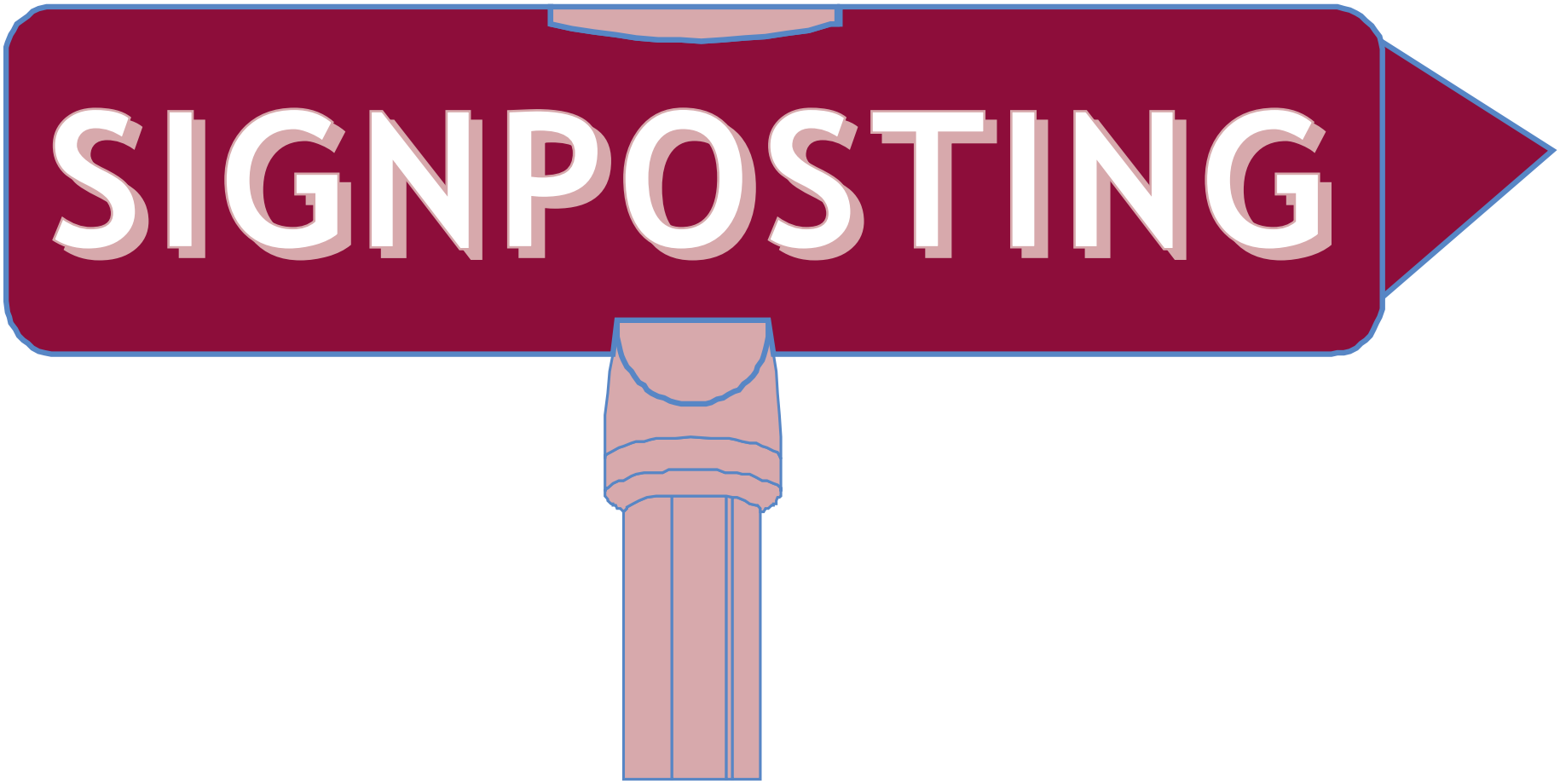

This tool has been produced as a result of the research into Deprivation and Social Exclusion in Shetland

If you have any amendments to make to the information contained here, or would like further information to be added, please contact Emma Perring, on (01595) 744537 or email policy@shetland.gov.uk

To ensure that the information is current, updated versions can be downloaded from http://www.shetland.gov.uk/communityplanning/SocialExclusion.asp

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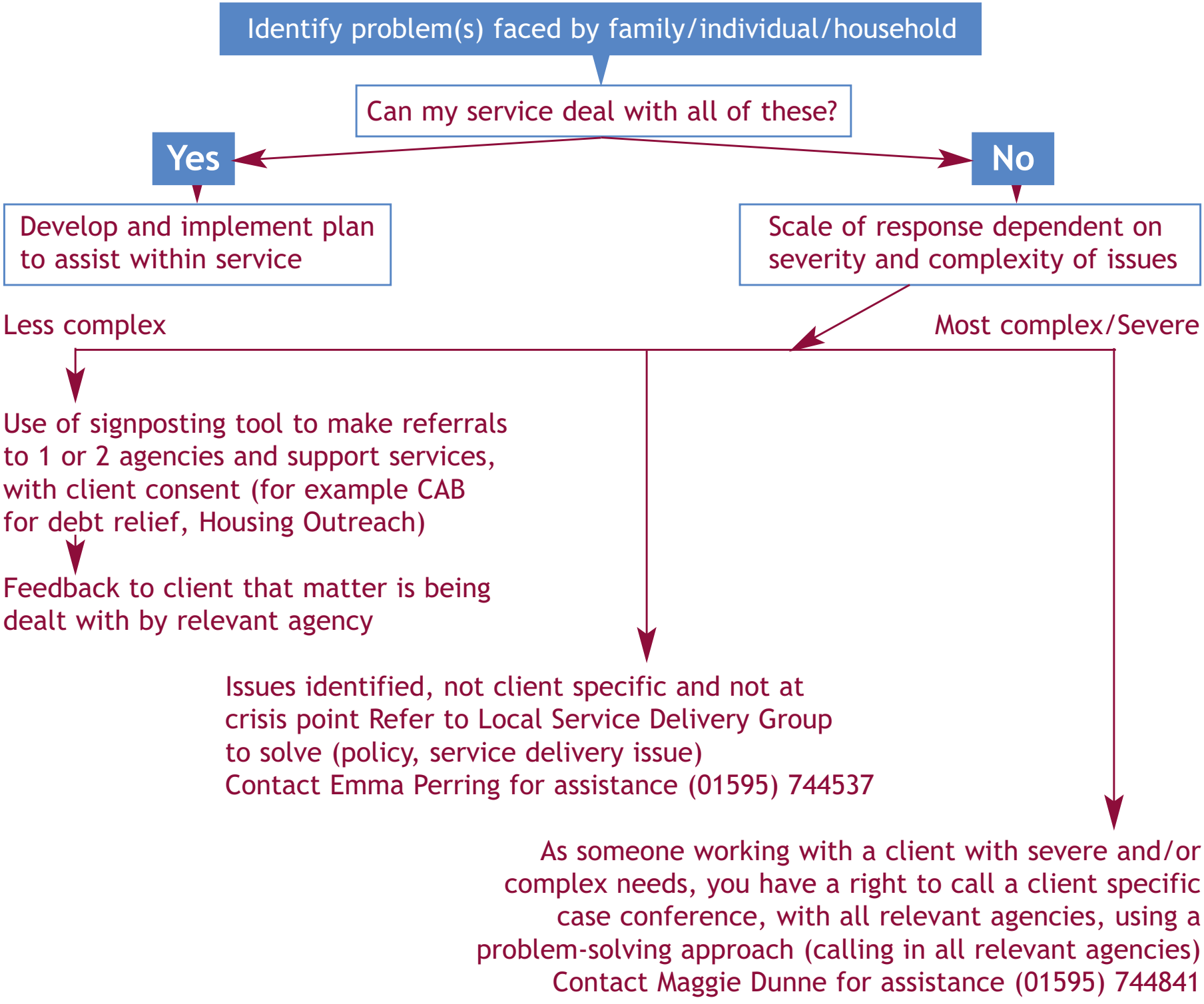
INTRODUCTION

This information source is to enable you to assist individuals and households that you work with, both by signposting them directly to other services (you may need to help them with this) and by providing you with a ready source of information to assist you in your role.


Identify problem(s) faced by family/individual/household
Can my service deal with all of these?
Yes
No
Develop and implement plan to assist within service
Scale of response dependent on severity and complexity of issues
Less complex
Most complex/Severe
Use of signposting tool to make referrals to 1 or 2 agencies and support services, with client consent (for example CAB for debt relief, Housing Outreach)
Feedback to client that matter is being dealt with by relevant agency
Issues identified, not client specific and not at crisis point Refer to Local Service Delivery Group to solve (policy, service delivery issue)
Contact Emma Perring for assistance (01595) 744537
As someone working with a client with severe and/or complex needs, you have a right to call a client specific case conference, with all relevant agencies, using a problem-solving approach (calling in all relevant agencies)
Contact Maggie Dunne for assistance (01595) 744841

EMERGENCIES

Dial 999 for
Police, Fire or Ambulance

GENERAL ADVICE AND COMPLAINTS

For debt recovery, direct payments:

Citizen's Advice

Market House, 14 Market Street,
Lerwick, ZE1 0JP
01595 694696
sicab@zetnet.co.uk

For those needing assistance in getting the services they need:

Advocacy Shetland

01595 743929 (24 hour answer phone)
or 01595 743930 (direct line)

HOUSING

- In an emergency (out of normal working hours only)

Homelessness
(01595) 695611
Council House Repairs
(01595) 693972

- For advice on housing and tenancies
- Emergency housing if homeless
- Applications for SIC, Hjaltland Housing
- Applications for Housing Benefit

SIC Housing, Fort Road, Lerwick, ZE1 0LW
01595 744360
housing.admin@shetland.gov.uk
9-5 Mon-Thu;9-4 Fri

- For advice on rural home ownership grants
- Applications for Hjaltland Housing
  (for rent and shared ownership)

- For advice on grants to improve house condition, contact the **One-Stop-Shop**

Hjaltland Housing Association, 2 Harbour Street, Lerwick, ZE1 0LR
01595 694986
mail@hjaltland.org
www.hjaltland.org.uk
9-5 Mon-Fri

- For advice/application for housing benefit

SIC Finance (Revenues), Charlotte House, Commercial Road, Lerwick, ZE1 0HF
01595 744603
finance.services@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

- For advice on tenancy and landlord issues

Shetland Tenants' Forum, 1a Water Lane, Lerwick, ZE1 0AG
01595 695197
joann@shetlandtf.plus.com
10.30-3.30 Mon-Thu

- For cheap furniture

COPE Furniture Recycling Initiative
01595 693336
scrapstore@btconnect.com
9-4 Mon-Fri

- For fuel advice

Northern and Western Isles Energy Efficiency Advice Centre
26 Bridge Street, Kirkwall, Orkney, KW15 1HR
0800 512 012 (Freephone)
01856 870534
ken@energyadvice.plus.com

- For house adaptations, in the first instance

SIC Social Work, Quendale House, Lerwick, ZE1 0AN
01595 744300
social.care@shetland.gov.uk

LEARNING

- For adults with learning difficulties who are excluded from employment and community service, and which to take part in business development

COPE, Port Business Park, Lerwick
01595 690011
copeadmin@cope.ltd.uk
www.cope.ltd.uk
9-4 Mon-Fri

- For help in finding work/taking part in work experience/ voluntary or training opportunity for adults with a physical, sensory or learning disability or mental health problem

Moving On Employment Project, Market House,
14 Market Street, Lerwick, ZE1 0JP
01595 743926
kellie.naulls@shetland.org
9-5 Mon-Fri

- For skill-seekers and apprenticeships, mainly 16-24 year olds

Train Shetland (Vocational Training), Lovers Loan, Lerwick
01595 743743
trainshetland@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

- For short course training in First Aid, Health and Safety, Admin and Management and ICT skills

Train Shetland (Short Courses),
North Gremista Industrial Estate, Lerwick
01595 744748
trainshetland@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

- For full-time/part-time/drop-in/open learning and on-line studying
- Some courses offered at outreach centres in Brae, Mossbank, Whalsay, Aith, Dunrossness and Unst

Shetland College, Gremista, Lerwick, ZE1 0PX
01595 771000
shetland.college@shetland.uhi.ac.uk

www.shetland.uhi.ac.uk

Office hours 9-5 Mon-Thu; 9-4 Fri. Some courses available in evenings / at weekends.

- For information on schools
- For application forms for student financial support, free school meals, clothing allowance

SIC Schools, Hayfield House, Hayfield Lane, Lerwick, ZE1 0QD

01595 744000

education@shetland.gov.uk

9-5 Mon-Thu; 9-4 Fri

- For help to improve reading, writing or maths, to learn English as a second language, or to take part in a wide range of evening or day-time classes

Adult Learning, Old Library Centre, Lower Hillhead, Lerwick

01595 743888

adult.learning@shetland.gov.uk

9-5 Mon-Thu; 9-4 Fri

- For guidance and support in making decisions and planning for the future

Careers Scotland, Highlands and Islands Enterprise, Toll Clock Shopping Centre, Lerwick, Shetland, ZE1 0DE
01595 695791
lerwick@careers-scotland.org.uk
www.careers-scotland.org.uk
9-5 Mon-Thu; 9-4 Fri

- For guidance and support for training

Support Training, 11 Market Street, Lerwick
01595 695026
j.maclellan@support-training.co.uk

- For informal learning and access to books and talking books (to your door)

Shetland Library, Lower Hillhead, Lerwick
01595 743868
Monday & Thursday 9.30 am - 8 pm
Tuesday, Wednesday, Friday & Saturday 9.30 am - 5 pm

Community Libraries Opening Hours

Brae High School Library: Open to the public on Tuesday and Wednesday from 3.30 pm - 4 pm (term time only)

Brae Community Office: Open weekday mornings

Wind Dog Cafe, Yell: Check out their opening hours www.winddogcafe.co.uk

Baltasound Community Library (in the school) is open on Monday evenings from 6pm - 9pm

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

Bridges Project

01595 743830

COMMUNITIES/SOCIAL

- **Lerwick Police Station**

Phone or present in person to voice concerns/issues
01595 692110

- To confidentially report crime and community safety issues (non emergency)

Safer Shetland Action Line
01595 694544

- For general information on communities
www.shetlandcommunities.org

- Support to community groups/assisting people to get involved in community groups

SIC Community Development, Hayfield House, Hayfield Lane, Lerwick, ZE1 0QD
01595 744004
CommunityLearning&DevelopmentTeam@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

North Isles Community Office
01957 702040
cw.yell@shetland.gov.uk
9.00-12.30 Mon-Fri

North Mainland and Whalsay Community Office
01806 522417
cw.brae@shetland.gov.uk
9.30-12.30 Mon-Fri

South Community Office
01950 431439
cw.sandwick@shetland.gov.uk
9.30-12.00 Mon-Fri

West Community Office
01595 880440
cw.scalloway@shetland.gov.uk
9-1 Mon-Fri

Lerwick and Bressay Community Office
01595 743880
CommunityLearning&DevelopmentTeam@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

- Support to community groups (existing and new); representation of voluntary sector; administration, rooms and training for community groups

Shetland Council of Social Service, Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 743900
anne.robertson@shetland.org

- To provide advice and matching service to become a volunteer

Volunteer Centre Shetland, Market House, 14 Market Street, Lerwick
ZE1 0JP
01595 743900
sue.beer@shetland.org
Mon-Fri 9-5
www.shetlandvolunteers.org.uk

- Assistance with youth issues/support to enable people to get more involved in their community

SIC Youth Issues Unit, 91-92 St Olaf St, Hayfield Lane, Lerwick
01595 744980
youthissueseduc&comm@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

- Casual drop in café for young people
- Free, confidential advice on variety of topics (alcohol, drugs, housing, money, sexual matters, relationships and mental health)
- Internet access is available here

Shetland Youth Information Service, Market Cross,
Lerwick, ZE1 0DL
01595 692002
01595 690555 (Children's Rights Service)
0800 100 2353 (Freephone for Children 's Rights Service)
info@shetlandyouth.com
www.shetlandyouth.com
Drop In 11.00 – 4.45 Mon, Tue, Sat;
1.00 –6.45 Thu & Fri

- For Youth Club

Sound/Islesburgh/60 North

Sound

Peerie Club, Tues & Thurs 6.30-7.30
Junior Club, Tues&Thurs 7.45-9.30, Sat 8.30-10.15
Senior Club, Sat 8.30-10.15

Islesburgh

Peerie Club, Sat 2.00-4.00

Junior Club, Mon,Wed, Fri 6.30-8.15
Tues 7.45-9.30
Sat 6.30-8.15

Intermediates, Tues & Thurs 6.30-8.30
Fri 8.30-10.15

Seniors, Mon,Tues, Wed,Thurs&Sat 8.30-10.15
Sun 7.30-10.15

60 North

Intermediates, Sat 7.00-10.00

Seniors, Fri 7.00-10.00

Islesburgh: King Harald Street, Lerwick, ZE1 0EQ
01595 692114
enquiries@islesburgh.org.uk
www.islesburgh.org.uk

- For information on Youth Clubs outside Lerwick

Youth Issues
01595 744980
tom.anderson@shetland.gov.uk

- For information on Out of School Care and Childcare in general
  Shetland Childcare Partnership, Bruce Family Centre, Lover's Loan, Lerwick, ZE1 0BA. Tel 01595 697460
  rosemary.Inkster@shetland.gov.uk
  9-5 Mon – Thu; 9-4 Fri
  www.childcarelink.gov.uk

- For information on 18 pre-school play organisations, toy libraries and information
  Shetland Pre-school Play, Market House, 14 Market Street, Lerwick, ZE1 0JP
  01595 743900
  reception@shetland.org

- To support young people to reach their full potential (currently 16-18 year olds)
  Bridges Project
  01595 743830

- For Internet Access
  Support Training, 11 Market Street, Lerwick
  01595 695026
  j.macllean@support-training.co.uk
  Learning Centre, Lower Hillhead, Lerwick
  01595 743868

- For issues surrounding loneliness amongst young person/unable to establish normal relationships with peers (under 16, 17-25) Referrals direct or from agencies.

Shetland Befriending Scheme, Market House,
14 Market Street, Lerwick, ZE1 0JP
01595 743907
befriending@shetland.org

- For support and information to children, young people, parents and professional with regards to rights and responsibilities of children and young people

Children and Young People's Rights Information and Support Service (CYPRISS) Market Cross, Lerwick, ZE1 0DL
01595 690555
0808 100 2353 (freephone)
info@shetlandyouth.com

- For support for older people through:
  - o Social Clubs
  - o Luncheon Clubs
  - o Accessible Community Transport

o Good Neighbours Service
o Telephone Befriending Service

WRVS
Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 743915
shetland.admin@wrvs.org.uk

- For support for older people through:
  o Luncheon Clubs

Freefield Centre
01595 692127

- For assistance and advice in relation to disability

Disability Shetland
Shetland Disability Group, Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 743920
marie.manson@shetland.org

- For advice in relation to child protection

Child Protection
Call Duty Social Worker:
01595 744421
01595 695611 (in an emergency out of office hours)
http://www.shetland.gov.uk/socialwork-health/services/children.asp
9-5 Mon-Thu; 9-4 Fri
Police, Lerwick Police Station, County Buildings, Lerwick
01595 692110
Scottish Children's Reporter Administration
13 Hill Lane, Lerwick
01595 692436

- For weekly activities for children with special needs, including art & crafts, horse riding, library visits and many more activities

Disability Shetland, Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 743920
disability-shetland@shetland.org

- For those with a child with a disability

Special Needs Action Group (SNAG)
Contact via Disability Shetland, Market House, 14 Market Street,
Lerwick, ZE1 0JP
01595 743920
disability-shetland@shetland.org

- For those with caring responsibilities

Shetland Carers' Groups
Lerwick (Market House) and Brae (Health Centre)
meeting fortnightly
Kate Gallant, SCSS, Market House, 14 Market Street,
Lerwick, ZE1 0JP
01595 743905

- For information on the services available at the

Bruce Family Centre, Lover's Loan, Lerwick, ZE1 0BA.
Tel. 01595 697460
sandra.gray@shetland.gov.uk;
9-5 Mon-Thu; 9-4 Fri

ACCESS

- For information on public transport, including ferries and concessions

SIC, Grantfield, Lerwick
01595 744800

- For those experiencing problems with access associated with a disability

Disability Shetland, Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 743919
disability-shetland@shetland.org

- For those needing assistance in getting the services they need

Advocacy Shetland
01595 743929 (24 hour answerphone) or 01595 743930 (direct line)

- For support for accessible community transport for older people

WRVS
Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 743915
shetland.admin@wrvs.org.uk

INCOME AND EMPLOYMENT

- For lists of job vacancies
- For help with completing job application forms
- For benefits, such as Job Seekers Allowance, New Deal, Housing Benefit, Income Support and Incapacity Benefit
- For interest free crisis loans, for example for food and electricity, from £5-£300
- For community care grant to cover funeral expenses or trip to hospital to visit relative
- For interest free budgeting loan to cover clothing, rent in advance and clothing, for example
- Must telephone for an appointment

Job Centre Plus, Charlotte House, Commercial Road,
Lerwick, ZE1 0LQ
01595 732050
www.jobcentreplus.gov.uk
9-5 Mon, Tue, Thu, Fri;
10-5 Weds only

- For adults with learning difficulties who are excluded from employment and community service, and which to take part in business development

COPE, Port Business Park, Lerwick

01595 690011

copeadmin@copeltd.uk

www.cope.ltd.uk

9-4 Mon-Fri

- For help in finding work/taking part in work experience/ voluntary or training opportunity for adults with a physical, sensory or learning disability or mental health problem

Moving On Employment Project, Market House, 14 Market Street, Lerwick, ZE1 0JP

01595 743926

kellie.naulls@shetland.org

9-5 Mon-Fri

- For guidance and support in making decisions and planning for the future

Careers Scotland, Highlands and Islands Entreprise, Toll Clock Shopping Centre, Lerwick, Shetland, ZE1 0DE
01595 695791
lerwick@careers-scotland.org.uk
www.careers-scotland.org.uk
9-5 Mon-Thu; 9-4 Fri

- For Council Tax and Rent Arrears

SIC Finance (Revenues), Charlotte House, Commercial Road, Lerwick, ZE1 0HF
01595 744603
finance.services@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

- For information on entitlement to

Free School Meals/Clothing Allowance
Education Service, Hayfield House, Lerwick, Shetland
01595 744055
schools@shetland.gov.uk
9-5 Mon-Thu; 9-4 Fri

- For general advice

Citizen's Advice, Market House,
14 Market Street, Lerwick, ZE1 0JP
01595 694696
cadvice.org.uk

- For consumer advice

Trading Standards, Grantfield Lerwick
01595 748000

HEALTH

Gilbert Bain Hospital (phone/present in person)

01595 743000

NHS 24

08457 242424

- For advice in relation to child protection.

Child Protection
Call Duty Social Worker:
01595 744421
01595 695611 (in an emergency out of office hours)
http://www.shetland.gov.uk/socialwork-health/services/children.asp
9-5 Mon-Thu; 9-4 Fri

Police: Lerwick Police Station, County Buildings, Lerwick
01595 692110

Scottish Children's Reporter Administration
13 Hill Lane, Lerwick
01595 692436

- For a nurse with particular experience with **children**
  01595 743362
  community.paediatric.nurse@lerwick.shetland.scot.nhs.uk
  9-5 Mon-Fri
  Children and Families/ Health Visitor contact via Health Centers below

- For any concerns in relation to mental health (referral by GP)
  Community Mental Health Team, Lerwick Health Centre,
  South Road, Lerwick, ZE1 0RB
  01595 743000

- For assistance with mental health: Mental Health Drop-in centre
  Shetland Link Up, 8 Commercial Street, Lerwick ZE1 0AN
  01595 693313
  www.shetlandlinkup.org
  shetland_linkup@tiscali.co.uk
  11.00-14.00 Tues, Fr & Sat (adults of both genders)

Women of Worth (address, phone & website as above)
women-of-worth@tiscali.co.uk
11.00-14.00 Mon & Thurs (women only)

- For assistance with relationship counselling

Couple counselling
Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 692719
ccshetland@tesco.net

- For assistance with mediation to settle disputes between neighbours or other community members

Community Mediation Shetland
Market House, 14 Market Street, Lerwick
01595 743734
alyson.keiller@shetland.org

- GP counselling Service
- counselling for young people (12-25)
- One-to-one support for young people (12-25)

Shetland Youth Information Centre,
Market Cross, Lerwick, ZE1 0DL
01595 692002
gwen.williamson@shetlandyouth.com

- For specialist help and support from drugs workers for those concerned about friend, relative or own use of drugs, including aftercare and resettlement, and in relation to young people
- GP prescribing clinic for drug dependent clients

Shetland Community Drugs Team, 34 Market Street,
Lerwick, ZE1 0JP
01595 696698
scdt@zetnet.co.uk
10-5 Mon-Fri

- If person wishes to stop smoking

Smoking Support Worker, Health Promotion,
Brevik House, South Rd, Lerwick
01595 743086

- Support for those who grew up in an alcoholic environment or dysfunctional home

Adult Children of Alcoholics and Dysfunctional Families
Annsbrae House, Lerwick, ZE1 0BP (entrance off Knab Road)
01595 695363 (for info only)
www.adultchildren.org

- Confidential service to address concern surrounding friends, relatives, own alcohol use
  For under 16, in particular, refer to Jenny Gilmour (also drugs)

Shetland Alcohol Support Services,
44 Commercial Street, Lerwick, ZE1 0AB
01595 695363
admin@alcoholsupport.org.uk
www.alcoholsupport.org.uk
10 –5 Mon-Fri

- For counselling, advice, assistance and refuge for women and children who are/have been emotionally, physically or sexually abused.

Shetland Women's Aid, St Olaf Street, Lerwick
01595 692070

- For support in relation to sexual abuse

Sexual Abuse Survivors
07747 097 160 (24 hour answerphone)
s_a_survivors@hotmail.com

- For support for those who are depressed

Depression Alliance Shetland
01595 696892

- For those who have experienced a bereavement

Forget-me-not self help group
01950 477268
Shetland Bereavement Support Service
01595 743933

- For support and information on epilepsy

Epilepsy Support Group, Shetland
01595 695147

- For support and information on diabetes

Diabetes UK
Leona Smedley
01806 566577

- For support for those with Multiple Sclerosis and their families

Multiple Sclerosis Society
01595 695596

- For range of therapies for MS sufferers, such as massage, reflexology

MS Society Therapy Group
01950 431576

- For information on health issues

Health Promotion Resource Centre, NHS Shetland,
Brevik House, South Road, Lerwick, ZE1 0TG
01595 743084
health.promotion@shb.shetland.scot.nhs.uk
www.show.scot.nhs.uk/shb/hprom.htm
9.00-5.00 Mon-Thu; 9.00-4.30 Fri

- For **health support**, through health centers and GPs

Baltasound, **Unst**, ZE2 9DY
01957 711318
9.00-4.00 Mon-Fri; Closed Sat

Mid Yell, **Yell**, ZE2 9BX
01957 702127
01957 702147 (Fax)
8.30-5.00 Mon-Wed & Fri,8.30-2.00 Thu,8.30-1.00 Sat

Email: surgery@yell.shetland.scot.nhs.uk
www.yellhealthcentre.co.uk

Symbister, **Whalsay**, ZE2 9AE
01806 566219
9.00-4.00 Mon-Fri;9.00-1.00 Sat

West Ayre, **Hillswick**, ZE2 9RW
01806 503277
9.00-5.00 Mon, Wed & Thu; 9.00-6.30 Tues & Fri; 9.00-1.00 Sat

Brae, ZE2 9QJ
01806 522543
01806 522713 (Fax)
8.30-5.00Mon-Fri; Closed Sat
Email: health.center@brae.shetland.scot.nhs.uk

South Road, **Lerwick**, ZE1 0RB
01595 693201
01595 743333 (Prescription Line)
lerwick.doctors@lerwick.shetland.scot.nhs.uk
www.lerwickdoctors.co.uk
8.30-5.00 Mon-Fri; Closed Sat

Walls, ZE2 9PF
01595 809352
8.30-5.00 Mon-Fri, Closed Sat

Bixter, ZE2 9NA
01595 810 202
health.centre@bixter.shetland.scot.nhs.uk
www.bixterhealthcentre.co.uk
8.30 - 5.30 Mon to Fri. Closed Sat

Gord, **Levenwick**, ZE2 9HX
01950 422240
Phone lines open from 9.00
8.15-4.30 Mon, Tue &Thu; 8.15-1.30 Wed; 8.15-4.00 Fri; Closed Sat

Scalloway, ZE1 0UH
01595 880219
01595 880461 (Fax)
doctors@scalloway.shetland.scot.nhs.uk
9.30-5.30 Mon-Fri; Closed Sat

- GP surgery for young people
- Appointment must be made

Shetland Youth Information Centre, Market Cross,
Lerwick, ZE1 0DL
01595 692002
13.00 Mon

- **Sexual Health Clinic**
  Open access, no appointment necessary
  Gilbert Bain Hospital, Monday evenings 6-8pm

- For **chiropody**
  01595 743317
  podiatry.department@shb.shetland.scot.nhs.uk
  8.30-5 Mon-Fri

- For families dealing with people who have cancer

Macmillan Nurse
01595 743092
linda.cliff@shb.shetland.scot.nhs.uk
9-5 Mon-Fri

- For **Dental** Services

North Isles Dental Service, Yell Dental Clinic,
Mid Yell, Yell, ZE2 9BN
01957 702031
9-4 Mon-Fri

Alan Owen Dental Surgery, 90 St Olaf Street, Lerwick, ZE1 0ES
01595 695769
8.45-5.00 Mon-Fri

Dental Health Centre, Montfield Hospital, Burgh Road, Lerwick,
ZE1 0LA
01595 696052
8.45-5.15 Mon-Fri

Dental Surgery, Health Centre, Brae, ZE2 9QJ
01806 522461
9-5 Mon-Fri

- For a range of active classes including outdoor activities, yoga, tai chi, traditional and modern dance (with fee waivers for those on benefits)

Adult Learning, Old Library Centre,
Lower Hillhead, Lerwick, ZE1 0EL
01595 743888

- **Opticians**
  C Kelly Opticians, 58 Commercial Street, Lerwick
  01595 693690

  Miller Opticians, 109 Commercial Street, Lerwick
  01595 695516

- **Pharmacies**
  Boots the Chemist,173 Commercial St, Lerwick
  01595 692619

  Freefield Pharmacy, Freefield, Lerwick
  Tel: 01595 693502

  A L Laing, 101-103 Commercial Street, Lerwick
  Tel: 01595 692579

All pharmacies are open Monday - Saturday

- Opportunities for **physical activity**

www.srt.org.uk

Clickimin Leisure Complex, Lochside, Lerwick, ZE1 0PJ
01595 741000
mail@srt.org.uk

North Mainland Leisure Centre, Brae, ZE2 9QJ
01806 522321
nmlc@srt.org.uk
Scalloway Pool, Scalloway, ZE1 0TN
01595 880745
sp@srt.org.uk
South Mainland Pool, Sandwick, ZE2 9NU
01950 431511
smp@srt.org.uk
Unst Leisure Centre, Baltasound, Unst, ZE2 9DY
01957 711577
ulc@srt.org.uk
Whalsay Leisure Centre, Symbister, Whalsay, ZE2 9AA
01806 566678
wlc@srt.org.uk
West Mainland Leisure Centre, Aith, Bixter, ZE2 9NB
01595 810444
wmlc@srt.org.uk
Yell Leisure Centre, Mid Yell, Yell, ZE2 9BN
01957 702222
ylc@srt.org.uk

- For support for sports groups
- For information on play areas, multi-courts, parks

SIC Sport and Leisure Service, Hayfield House, Hayfield Lane, Lerwick, ZE1 0DW

01595 744006

community.development@sic.shetland.gov.uk

9-5 Mon-Thu; 9-4 Fri

- For those with a disability and their families, for advice and support

Disability Shetland, Market House, 14 Market Street, Lerwick, ZE1 0JP

01595 743920

disability-shetland@shetland.org

- For art therapy

Art Therapist, Market House, 14 Market Street, Lerwick, ZE1 0JP

01595 743900

art.therapist@shetland.org

- For support for those who have suffered a stroke and their family and carers

Shetland Stroke Support Group
01595 692487

- For support for those who have arthritis and their family and carers

Arthritis Care
Michelle Manzie, NHS Shetland, South Road, Lerwick
01595 743000

- For Carers

Respite service for carers: **Crossroads**, Market House, 14 Market Street, Lerwick, ZE1 0JP
Carers Support Groups (North Mainland and Lerwick): **Shetland Council of Social Service**, Market House, 14 Market Street, Lerwick, ZE1 0JP

• Care Centres

Overtonlea Care Centre, Levenwick. ZE2 9HX
Tel: 01950 422455
Fernlea Care Centre, Marrister, Whalsay. ZE2 9AE
Tel: 01806 566300
Isleshavn Care Centre, Mid Yell, Yell. ZE2 9BJ
Tel: 01957 702121
Nordalea Care Centre, Baltasound Unst. ZE2 9DX
Tel: 01957 711591
North Haven Care Centre,
Brae. ZE2 9TY
Tel: 01806 522722
Wastview Care Centre,
Walls. ZE2 9PF
Tel: 01595 809483
Edward Thomason House, Seafield Road, Lerwick. ZE1 0RJ
Tel: 01595 741500
Viewforth House, Burgh Road, Lerwick. ZE1 0LA
Tel: 01595 692760
Taing House, Seafield Road, Lerwick. ZE1 0WZ
Tel: 01595 741540

NATIONAL HELPLINES

Alcoholics Anonymous
Tel: 0845 769 7555

Childline
Tel: 0800 1111

Cruse Bereavement Care
Tel: 0870 167 1677

National Drugs Helpline
Tel: 0800 776 600

NHS Helpline
Tel: 0800 22 44 88

NSPCC Child Protection
Tel: 0808 800 5000

Sexual Abuse Survivors
Tel: 07747 097160 (answer phone)

Rape and Abuse Line
(for men & women)
Tel: 0808 800 0123

Refuge Domestic Violence
Tel: 08705 599 5443

Re Solv (Solvent Abuse)
Tel: 0808 800 2345

Samaritans
Tel: 0845 790 9090

Senior Line
Tel: 0808 800 6565

Victim Support Contactline
Tel: 0745 603 9213