



Shetland Directory



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Introduction

This directory gives you the contact details of many different organisations that can help you if you are planning to leave home and once you have got your own place.

We have used symbols to help you see what each organisation can do for you. The following list tells you what the symbols are.

There are more contacts in the National Directory.

The Symbols



Tips For Making Phone Calls

- Write out the questions you need to ask before calling. That way you won't forget anything.
- Take a deep breath before calling to calm you down, and remember that people will want to help you.
- If you don't get through first time, keep on trying.
- Keep a pen and paper handy, in case you are given any numbers or addresses.
- Some helplines might show up on the phone bill. If this is a problem make your call from a phone box or a pre-pay mobile. 0800, 0500 and 0808 are free to call and DO NOT show up.

Confidentiality

You may be calling up some of these organisations about things that are secret, and you need to be sure of what will happen after you have told someone.

The organisations in this directory have rules about how they will deal with what you tell them. Some of them are completely confidential and will not tell anyone what you have said. Some of them may have to act on what you have told them, if it is in the interest of your safety. Ask them what will happen with what you tell them, and if you are not happy with this find someone else to tell who you can trust.

Make sure you understand how confidential they can be, so you are in no doubt about the control you have over what happens.

Emergencies

Dial 999 for Police, Fire, or Ambulance

Lerwick Police Station

 01595 692110

Shetland Islands Council (outwith office hours of 9-5)

Duty Social Worker

 01595 695611

Homelessness

 01595 695611

Council House Repairs

 01595 693972

Useful Helplines

ChildLine is the UK's free, 24-hour helpline for children in trouble or danger.

 0800 1111 (freephone)

The Line for children living away from home:

 0800 884 444 (freephone)

ChildLine in Scotland's **Bullying Line**

 0800 441 111 (freephone)

Children's Rights Service

 01595 690555 (local)

 0800 100 2358 (freephone)

The Scottish Child Law Centre

 0800 317 500 (freephone)

 0131 667 6333

NHS Helpline

 0800 22 44 88 (freephone)

Parentline Plus Scotland

 0808 800 2222

 www.parentlineplus.org.uk

Message Home

 0800 700 740

Rape and Abuse Line (7-10pm)

 0808 800 0123 (Answered by women)

 0808 800 0122 (Answered by men)

Samaritans

 01595 694449 (local)

 08457 90 90 90 (24 hour helpline)

Victim Support

 01950 460046 (local)

 0845 603 0213

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Housing and Homelessness

Shetland Islands Council and Hjaltland Housing Association can help you apply for an affordable rented house. The other agencies listed here can advise on rent, benefits and issues with your landlord as well as getting stuff for your own place.

SIC Housing

Fort Road
Lerwick
ZE1 0LW

☎ 01595 744360

📠 01595 744395

✉ housing.department@sic.shetland.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

SIC (Shetland Islands Council) Housing provides local authority housing and housing advice. You can apply for SIC, Hjaltland Housing and Housing Benefit here. This is where to go if you are homeless.

Hjaltland Housing Association

11 Market Street
Lerwick
ZE1 0JP

☎ 01595 694986

📠 01595 692229

✉ mail@hjaltland.zetnet.co.uk

🌐 www.hjaltland.org.uk

🕒 9-5 Mon-Fri

Hjaltland Housing Association is a housing agency providing homes for rent and shared ownership. You can apply for Hjaltland Housing here, and also at SIC Housing, Fort Road. Information on rural home ownership grants (RHOGS) is available from Hjaltland Housing.

SIC Finance (Revenues)

Charlotte House
Commercial Road
Lerwick
ZE1 0HF

☎ 01595 744603

📠 01595 744661

✉ finance.services@sic.shetland.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

SIC Finance deals with housing benefit claims, council house rent and council tax. You can get application forms for housing benefit here.

Shetland Tenants' Forum

1a Water Lane
Lerwick
ZE1 0AG

☎ 01595 695197

📠 01595 695197

✉ shetlandtf@btclick.com

🕒 10.30-3.30 Mon-Thu

Shetland Tenants' Forum supplies information to tenants and residents in Shetland and can help you with tenancy and landlord issues.

Scottish Agriculture College's Advisory Service

Agriculture Marketing Centre
Staney Hill
Lerwick
ZE1 0NA

☎ 01595 693520

📞 01595 693550

✉ aolerwick@ed.sac.ac.uk

🕒 Please telephone for details

Scottish Agriculture College's Advisory Service provides information on the Croft Entrants Scheme which assists young people (aged between 18 and 40) to become registered crofters. They can provide information on how to go about renovating an old croft or building a new one.

Scottish Executive Environment and Rural Affairs Department (S.E.E.R.A.D)

Charlotte House
Commercial Road
Lerwick
ZE1 0HF

☎ 01595 695054

📞 01595 694254

✉ seerad.lerwick@scotland.gsi.gov.uk

🌐 www.scotland.gov.uk

🕒 8.30-5.00 Mon-Thu; 8.30-4.30 Fri

S.E.E.R.A.D. provides crofter housing advice to registered crofters and administers the Crofters etc. Building Grants and Loans Scheme.

COPE Furniture Recycling Initiative

111 Commercial Street
Lerwick
ZE1 0DL

☎ 01595 693336

📞 01595 693336

✉ scrapstore@btconnect.com

🕒 9-4 Mon-Fri

This is a recycling workshop with second hand goods, repaired furniture and a scrapstore for art and craft materials. You can go here to look for cheap furniture.

Shetland Auctions

Market Street
Lerwick

🕒 See Classified Ads in The Shetland Times under 'Auctioneers Notices' for details.

Sale of second hand furniture. You can go here to look for cheap furniture.

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Social Care

Social Care can help you by providing advice, support and assistance with any social problems that you are experiencing. This may be with your family, a partner or perhaps with childcare, or care of an older relative. They help children, young people, families and older people. This includes help for people with learning disabilities, physical disabilities and mental health problems.

Community Care Fieldwork, Family Support and Looked After Children

92 St Olaf Street
Lerwick
ZE1 0ES

☎ 01595 744400

☎ 01595 695611 (emergency)

📠 01595 744436

✉ social.care@sic.shetland.gov.uk

🌐 www.shetland.gov.uk/socialcare

🕒 9-5 Mon-Thu; 9-4 Fri

Adult & Older People Services

Quendale House
31 Commercial Street
Lerwick
ZE1 0AN

☎ 01595 744300

☎ 01595 695611 (emergency)

📠 01595 744321

✉ social.care@sic.shetland.gov.uk

🌐 www.shetland.gov.uk/socialcare

🕒 9-5 Mon-Thu; 9-4 Fri

Criminal Justice, Planning & Information, and Home Care

91/93 St Olaf Street
Lerwick
ZE1 0ES

☎ 01595 744400

☎ 01595 695611 (emergency)

📠 01595 744460

✉ social.care@sic.shetland.gov.uk

🌐 www.shetland.gov.uk/socialcare

🕒 9-5 Mon-Thu; 9-4 Fri

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Community

Go here to find out how to get involved with your community.

Culture and Information

Details of the Shetland Library, Museum and Arts Trust.

16 Community, Culture and Information

SIC Community Development

Hayfield House
Hayfield Lane
Lerwick
ZE1 0QD

☎ 01595 744006

📠 01595 744056

✉ community.development@shetland.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

This office co-ordinates the four Community Offices in Shetland. You can go here to find out information on a wide range of community projects, opportunities and courses.

Community Offices

SIC Community Offices provide support to community groups, developing learning opportunities in your area that reflect the needs and ambitions of communities. They consult with communities, provide up to date information for community groups, are involved in Youth Work, and can help with Adult reading and writing skills.

North Isles Community Office

Yell Leisure Centre
Mid Yell
Yell
ZE2 9BN

☎ 01957 702040

📠 01957 702072

✉ cw.yell@sic.shetland.gov.uk

🕒 9.00-12.30 Mon-Fri

North Mainland Community Office

4 Havragord
Brae
ZE2 9SZ

☎ 01806 522417

📠 01806 522701

✉ cw.brae@sic.shetland.gov.uk

🕒 9.30-12.30 Mon-Fri

Community, Culture and Information 17

South Community Office

Sandwick Junior High School
Sandwick
ZE2 9HH

☎ 01950 431439

📠 01950 431570

✉ cw.sandwick@sic.shetland.gov.uk

🕒 9.30-12.00 Mon-Fri

West Community Office

Scalloway Public Hall
Scalloway
ZE1 0UJ

☎ 01595 880440

📠 01595 880207

✉ cw.scalloway@sic.shetland.gov.uk

🕒 9-1 Mon-Fri

Lerwick and Bressay Community Office

Hayfield House
Hayfield Lane
Lerwick
ZE1 0QD

☎ 01595 744043

📠 01595 744056

✉ community.development@shetland.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

Other Community Services

Adult Literacy Service

4 Bank Lane
Lerwick
ZE1 0DS

☎ 01595 692839

📠 01595 694763

✉ adult.literacy@sic.shetland.gov.uk

🕒 9.30-1.30 Mon-Fri

We can help you improve your reading, writing or maths for whatever reason you need to use your skills. This may be to get a job, to move into training or further education, to fill out forms or even help you with your driving test theory. Our service is free and confidential.

SIC Youth Issues Unit

Hayfield House
Hayfield Lane
Lerwick
ZE1 0DW

☎ 01595 744049

📠 01595 744056

✉ community.development@shetland.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

SIC Youth Issues Unit provides ongoing support for Youth Work throughout Shetland and is responsible for promoting and developing the Dialogue Youth Initiative which includes Young Scot.

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)

📠 01595 695001

✉ info@shetlandyouth.com

🌐 www.shetlandyouth.com

🕒 Drop In 11.00– 4.45 Mon, Tue, Sat;
1.00–6.45 Thu & Fri

🕒 Administration Hours: 9-5 Mon-Fri

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.

Islesburgh Trust

King Harald Street
Lerwick
ZE1 0EQ

☎ 01595 692114
☎ 01595 692240 (payphone)
f 01595 696470
e enquiries@islesburgh.org.uk
W www.islesburgh.org.uk
🕒 9.00-10.30 Mon-Sun

Islesburgh is a community-based charity providing services that enable individuals and groups to address their personal and social learning needs. They can help you set up your own community/interest group. They also run a youth club. Internet access is available here.

Culture and Information

Shetland Museum

Lower Hillhead
Lerwick
ZE1 0EL

☎ 01595 695057
f 01595 696729
e museum@sic.shetland.gov.uk
W www.shetland-museum.org.uk/
🕒 10-5 Wed-Thu;
Closed Sun-Tue

Shetland Museum is the largest museum in Shetland and covers all aspects of island life. These opening hours will operate until 31 March 2005 when we will close to reopen in the new museum in early 2006.

Shetland Library

Lower Hillhead
Lerwick
ZE1 0EL

☎ 01595 693868
f 01595 694430
e shetlandlibrary@sic.shetland.gov.uk
W www.shetland-library.gov.uk/
🕒 10-7 Mon, Wed, Thu;
10-5 Tue, Fri, Sat

Shetland Library includes a learning centre which offers up to date IT facilities and provides you with free internet access, colour scanner and photocopying facilities.

Shetland Arts Trust

Pitt Lane
Lerwick
ZE1 0DW

☎ 01595 694001
f 01595 692941
e admin@shetland-arts-trust.co.uk
W www.shetland-arts-trust.com
www.shetland-music.com
🕒 9-5 Mon-Thu; 9-4 Fri

Shetland Arts Trust is responsible for developing and organising all forms of art throughout Shetland. This includes concerts, performances, exhibitions, workshops, seminars etc. in relation to music, drama, dance, visual arts, literature and local crafts. You can get information about and apply for grants here to help you with your locally based arts projects.

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Leisure Services

Shetland Recreational Trust operates Shetland's 8 leisure centres. The largest, Clickimin Leisure Complex, includes a 25m pool with leisure features, health suite, sports hall, bowls hall, cafeteria, athletics track, outdoor pitches and campsite. Squash courts are currently under construction.

All rural centres have a swimming pool and various other facilities including a health suite, sports hall, squash court, community room, and outdoor pitches.

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Clickimin Leisure Complex

Lochside
Lerwick
ZE1 0PJ

☎ 01595 741000

f 01595 741001

e mail@srt.org.uk

W www.srt.org.uk

⌚ Please contact leisure centre for details.

North Mainland Leisure Centre

Brae
ZE2 9QG

☎ 01806 522321

f 01806 522207

e nmlc@srt.org.uk

W www.srt.org.uk

⌚ Please contact leisure centre for details.

Scalloway Pool

Scalloway
ZE1 0TQ

☎ 01595 880745

f 01595 880415

e sp@srt.org.uk

W www.srt.org.uk

⌚ Please contact leisure centre for details.

South Mainland Pool

Sandwick
ZE2 9NU

☎ 01950 431511

f 01950 431586

e smp@srt.org.uk

W www.srt.org.uk

⌚ Please contact leisure centre for details.

Leisure Services 23

Unst Leisure Centre

Baltasound
Unst
ZE2 9DY

☎ 01957 711577

📠 01957 711330

✉ ulc@srt.org.uk

🌐 www.srt.org.uk

⌚ Please contact leisure centre for details.

Whalsay Leisure Centre

Symbister
Whalsay
ZE2 9AA

☎ 01806 566678

📠 01806 566637

✉ wlc@srt.org.uk

🌐 www.srt.org.uk

⌚ Please contact leisure centre for details.

West Mainland Leisure Centre

Aith
Bixter
ZE2 9NB

☎ 01595 810444

📠 01595 810411

✉ wmlc@srt.org.uk

🌐 www.srt.org.uk

⌚ Please contact leisure centre for details.

Yell Leisure Centre

Mid Yell
Yell
ZE2 9BN

☎ 01957 702222

📠 01957 702220

✉ ylc@srt.org.uk

🌐 www.srt.org.uk

⌚ Please contact leisure centre for details.

SIC Sport and Leisure Service

Hayfield House
Hayfield Lane
Lerwick
ZE1 0DW

☎ 01595 744006

📠 01595 692941

✉ community.development@sic.shetland.gov.uk

⌚ 9-5 Mon-Thu; 9-4 Fri

This service can provide support for your sports group through information, advice and grant assistance. It also supports the provision of play areas, multi-courts and parks throughout Shetland.

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Work, Education and Training

This section covers a wide range of services that can help you look for a job, get training, and get involved with other kinds of education.

Work

Job Centre Plus

Charlotte House
Commercial Road
Lerwick
ZE1 0LQ

☎ 01595 732050

📠 01595 732066 or 732001

✉ Maggie.Gemmill@dwp.gsi.gov.uk

🌐 www.jobcentreplus.gov.uk

🕒 9-5 Mon, Tue, Thu, Fri;
10-5 Weds only

You can find lists of Job Vacancies in Shetland, the United Kingdom and Europe here and get help with job application forms. It is also where you go to claim benefits such as Job Seekers Allowance, New Deal, Housing Benefit, Income Support and Incapacity Benefit. Please telephone for an appointment.

COPE

Port Business Park
Lerwick

☎ 01595 690011

📠 01595 690022

✉ copeadmin@btconnect.com

🌐 www.cope.shetland.co.uk

🕒 9-5 Mon-Fri

COPE helps adults with learning difficulties who are excluded from employment and community service. They can help you achieve the opportunity to plan, participate in and manage your own small business.

Moving On

Eric Gray Resource Centre
Kantersted Road
Lerwick
ZE1 0RJ

☎ 01595 693373

📠 01595 693373

✉ judd@movingon.shetland.co.uk

🕒 9-5 Mon-Fri

The Moving On Employment Project is a voluntary organisation, offering a confidential service to anyone with a disability, a sensory impairment or a mental health condition. They can help you find work or take part in work experience.

Careers Scotland

Toll Clock Shopping Centre
Lerwick
Shetland
ZE1 0DE

☎ 01595 695791

📠 01595 694011

✉ info@careers-scotland.org.uk

🌐 www.careers-scotland.org.uk

🕒 9-5 Mon-Thu; 9-4 Fri

Appointments can be made at other times by arrangement.

Careers Scotland can give people of all ages guidance and support to help you make decisions about changes in your life and can help you plan for the future.

Training

Train Shetland

Lovers Loan
Lerwick
ZE1 0BA

☎ 01595 693877

📠 01595 695915

✉ trainshetland@shetland.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

Train Shetland organises government training programmes mainly for school leavers in the 16-24 year old age bracket. Go here if you are interested in skillseekers and modern apprenticeships. Train Shetland also organises a large variety of short courses in IT, Health & Safety, First Aid and Food Hygiene.

Support Training Ltd

6a Mounthooly Street
Lerwick
ZE1 0BJ

☎ 01595 695026

📠 01595 696504

✉ support.training.shet@zetnet.co.uk

🌐 www.support-training.co.uk/shetland_files/page0001.htm

🕒 9-5 Mon-Fri

Support Training Ltd gives training mainly in IT. You can also go here for skillseekers and health and safety training.

Education

SIC Education

Hayfield House
Hayfield Lane
Lerwick
ZE1 0QD

☎ 01595 744000

📠 01595 692810

✉ education@sic.shetland.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

This is the Local Authority Education office, which oversees all schools in Shetland. You can go here for information on and application forms for student financial support. They will help you make arrangements if you have to attend an interview for a place at university.

Adult Literacy Service

4 Bank Lane
Lerwick
ZE1 0DS

☎ 01595 692839

📠 01595 694763

✉ adult.literacy@sic.shetland.gov.uk

🕒 9.30-1.30 Mon-Fri

We can help you improve your reading, writing or maths for whatever reason you need to use your skills. This may be to get a job, to move into training or further education, to fill out forms or even help you with your driving test theory. Our service is free and confidential.

Shetland College

Gremista
Lerwick
ZE1 0PX

☎ 01595 771000

📠 01595 771001

✉ shetland.college@shetland.uhi.ac.uk

🌐 www.shetland.uhi.ac.uk

🕒 9-5 Mon-Thu; 9-4 Fri

This is the main college of further and higher education in Shetland. There are many different courses offered as full-time/part-time/drop-in/open learning and on-line studying. Some courses are offered at outreach centres in Mossbank, Whalsay, Dunrossness and Telecroft in Unst.

North Atlantic Fisheries College

Port Arthur
Scalloway
ZE1 0UN

☎ 01595 772000

📠 01595 772001

✉ admin@nafc.ac.uk

🌐 www.nafc.ac.uk

🕒 9-5 Mon-Fri

This college specialises in fisheries education, training, research and development. This is where to go if you are interested in a career in Nautical Studies, Marine Engineering and Marine Sciences.

6



Health and Support

The following pages list all the health centres in Shetland as well as dentists. There are also contacts for a variety of health support services, including help with mental health, drugs and alcohol.

Health Centres

Health Centre
Baltasound
Unst
ZE2 9DY

☎ 01957 711318
f 01957 711479
🕒 9.00-4.00 Mon-Fri; Closed Sat

Health Centre
Reafirth
Mid Yell
Yell
ZE2 9BX

☎ 01957 702127
f 01957 702147
🕒 9.00-5.00 Mon-Wed & Fri;
9.00-1.00 Thu & Sat

Health Centre
Symbister
Whalsay
ZE2 9AE

☎ 01806 566219
🕒 9.00-4.00 Mon-Fri; 9.00-1.00 Sat

Health Centre
West Ayre
Hillswick
ZE2 9RW

☎ 01806 503277
f 01806 503399
🕒 9.00-5.00 Mon, Wed & Thu;
9.00-6.30 Tues & Fri; 9.00-1.00 Sat

Health Centre
Brae
ZE2 9QJ

☎ 01806 522543
f 01806 522713
🕒 8.00-4.30 Mon-Fri; 9.00-11.00 Sat

Health Centre

Walls
ZE2 9PF

☎ 01595 809352

📠 01595 809414

🕒 9.10-5.00 Mon, Tue, Wed, Fri;
Closed Thu; 9.10-11.30 Sat

Health Centre

Bixter
ZE2 9NA

☎ 01595 810202

📠 01595 810493

✉ healthcentre@bixter.shetland.scot.nhs.uk

🌐 www.bixter-surgery.shetland.co.uk

🕒 8.30-5.00 Mon, Wed-Fri; Closed Tue;
8.30-1.00 Sat

Health Centre

Gord
Levenwick
ZE2 9HX

☎ 01950 422240

📠 01950 422201

🕒 9.00-4.30 Mon, Tue & Thu;
9.00-1.30 Wed; 9.00-4.00 Fri;
9.00-11.00 Sat

Health Centre

Scalloway
ZE1 0UH

☎ 01595 880219

📠 01595 880461

✉ doctors@scalloway.shetland.scot.nhs.uk

🕒 9.00-5.00 Mon-Fri; 9.30-12.30 Sat

Health Centre

South Road
Lerwick
ZE1 0RB

☎ 01595 693201

📠 01595 697113

☎ 01595 743333 (Prescription Line)

✉ lerwick.doctors@lerwick.shetland.scot.nhs.uk

🌐 www.lerwickdoctors.co.uk

🕒 8.30-5.00 Mon-Fri; 8.30-12.00 Sat

The following health services also
operate out of the Lerwick Health Centre:

Children's Nurse

☎ 01595 743362

✉ community.paediatric.nurse

@lerwick.shetland.scot.nhs.uk

🕒 9-5 Mon-Fri

Chiropody

☎ 01595 743317

✉ chiropody.department@shb.shetland.nhs.uk

🕒 9-5 Mon-Fri

Community Nursing Services

☎ 01595 743096

✉ morag.gerrard@shb.shetland.scot.nhs.uk

🕒 9-5 Mon-Fri

District Nurses

☎ 01595 743093

✉ district.nurses@lerwick.shetland.scot.nhs.uk

🕒 8.30-5.00 Mon-Sun. Outside hours
for urgent calls please contact via
Gilbert Bain Hospital 01595 743000

Health Visiting

☎ 01595 743094

✉ christine.harker@lerwick.shetland.scot.nhs.uk

🕒 9-5 Mon-Fri

Health Visiting for Elderly

☎ 01595 743329

🕒 9-5 Mon-Fri

Learning Disabilities Nurse

☎ 01595 743330

✉ andrea.holmes@shb.shetland.scot.nhs.uk

🕒 9-5 Mon-Fri

Local Health Care Co-operative

☎ 01595 743066

✉ hazel.shearer@shb.shetland.scot.nhs.uk

🕒 9-5 Mon-Fri

Macmillan Nurse

☎ 01595 743092

✉ linda.cliff@shb.shetland.scot.nhs.uk

🕒 9-5 Mon-Fri

Dentists

Bells Brae Dental Clinic

Gilbertson Road
Lerwick
ZE1 0QB

☎ 01595 693204
🕒 8.45-5.15 Mon-Fri

North Isles Dental Service

Yell Dental Clinic
Mid Yell
Yell
ZE2 9BN

☎ 01595 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

Support Services

Community Mental Health Team

Lerwick Health Centre
South Road
Lerwick
ZE1 0RB

If you are worried about your mental health, your GP can refer you on to the Community Mental Health Team.

Shetland Community Drugs Team

34 Market Street
Lerwick
ZE1 0JP

☎ 01595 696698
f 01595 697346
e scdt@zetnet.co.uk
🕒 10-5 Mon-Fri

You can get specialist help and support here from drugs workers. There is an aftercare and resettlement worker, outreach worker and trained volunteers. There is also a GP prescribing clinic for drug dependent clients.

Health Promotion Resource Centre

NHS Shetland
Brevik House
South Road
Lerwick
ZE1 0TG

☎ 01595 743084
f 01595 696727
e jim.taylor@shb.shetland.scot.nhs.uk
W www.show.scot.nhs.uk/shb/hprom.htm
🕒 9.00-5.00 Mon-Thu; 9.00-4.30 Fri

This is a good source of information on health issues and the centre is open to everyone. You can go here to get information on numerous health promotion topics. There is a TV/Video viewing area, books, leaflets, posters, reports and various directories.

Adult Children of Alcoholics and Dysfunctional Families

Annsbrae House
Lerwick
ZE1 0BP
(entrance off Knab Road).

☎ 01595 695363 (for info only)

✉ info@adultchildren.org

🌐 www.adultchildren.org

🕒 Meets every Tuesday @ 6.00pm

If you grew up or live in an alcoholic environment or dysfunctional home then you can go here for support. In groups you will talk about how past events can influence your life as you lead it now. The group meets every Tuesday evening at 6.00pm.

Shetland Alcohol Support Services

44 Commercial Street
Lerwick
ZE1 0AB

☎ 01595 695363

✉ 01595 692801

✉ admin@alcoholsupport.org.uk

🌐 www.alcoholsupport.org.uk

🕒 10–5 Mon-Fri

Shetland Alcohol Support Services aims to provide a high quality confidential service to all users and to tackle alcohol misuse in Shetland. Contact them if you feel that you have a problem with alcohol.

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Women's and Family Support

Shetland has a range of services that are especially aimed at women and families.

Shetland Women's Aid

St Olaf Street
Lerwick

☎ 01595 692070

A registered charity that offers counselling, advice, assistance and refuge to women and their children. Contact them if you are or have been emotionally, physically or sexually abused.

Firth and Mossbank Family Centre

21-23 Leaside
Firth
Mossbank
ZE2 9TF

☎ 01806 242404

f 01806 242838

e projectfame@hotmail.com

w www.firthandmossbank.info

🕒 9-5 Mon-Fri

This is a community led group aimed at improving services to families, young people and children by promoting the health and well being of all.

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Shetland Childcare Partnership

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

☎ 01595 697460

w www.childcarelink.gov.uk

🕒 9-5 Mon-Thu; 9-4 Fri

You can contact the Shetland Childcare Partnership for information on childcare in Shetland. It is the means by which representatives from the statutory and voluntary services co-ordinate, develop and publicise local childcare services in Shetland.

Sexual Abuse Survivors

☎ 07747 097 160 (24 hour answerphone)

e s_a_survivors@hotmail.com

S.A.S offer you a free, friendly, local and confidential support network. S.A.S is "Designed by survivors with survivors in mind".

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Young People's Support

This section lists a mixture of projects that you may find helpful. We have divided this section into three parts:

- a. Advice and Activities
- b. Support
- c. Learning and Working

Young People's Support 41

Advice and Activities

SIC Youth Issues Unit

Hayfield House
Hayfield Lane
Lerwick
ZE1 0DW

☎ 01595 744049
f 01595 744056
e community.development@shetland.gov.uk
🕒 9-5 Mon-Thu; 9-4 Fri

SIC Youth Issues Unit provides ongoing support for Youth Work throughout Shetland and is responsible for promoting and developing the Dialogue Youth Initiative which includes Young Scot.



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)

f 01595 695001
e info@shetlandyouth.com
W www.shetlandyouth.com
🕒 Drop In 11.00– 4.45 Mon, Tue, Sat; 1.00–6.45 Thu & Fri
🕒 Administration Hours: 9-5 Mon-Fri

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.



Islesburgh Trust

King Harald Street
Lerwick
ZE1 0EQ

☎ 01595 692114
☎ 01595 692240 (payphone)
f 01595 696470
e enquiries@islesburgh.org.uk
W www.islesburgh.org.uk
🕒 9.00-10.30 Mon-Sun

Islesburgh is a community-based charity providing services that enable individuals and groups to address their personal and social learning needs. They can help you set up your own community/interest group. They also run a youth club. Internet access is available here.



Shetland Association of Youth Clubs

c/o Department of Community Services
Hayfield House
Hayfield Lane
Lerwick
ZE1 0QD

☎ 01595 744052
f 01595 744056
e tom.anderson@sic.shetland.gov.uk
🕒 9-5 Mon-Thu; 9-4 Fri

This is the Youth Club Umbrella Organisation for Shetland. Go here if your youth club needs help or assistance.



Citizens Advice Bureau

45 Commercial Street
Lerwick
ZE1 0AB

☎ 01595 694696

☎ 07781 488661 (4 txt msgs)

f 01595 694283

e sicab@zetnet.co.uk

W www.cas.org.uk

🕒 9.30-12.30, 2.00-4.00 Mon-Wed, Fri
10.30-1.00 Sat;

Appointments Only: Wed pm;
Welfare Rights Appointments Only: Thu am;
Closed Thu pm

You can get free, confidential advice including information on your rights to welfare entitlements, benefits and housing.



Support

Advocacy Shetland

7 Clairmont Place
Lerwick
ZE1 0BR

☎ 01595 696462

☎ 01595 690602

f 01595 690603

e advocacy.shetland@virgin.net

🕒 10:30-12.00 Mon-Fri

Advocacy Shetland is an independent voluntary organisation, which aims to provide a voice and advice for anyone who is "in need of community care" or help for their carers.



Adult Children of Alcoholics and Dysfunctional Families

Annsbrae House
Lerwick
ZE1 0BP
(entrance off Knab Road).

☎ 01595 695363 (for info only)

e info@adultchildren.org

W www.adultchildren.org

🕒 Meets every Tuesday @ 6.00pm

If you grew up or live in an alcoholic environment or dysfunctional home then you can go here for support. In groups you will talk about how past events can influence your life as you lead it now. The group meets every Tuesday evening at 6.00pm.



Shetland Alcohol Support Services

44 Commercial Street
Lerwick
ZE1 0AB

☎ 01595 695363

f 01595 692801

e admin@alcoholsupport.org.uk

W www.alcoholsupport.org.uk

🕒 10-5 Mon-Fri

Shetland Alcohol Support Services aims to provide a high quality confidential service to all users and to tackle alcohol misuse in Shetland. Contact them if you feel that you have a problem with alcohol.



Befriending Scheme

Voluntary Services Resource Centre
Harbour House
Lerwick
ZE1 0LL

☎ 01595 690593

f 01595 690594

e befriending.shetland@LineOne.net

🕒 9-5 Mon-Fri

If you are under 16 and feel you are experiencing social, emotional or behavioural problems you can come here for help. They can also help with problems with relationships you have with adults and people of your own age.



Couple Counselling

4 Pirate Lane
Lerwick

☎ 01595 692719

🕒 10-5 Mon-Fri

This is a counselling agency to help couples resolve any difficulties or problems they may have. Go here if you and your partner are experiencing relationship problems.



Sexual Abuse Survivors

☎ 07747 097 160 (24 hour answerphone)

e s_a_survivors@hotmail.com

S.A.S offer you a free, friendly, local and confidential support network. S.A.S is “Designed by survivors with survivors in mind”.



Disability Shetland

Toll Clock Shopping Centre
26 North Road
Lerwick
ZE1 0DE

☎ 01595 692196

f 01595 690175

e info@disability-shetland.com

W www.disability-shetland.com

🕒 Please telephone for details

Disability Shetland provides information, advice and support to disabled people and carers in Shetland. They can also help you with housing-related issues.



The Samaritans

Linda Rose House
13 Charlotte Street
Lerwick
ZE1 0JL

☎ 01595 694449

☎ 08457 909 090 (24 hour helpline)

W www.samaritans.org.uk

🕒 7.30pm–10.30pm Sun-Wed;
9.00pm–10.30pm Thu-Sat

If you feel suicidal or are despairing, the Samaritans can provide you with confidential emotional support. Their job is also to increase public awareness of issues surrounding suicide and depression.



Victim Support

☎ 01950 460046

🕒 Please telephone for details.

If you feel that you have been a victim of crime, Victim Support can provide you with practical and emotional support. Volunteers provide free, confidential and independent help.



Learning and Working

COPE

Port Business Park
Lerwick

☎ 01595 690011

f 01595 690022

e copeadmin@btconnect.com

W www.cope.shetland.co.uk

🕒 9-5 Mon-Fri

COPE helps adults with learning difficulties who are excluded from employment and community service. They can help you achieve the opportunity to plan, participate in and manage your own small business.



Moving On

Eric Gray Resource Centre
Kantersted Road
Lerwick
ZE1 0RJ

☎ 01595 693373

f 01595 693373

e judd@movingon.shetland.co.uk

🕒 9-5 Mon-Fri

The Moving On Employment Project is a voluntary organisation, offering a confidential service to anyone with a disability, a sensory impairment or a mental health condition. They can help you find work or take part in work experience.



www.leavinghome.info

for more information on leaving home and housing

www.youngscot.org

the national youth information portal for Scotland

Get Connected 0808 808 4994

can connect you for free to organisations in your area



STREETS AHEAD

YOUR GUIDE TO LEAVING HOME AND HOUSING

Produced by the Scottish Council for Single Homeless recognised by the Inland Revenue as a charity (SC002734)
Original design by navyblue. First edition: February 2004.