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 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
Web: 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
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1. Advice & Advocacy

**Advocacy Shetland**
Market House
14 Market Street
Lerwick
ZE1 0JP

**Tel:** 01595 743929  
**Fax:** 01595 696787  
**Email:** 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  
**Web:** 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

**Web:** 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

**Web:** 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
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:**  
Mon-Thurs 10.00am - 3.30pm  

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  
Shetland  
ZE1 0AG

Tel: 01595 695197  
Fax: 01595 695197  
Email: joann@shetlandtf.plus.com  
Web: [www.shetland.gov.uk/housingoptionsguide/tenants-forum.asp](http://www.shetland.gov.uk/housingoptionsguide/tenants-forum.asp)

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

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 & Nederdale 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
Web: 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
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.gsi.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.healthimprovementdepartment@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.

Bixer Health Centre
Bixer
ZE2 9NA

Tel: 01595 810202
01595 746912 (dispensary)
Fax: 01595 810493
Email: shet-hb.BixerHealthCentre@nhs.net
Web: www.bixerhealthcentre.co.uk

Opening hours:
8.30am - 5.30pm Mon-Fri

Brae Health Centre
Brae
ZE2 9QJ

Tel: 01806 522543
Fax: 01806 522713
Email: shet-hb.BraeHealthCentre@nhs.net
Web: 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

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**Lerwick Health Centre**
South Road
Lerwick
ZE1 0RB

**Tel:** 01595 693201  
**Tel:** 01595 743216 (appointments)  
**Prescription Line:** 01595 743333 (24 hour answer machine)  
**Fax:** 01595 743232 (cancellations)  
**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
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
**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:**
9.00am – 4.00pm Mon-Fri

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

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**Whalsay Health Centre**
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

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**Yell Health Centre**
Reafirth
Mid Yell
Yell
ZE2 9BX

Tel: 01957 702127
Fax: 01957 702147
Email: shet-hb.yellhealthcentre@nhs.net

**Opening hours:**
8.30am - 17.30pm Mon-Fri

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

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

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.
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)

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
Web: 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.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.

**Shetland Community Bike Project**
16-18 Commercial Road
Lerwick
ZE1 0LX

Tel: 01595 690077
Fax: 01595 690077
Email: shetlandbikeproject@ukfsn.org
Web: www.shetland linkup.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
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@victimsupportsco.org.uk

Opening Hours:
Office Hours 8.45am – 5.15pm Mon-Fri

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

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

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

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**Mind Your Head**
Market House
14 Market Street
Lerwick
Shetland
ZE1 0JP

**Tel:** 01595 743859

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**Email:** info@mindyourhead.org.uk
**Web:** 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
**Web:** 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@
Shetland Carers Group
Market House
14 Market Street
Lerwick
ZE1 0JP

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

Opening hours:
9.00am – 5.00pm Mon-Fri

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

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

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

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
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.

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.

Taing House
Seafield Road
Lerwick
ZE1 0WZ
Tel: 01595 745540

Wastview Care Centre
Walls
ZE2 9PF
Tel: 01595 745239

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.
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

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

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.

Shetland Lifeline
8 Commercial Street
Lerwick
ZE1 0AN

Tel: 01595 693313
Email: shetland_lifeline@tiscali.co.uk
Web: www.shetland linkup.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:**
9.30am – 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
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
Web: www.shetland.gov.uk/communitywork/lerwickandbressay

Opening hours:
9.00am – 5.00pm Mon-Fri

North Mainland Community Office
4 Havragord
Brae
ZE2 9SZ

Tel: 01595 743969
Fax: 01806 244244
Email: cw.brae@shetland.gov.uk
Web: www.shetland.gov.uk/communitywork/northmainland

Opening hours:
9.30am – 12.30pm 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
Web: www.shetland.gov.uk/communitywork/northisles

Opening hours:
9.00am - 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
Web: 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
Web: 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: 01595 745415
Email: childcare@shetland.gov.uk
Web: www.scottish childcare.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

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.

**Voluntary Action Shetland (VAS)**  
Market House  
14 Market Street  
Lerwick  
ZE1 0JP

**British Red Cross Services (Shetland District)**  
Red Cross District Office  
Reform Lane  
Lerwick

**Tel:** 01595 695498  
**Fax:** 01595 693517 (Shop)  
**Email:** rhamilton@redcross.org.uk  
**Web:** www.redcross.org.uk
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:**
9.00am – 5.00pm Mon-Fri

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

**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

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

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
Yell
ZE2 9BN

Tel: 01957 702222
Fax: 01957 702220
Email: ylc@srt.org.uk
Web: 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
Web: 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
Web: 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
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

**Opening hours:**
9.00am - 5.00pm Mon-Thurs; 9.00am - 4.00pm Fri

**COPE Ltd**
Port Business Park
Gremista
Lerwick
ZE1 0TW

**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
Web: www.shetland.gov.uk/youth/youthservice

**Youth Voice**
Islesburgh Community Centre
King Harold Street
Lerwick
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
Web: 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@shetlandyouth.com
Web: www.shetlandyouth.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
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 family member
behavioural difficulties, or have significant problems forming effective relationships with adults and peers.

**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  
**Web:** 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