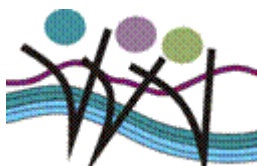


# Welcome Pack

Advice and information about living in Orkney



The Orkney Partnership



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## WELCOME TO ORKNEY

Welcome to Orkney. Orkney is a wonderful place to live, work and study with many facilities for families to enjoy. Orkney is regularly named the best place to live in Scotland and we think it is.

We know that you may be feeling nervous about coming to Orkney. You may also be worried about families and friends that you have had to leave behind. Everything is new to you now, but things will get better, it will just take some time.

We are here to help you settle in until Orkney feels more like home. We hope that with our support you and your family will soon be settled, secure and happy and will enjoy living in our community.

IF YOU NEED ANY HELP OR ADVICE, PLEASE CONTACT THE RESETTLEMENT TEAM

**NAME: Nataliia Kuzmina, Project Manager (Resettlement Schemes)**

**Tel:** 01856 873 535 ext. 3278

**E-mail:** nataliia.kuzmina@orkney.gov.uk

## INFORMATION IN THIS PACK

This welcome pack is designed to give you information on a variety of things to help you in your new life here in Orkney.

Some of the information is very important and you should read it carefully. Other information is to help you understand local culture or find the help you and your family may need.

IF YOU DO NOT UNDERSTAND SOMETHING IN THIS PACK OR NEED ANY MORE INFORMATION, PLEASE CONTACT THE RESETTLEMENT TEAM.

**Disclaimer** While every reasonable effort has been made to ensure that the information in this booklet is accurate, we cannot guarantee this. No liability is accepted for misinterpretation.

## BEING A DISPLACED PERSON IN SCOTLAND

Leaving home and your journey to Scotland may be full of difficult memories but we hope your arrival in Orkney will provide a period of security for you.

It's important to know that you are safe and there are lots of organisations and people who can and will help you settle in.

When you arrive lots of things will happen quickly and you will meet many new people. The people supporting you will help you through this time.

All the people supporting you must respect your confidentiality. Hopefully over time you will be able to share important information so that they can help you.

If you do not know who to ask for help, you can always contact:

- **The Scottish Refugee Council** – free helpline **0808 1967 274** or reach out by email [ukraine@scottishrefugeecouncil.org.uk](mailto:ukraine@scottishrefugeecouncil.org.uk). They can provide you with advice about your rights and help you find out more about the services and support available in Scotland. Their advice services operate in English, but they can provide advice in other languages, including Ukrainian and Russian. Please ask for an interpreter if you need one.

Scotland is recognised across the globe as a land of unrivalled history, breath-taking scenery and warm welcomes, it is also an innovative, diverse and progressive nation, and one which plays its part in addressing key global challenges. To find out more about Scotland visit <https://www.scotland.org/>.

## WHERE IS ORKNEY

### LOCATION IN UK / SCOTLAND



Orkney is a group of islands and sits off the North of Scotland.



## LIVING IN ORKNEY

### TELEPHONE AREA CODES

The telephone area code for Orkney is 01856 if dialling from within the United Kingdom or +441856 if dialling from abroad.

### GETTING AROUND ORKNEY

Most places in Kirkwall, Stromness and St Margaret's Hope are within walking distance. In Kirkwall there is a town bus service. If you want to go out of towns, you can get buses to most areas of Orkney. There is beautiful countryside to visit, and we have some spectacular scenery. There are beaches and lots of historic sites that are thousands of years old. Plan your journey and give yourself plenty of time to get to your destination.

Bus timetables can be found on Orkney Islands Council's website:

<http://www.orkney.gov.uk/Service-Directory/B/Bus-Services.htm>

There are several taxi firms operating in Orkney, mainly based in Kirkwall. Taxis can be an expensive way to travel and are only recommended for short journeys. If you are undertaking a longer taxi journey you should enquire in advance for a fixed price for the journey.

Inter-island ferries operate between Orkney's mainland and thirteen island destinations. To check the timetable and to book a ferry trip visit:

<https://www.orkneyferries.co.uk/>

### DRIVING

Driving in the UK is on the left side of the road. You must have both a full driving licence and in-date motor insurance to drive a vehicle on UK roads.

If you have a full driving licence issued in Ukraine, you may use this licence to drive small vehicles (such as motorcycles, cars, and vehicles up to 3500 kgs or with up to eight passenger seats) for up to three years after becoming a resident in the UK. The licence must cover the vehicle being driven and must still be valid.



More information about driving in the UK:

- <https://www.gov.uk/browse/driving/highway-code-road-safety>
- <https://www.gov.uk/guidance/driving-in-great-britain-ukrainian-driving-licence-exchange>
- <https://www.gov.uk/learn-to-drive-a-car>

## TRAVELLING TO THE MAINLAND OF THE UK

When you want to travel to the UK Mainland you do so by plane or ferry. Ferry travel is usually cheaper but takes longer.

### PLANE

You can fly from Orkney to:

- Inverness – about 45 minutes
- Aberdeen – about 50 minutes
- Edinburgh or Glasgow – just over an hour.

From those airports you can get onward flights. When you live in Orkney you are entitled to discounts on some flights if you join the Air Discount Scheme. You can apply online via the link: <https://www.airdiscountscheme.com/application-process>

Plane ticket prices can vary a lot, so if you are travelling by plane research your options to ensure that you get the best deal. It is usually cheaper to book flights in advance. Make sure that you confirm details of your trip before booking as you may not be able to get all your money back if you need to change or cancel your flights.

### FERRY

Northlink operate a ferry between:

- Kirkwall and Aberdeen – takes about six hours.
- Stromness and Scrabster – lasts about 90 minutes, but you then have to get a train or bus to travel further south to the bigger cities.

Find more information on the Northlink website: <http://www.northlinkferries.co.uk/>

You are entitled to an islander discount on fares on these ferries when you live in Orkney. You can apply online via the link: <https://www.northlinkferries.co.uk/islander/>

Pentland Ferries operate a ferry service between St Margaret's Hope in Orkney and Gills Bay in Caithness. The journey takes just over an hour. You can find more information and book tickets on their website: <http://www.pentlandferries.co.uk/>  
For individuals residing in Orkney, Pentland Ferries run the Resident Discount Scheme. You can apply via the link: <https://pentlandferries.co.uk/rds/>

## NATIONAL ENTITLEMENT CARD (NEC)

If you are under 22, over 60, or have a disability, you could be eligible for free bus travel to get around Scotland using the National Entitlement Card or Young Scot National Entitlement Card. For more information and to apply visit:

<https://www.orkney.gov.uk/Service-Directory/T/concessionary-travel.htm>

*Additional information on transport in Scotland can be found on page 5 of enclosed "Welcome Pack for New Scots".*

## HEALTH CARE

Healthcare in Scotland is provided by Scotland's public health service – NHS Scotland. Health care is different in Scotland. For example, when you are ill you do not go straight to hospital, unless in an emergency. If you need to see a doctor, contact your GP or NHS 24 first. You can find more information at <https://www.scot.nhs.uk/>

All information you give to your GP, health visitor, hospital staff or council staff is kept confidential and would only be passed to other agencies if this is in your best interests and with your full knowledge and consent.

## DOCTOR (GP)

When you arrive, it is very important that you register with a doctor (also known as a General Practitioner or GP). Your GP is there to help you with physical or emotional problems. Your hosts or Support Worker can assist you with a GP registration, or you can do it yourself via the link <https://www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice>

If you have an illness or injury and you need to see a doctor, make an appointment. A doctor will carry out detailed examinations and provide advice, information and prescriptions. A doctor can also refer you to further hospital services. If it is necessary, an interpreter service can be arranged. There is no charge for visiting a doctor.

If the problem is more serious, a GP can request an appointment with a specialist/consultant at the hospital. There are often waiting lists of several weeks to see hospital specialists/consultants unless it is an emergency. The hospital will send you a letter advising you of the date of your appointment.

If you have a serious condition which can't be treated in Orkney, you will go to Aberdeen to receive medical treatment.

## NHS24

If your doctor's surgery is closed and you're too ill to wait until it opens again, you can phone **NHS24** – the 24-hour confidential advice and health information service where you can speak to a nurse. They will ensure you get urgent medical advice and care.

Simply telephone **111**. This service is free and available 24 hours a day, 365 days a year.

**Please make the call handler aware if you need an interpreter.**

## HEALTH VISITOR/SCHOOL NURSE

Children who are not yet at school will be visited at home by a health visitor at various stages to review their health and development. For children at school, their health will be monitored by a nurse who visits the school. Arrangements will be made for you and your children to have any vaccinations necessary to prevent serious illnesses, such as measles or polio.

## ADDITIONAL SUPPORT

Orkney Health and Care can provide additional support for people experiencing difficulties. If you or someone you care for, think that they need additional support, a referral can be made, and an initial assessment will be undertaken.

## DENTIST

It is important that you and your family register with a dentist as soon as possible. If it is necessary, an interpreter service can be arranged. If you or a member of your family has a dental problem outside of your dentist's opening hours, you can call **NHS 24** on telephone number **111**.

**Please make the call handler aware if you need an interpreter.**

## PHARMACIST

If your GP gives you a prescription for medication, you must take this to a pharmacist (also known as a chemist) to collect your medication which will be free of charge. Pharmacists have a green cross outside.

Pharmacists also give advice on minor ailments or illnesses.

There are several pharmacists in Orkney:

- Boots – 49-51 Albert Street, Kirkwall, KW15 1HQ. Tel: 01856 87209
- WHB Sutherland – 43 Victoria Street, Kirkwall KW15 1DN. Tel: 01856 873240
- WHB Sutherland – 74 Victoria Street, Stromness KW16 3BS. Tel: 01856 850338

## OPTICIAN

If you have a problem with your eyesight, you should contact an optometrist or local optician to arrange an appointment. Eye tests are free in Scotland. Spectacles can be free of charge, depending on your financial circumstances.

Clark Optometrists Ltd – 9 Mounthoolie Lane, Kirkwall, KW15 1LA. Tel: 01856 872857

## COSTS

Most NHS treatments are free although there are charges for some things e.g. dental treatment and glasses.

For those on a low income or in receipt of certain benefits e.g. Universal Credit and Income Support there may be some help with some health costs. People on a low income can also apply to get help with health costs by completing Form HC1 which is available from Doctors, Dentists, Opticians, Job Centre Plus, NHS Hospitals, a Citizens Advice Bureau or by telephoning the **Department of Health** on **08701555455**.

More on NHS Low Income Scheme: <https://www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis/>



*Additional information on Healthcare in the UK can be found on pages 14-18 of enclosed “Guide for Ukrainians Arriving in the UK”.*

*Information on Healthcare in Scotland can be found on pages 16-21 of enclosed “Welcome Pack for New Scots”.*

*There is also a guide to NHS Scotland Services for displaced persons from Ukraine enclosed in this pack. It explains which part of the National Health Service to use for different health concerns, and how to look after your health and the people you care for.*

“Ukraine psychological wellbeing advice pack: guidance for Ukrainian arrivals” is enclosed in the pack and can also be accessed via <https://www.gov.scot/publications/ukraine-psychological-wellbeing-advice-pack-guidance-ukrainian-arrivals/>.

## EDUCATION

### CHILDREN

Education for children in the UK is free.

By law, children must attend school between the ages of 5 and 16. A child cannot be absent from school without a good reason. For example, fever and visiting a dentist are sufficient reasons for an absence; runny nose and coughing are not. Missing school on a regular basis can lead to scrutiny from social services.

Children can start nursery at the age of 3. They usually attend in the morning or afternoon. Nursery sessions are 2 hours 20 minutes each day, either from 9.30 until 11.50 in the morning or 13.00 to 15.20 in the afternoon. The school day is from 9.00-9.30 until 15.00-15.30 with a break for lunch.

Visit Education Scotland webpage for more information: <https://education.gov.scot/>.

Schoolbooks and stationery are free. All children can get free school lunches up to age 8. Older children may get free lunches. To find out whether you are eligible and how to apply for free school meals and clothing allowances follow the link: <https://www.orkney.gov.uk/Service-Directory/S/School-Meals-and-Clothing-Allowances.htm>

*A guide to school education in Scotland is included in this pack. You can also find some additional information on pages 24-27 of enclosed "Guide for Ukrainians Arriving in the UK" and on pages 11-15 of enclosed "Welcome Pack for New Scots".*

### ADULTS

Orkney College and the Learning Link provide free English classes to help people live and work in Scotland. Teaching is provided in speaking, listening, reading and writing skills. Classes are small, fun and are usually 2 hours long.

Arrangements have been made for your English classes to start in your first weeks here. It is really important that you start this work as soon as possible to help make life in your new community easier.

There are other classes available in your community that you might like to go to, like sewing classes, first aid classes and computing classes and Orkney College offers a wide range of courses.

Orkney College: <https://www.orkney.uhi.ac.uk/>

The Learning Link: <https://www.orkney.gov.uk/Service-Directory/T/The-Learning-Link.htm>

*More information on further and higher education can be found on pages 27-29 of enclosed "Guide for Ukrainians Arriving in the UK" and on pages 15-16 of enclosed "Welcome Pack for New Scots".*

## ADDITIONAL INFORMATION / ADVICE SERVICES

### ORKNEY ISLANDS COUNCIL

Orkney Islands Council (OIC) is the local government organisation that serves Orkney. It is one of 32 local authorities in Scotland and provides a wide range of services to communities including education, housing and libraries.

To find out more, visit the Council's webpage <https://www.orkney.gov.uk/>. There is a Google Translate link available on the website which translates text into alternative languages. The website is fully compliant with current accessibility standards: it works with any assistive technologies that you may be using or those built into the browser.

### ORKNEY HEALTH AND CARE

Orkney Health and Care is the provider of the full range of health, social work and social care community services, any person moving here from another country would be able to access emergency services as required.

### ADVICE AND ADVOCACY

The Scottish Refugee Council provides a comprehensive range of information, advice and assistance services for refugees and asylum seekers living in Scotland. They also have been commissioned to provide free legal advice pertaining to Ukrainian visas. Contact on 0808 1967 274 or [ukraine@scottishrefugeecouncil.org.uk](mailto:ukraine@scottishrefugeecouncil.org.uk)  
More information: <http://www.scottishrefugeecouncil.org.uk/>

Ukraine Advice Project (funded by the Scottish Government) provides free, confidential legal advice and information to Ukrainians and their families on legal routes for seeking safety in Scotland. More information: <https://adviceukraine.wpcomstaging.com/>

JustRight Scotland delivers legal advice for refugees and migrants: <https://www.justrightscotland.org.uk/contact/>

The British Red Cross is one of the charities supporting people affected by the humanitarian crisis in Ukraine who are now in the UK:

<https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine>

Barnardo's, following discussion with the Association of Ukrainians in Great Britain, have set up the Ukrainian Support Helpline to provide a holistic support service. The Helpline is available to anyone fleeing the war in Ukraine. Contact details:

- free helpline 0800 148 8586
- [ukrainiansupport@barnardos.org.uk](mailto:ukrainiansupport@barnardos.org.uk)
- <https://helpline.barnardos.org.uk/ukrainian-support-helpline>

Locally, the Council has a contract with Advocacy Orkney to provide a limited amount of generic advocacy support for people who do not fall within the categories eligible for statutory advocacy support provided by contracts with specific services. Advocacy Orkney is contactable on 01856 870111 or via

<http://www.orkneycommunities.co.uk/ADVOCACYORKNEY/index.asp>

Specialist advice is available from the Citizen's Advice Bureau. Tel: 01856 875266.

Voluntary Action Orkney has information for over 550 third sector organisations in Orkney along with details of statutory services. The Community Directory is available online: <https://www.vaorkney.org.uk/information-hub/orkney-community-directory/>

## ADVICE ON MANAGING YOUR MONEY

Your Support Worker will help you get free, confidential and impartial advice on managing your money. You may at times find that you are unable to manage on the income you have for various reasons. There are some ways that services may be able to help you. Please speak to your Support Worker or go to the Citizens Advice Bureau for information if you find yourself in this situation.



## HOUSING

As part of your visa application, your host family has agreed to provide you with accommodation. If you or your host family decide to end a hosting arrangement, you can contact Orkney Islands Council Housing Service for advice:

<https://www.orkney.gov.uk/Service-Directory/H/housing-options-guide.htm>

A brief guide on social housing is enclosed in the pack. For more information on the Social Rented Sector visit <https://www.gov.scot/policies/social-housing/>

Information for tenants about private renting in Scotland can be found at <https://www.gov.scot/policies/private-renting/>

*Information on housing options for displaced Ukrainians in Scotland can be found via the link <https://www.gov.scot/publications/scotland-for-ukrainians/pages/housing-options/> and on pages 9-10 of enclosed "Welcome Pack for New Scots".*

## COUNCIL TAX

Council Tax is a tax which goes to your local authority for local services such as care, social services, police and local facilities. If you move out of sponsored accommodation into privately rented property or a home of your own, you will become liable for paying Council Tax. This is a set amount for the financial year which runs from April to March (paid monthly).

More information on Council Tax in Orkney and change of address form can be found at <https://www.orkney.gov.uk/Service-Directory/C/Council-Tax.htm>

## BENEFITS

As a displaced person you are entitled to various benefits whilst you look for work. Information about entitlements to benefits is complex. Local Job Centre Plus will be able to help you find out which benefits you may be able to access. This may include:

- Universal Credit: a payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self-employed or part time) or be out of work.
- Pension Credit: extra money to help with your living costs if you are over the age of

66 and on a low income. Applications for Pensions are online or via telephone.

- Disability benefits: extra money to help with additional costs if you have a long term physical or mental health condition or disability.
- Child Benefit: extra money to help with the cost of raising a child.

Detailed information on different types of benefits you could receive can be found at:

- <https://www.gov.uk/browse/benefits>
- <https://www.mygov.scot/benefits-support>

For information on Universal Credit and to apply online (if you are eligible apply as soon as possible as it cannot be backdated) visit <https://www.gov.uk/universal-credit>.

Benefit calculators will assist you with understanding what payments you're entitled to and how much you can get: <https://www.gov.uk/benefits-calculators>.

*More information on benefits can be found on pages 12-13 of enclosed "Guide for Ukrainians Arriving in the UK".*

## NATIONAL INSURANCE NUMBER

You pay National Insurance contributions to qualify for certain benefits and the State Pension.

A National Insurance (NI) number is used to make sure your National Insurance contributions and tax are recorded against your name only. This is a code with letters and numbers and never changes.

If you are applying for Universal Credit a support worker from Job Centre Plus will submit an application for a National Insurance number on your behalf. Otherwise, you can apply online using the link: <https://www.gov.uk/apply-national-insurance-number/how-to-apply>

## FINDING A JOB AND PAYING TAX

Information about employment can be complicated but you will be given help to look for a job when you are ready to do this. You will be assigned an advisor from Jobcenter Plus, who will help you to look for and apply for work.

Volunteering can be a great opportunity for you to adapt, build self-confidence, learn the language and gain skills.

Your rights as a worker are protected by UK law. Follow the links to learn about your employment rights:

- <https://www.gla.gov.uk/i-am-a/i-am-a-worker/workers-rights-english/>
- <https://vimeo.com/user123885838>

*Comprehensive information on employment and training: finding a job, careers advice, your rights and protection at work, paying tax, etc. can be found on pages 19-23 and 28-29 of enclosed "Guide for Ukrainians Arriving in the UK" and on pages 8, 22-25 of enclosed "Welcome Pack for New Scots".*

Here are the links you can use to look for jobs in Orkney:

- <https://www.orkney.com/life/jobs>
- <https://www.orcadian.co.uk/jobs/>
- <https://www.myjobscotland.gov.uk/search?keywords=&distance=20&latlng=58.981100,-2.961040&location=Kirkwall,%20Orkney%20Islands&page=1>

## COMMUNITY SAFETY, LAW AND ORDER

### COMMUNITY SAFETY

Police Scotland are here to help all citizens, including refugees. The police will treat you fairly and with respect. In Scotland we have laws to protect everyone in the community and Police Scotland are here for you if you need their help. Abuse of any form is not tolerated, and you will find that Scotland is a safe country.

Police officers will be a point of contact for you to raise any future concerns or seek general advice about the law in Scotland.

There will be some cultural differences in the way which laws are governed between Scotland and Ukraine, and you will learn these in time.

*Brief guide to community safety can be found on pages 26-31 of enclosed "Welcome Pack for New Scots". More comprehensive information is in a Guide to Scots Law – enclosed in this pack; you should read it as soon as you can.*

### DRINKING

The legal drinking age in Scotland is 18. It is prohibited to sell, serve, or offer alcoholic beverages to anyone under the age of 18, except for those aged 16–17, who may consume wine, beer or cider on licensed premises when ordered with a meal and they are accompanied by an adult aged 18 or older.

Scotland has a zero-tolerance approach to drink driving. Drink driving is a criminal offence with serious penalties:

- you will get a minimum 12-month driving ban.
- you could go to prison for up to 6 months or get a fine of up to £5000 - or both.
- the offence stays on your licence for 11 years.
- you might lose your vehicle.

### SMOKING

Smoking is banned in enclosed or partially enclosed public spaces. It is also an offence to smoke within 15 metres of an NHS hospital building.

It is illegal to smoke in a car if it has a passenger who is under the age of 18 and you can get a £100 fine for doing so.

It is illegal for anyone under 18 to buy or attempt to buy any tobacco products or e-cigarettes. It's also illegal for anyone over 18 to buy tobacco products or e-cigarettes for underage.

## BEING A GOOD NEIGHBOUR

We hope you will be made to feel welcome in your new home by your neighbours. Good relationships with your neighbours are very important and will help you and your family settle into your new community and feel at home here.

You or others in your family must not act in a way that might cause alarm or distress to your neighbours. You are also entitled to expect them to behave well towards you and your family. Persistent poor behaviour is viewed as antisocial behaviour and is not acceptable.



## MONEY

### UK CURRENCY

In the UK we have Pounds (GBP or £) and Pence (p).

There are 100p to £1 and we have banknotes and coins.

Banknotes come in these values: £5, £10, £20, £50 and £100. There is a variety of banknotes within each value. This is due to them being issued by different banks.

Coins come in these values: 1p, 2p, 5p, 10p, 20p, 50p, £1, £2 and £5.

### CHANGING CURRENCY

You can get most currencies changed in the UK. Only go to reputable places to change currency and get a receipt. Banks and Post Offices change currency.

### OPENING A BANK ACCOUNT

When you arrive, you need to open a bank account as soon as possible. There are many high-street banks you can open an account with. You will need a bank account to receive your benefits and/or wages. With a bank account you can make arrangements to pay for things such as rent and bills.

UK banks are required by law to know the identities of their customers. When opening a bank account, you must provide documents to prove your identity and will also need to prove your address.

Some banks have published guidance on opening accounts and introduced simplified procedures for Ukrainian Displaced Persons, for example, Royal Bank of Scotland, Bank of Scotland, HSBC, and others.

### POST OFFICE

The main Post Office is located on 15 Junction Road, Kirkwall. The Post Office provides a range of services. More information is available via the link:

<https://www.postoffice.co.uk/branch-finder/0028452/kirkwall>

## THINGS TO DO AND SEE IN ORKNEY

Orkney offers you a quality lifestyle within a unique island environment, where there are lots of fun activities to enjoy in your spare time. There is always something to do at little or no expense. A good place to start is the local library. They have information on activities in various parts of Orkney. A good online resource covering information on various topics is <https://www.orkney.com/>.

## THE PICKAQUOY CENTRE

The Pickaquoy Centre is Orkney's main sports and leisure centre. It has a range of facilities including a swimming pool, climbing wall, sports halls, a café and a cinema.

The Pickaquoy Centre is on Muddisdale Road, Kirkwall Telephone 01856 879900.



To find out more about the Centre and ActiveLife Membership, which gives you unlimited access to a huge number of activities for a small monthly fee, follow the link: <https://pickaquoy.co.uk/>

## LIBRARY SERVICES

Orkney Libraries allow you to borrow books and eBooks at no cost. They can also provide information in a range of different media, newspapers and magazines, CDs and DVDs. There is sometimes a small charge for these. The library service also provides free access to the internet.

The libraries are a great source of information on local services and a place to find out about events and activities that are taking place throughout the year that you may find interesting or want to participate in.

Membership of the libraries is free to all residents of Orkney. You can become a member by completing a short application form available at the library and bring along some proof of identification with your name and current address on it, for example bank statement, utility bill, proof of residency, etc. When children want to

join the library, parents need to provide official identification confirming the family name and address.

More information about the libraries and available services:

<https://orkneylibrary.org.uk/>

There are two libraries in Orkney:

- Orkney Library & Archive – 44 Junction Road, Kirkwall, KW15 1AG.

Tel: 01856 873166

- Stromness Library – 2-12 Victoria Street, Stromness, KW16 3AA.

Tel: 01856 850907

Orkney Library and Archive operates a Mobile Library Service that serves the rural parishes and islands of Orkney. The Mobile Library carries a wide range of books and audiobooks suitable for all ages and is free to use. The Mobile Library timetable is available via the link: <https://orkneylibrary.org.uk/mobile-library/>

If you live on an island served by the Mobile Library but are not able to use it because of health or mobility issues there is a free Book Box service via your local haulage operator. For further information phone either Orkney Library & Archive in Kirkwall or Stromness Library.

## HISTORY

Orkney has a rich history. There is so much to see, it is hard to know where to begin to describe it.

The library or Orkney Museum are good places to start to find out more. You can find the museum in Broad Street, across from St Magnus Cathedral.

There is lots to see in the countryside. Our civilisation stretches back 10,000 years and you can find a Neolithic village, standing stones and ancient burial mounds to name just a few things.

## EATING AND SHOPPING

There is a wide range of cafés, restaurants and takeaways on Orkney (most of them within Kirkwall and Stromness) where you can enjoy something to eat. The Orcadian (the local newspaper, available each Thursday) and the internet are both excellent sources of further information.

There are three supermarkets in Kirkwall, one in Dounby and one in Stromness. All of them provide a range of fresh, tinned and frozen food. There are also several smaller shops in Kirkwall town centre, Stromness and St Margaret's Hope which sell food, clothes and other goods. The supermarkets are open every day of the week, whereas the smaller shops are generally closed on Sundays.

Clothes shops are not as plentiful as on the mainland, but there are local and national shops in Kirkwall where you can buy clothing and footwear. You can also buy from a range of online shops and an order will be delivered to your home.

There are also charity shops. Everyone loves a bargain and charity shops are full of bargains, for example clothes, music and household goods. The great thing is when you buy something from a charity shop your money goes to a good cause.

## EMERGENCIES

In an **emergency** telephone number **999** and ask for the service you need:

- Police
- Ambulance
- Fire Service
- Coastguard

If you don't know what service you need explain to the call handler what has happened and they will help. These calls are free.

**Please make the call handler aware if you need an interpreter.**

Examples of emergencies are:

- Life is at risk
- Crime/trouble is happening now
- Someone is injured
- Someone is threatened
- There is a fire
- People are trapped
- You need an ambulance urgently
- Someone is in trouble, or missing, at sea
- Someone is in trouble on the cliffs or on the shoreline

In a medical emergency you can also go to the Accident and Emergency (A&E) department at Balfour Hospital which is in New Scapa Road, Kirkwall.

More information on what to do if things go wrong, domestic abuse and emergency services can be found on pages 32-33 of enclosed "Guide for Ukrainians Arriving in the UK".



## OTHER CONTACT DETAILS

Consulate of Ukraine in Edinburgh – <https://edinburgh.mfa.gov.ua/>

Tel: +44-131-556-0023 E-mail: gc\_gbe@mfa.gov.ua

Police (to report a non-emergency incident or ask for advice) – Telephone 101

Medical advice NHS 24 – Telephone 111

Orkney Health and Care – Telephone Orkney Islands Council on 01856 873535

Housing Service – Telephone Orkney Islands Council on 01856 873535

Citizens Advice Bureau – Anchor Buildings, 6 Bridge Street, Kirkwall.

Tel: 01856 875266

Orkney Foodbank – Dunkirk, Shore Street, Kirkwall. Tel: 07719 293 378

Orkney College – East Road, Kirkwall. Tel: 01856 569000

Learning Link – 1 St Rognvald Street, Kirkwall. Tel: 01856 879200

Voluntary Action Orkney – Anchor Buildings, 6 Bridge Street, Kirkwall.

Tel: 01856 872897

Advocacy Orkney – Anchor Buildings, 6 Bridge Street, Kirkwall. Tel: 01856 870111

JobCentre Plus – Government Buildings, Tankerness Lane, Kirkwall.

Tel: 0345 608 8545

*Quick Guide to Key Services can be found on pages 42-46 of enclosed “Guide for Ukrainians Arriving in the UK” and via the link*

<https://www.gov.scot/publications/scotland-for-ukrainians/pages/advice-and-information-services/>