

## Changes to Services at Dornoch Service Point

### What is changing?

Delivery of services at Dornoch Service Point is changing.

From **Monday 4 August**, customers will be able to:

- access pay, report and request services through a **dedicated direct phone line** in the library to a service specialist team
- arrange **appointments on request** for registration (births, deaths, marriages) or general council services
- buy Citylink **bus tickets from library staff**
- receive advice and **signposting from library staff**.

### Why is the change needed?

Since 2019, there has been a fall in customers using the service point in Dornoch by over 50%:

- On average, there are now only 17 pay, report or request transactions per week.
- 90% of all births and deaths are now done by choice over the telephone rather than in the office.

The service therefore needs to be delivered in a different way.

### When will the change take place?

From **Monday 4th August** the new ways of working will begin.

This means that services will be available during library opening times.

The freephone facility to access Pay, Report and Request transactions will be available during office opening hours (Monday to Friday 9-5).

Services will be delivered in partnership with High Life Highland.

## **Will I still be able to purchase CityLink bus Tickets?**

Yes, our High Life Highland colleagues will take over the agency provision.

## **Will I be able to see someone in person?**

Yes, in person appointments can be requested via our Golspie office where a member of staff will attend in Dornoch for a pre-agreed appointment.

## **How do I Register and Birth or Death?**

Appointments will be made as they currently are via our registration offices. People will continue to have a choice whether they wish to do this in person or over the telephone.

Telephone: 01862 810594 or 01408 635218

Email: [sutherland.registrars@highland.gov.uk](mailto:sutherland.registrars@highland.gov.uk)

For any other queries please contact: [sutherland.servicepoint@highland.gov.uk](mailto:sutherland.servicepoint@highland.gov.uk)

