



EIR Ref: 2018-007

16th March 2018

REQUEST UNDER ENVIRONMENTAL INFORMATION (SCOTLAND) REGULATIONS 2004

I refer to your request for information, received by email on 16th February 2018. The information you have requested is environmental information, as defined in Regulation 2 of the Environmental Information (Scotland) Regulations 2004 (EIRs). The Park Authority has an obligation to deal with your request under the EIRs and an option to also deal with your request under the Freedom of Information (Scotland) Act 2002 (FOISA), unless the public interest lies in dealing with your request solely under the EIRs. We consider that the public interest in dealing with your request solely under the EIRs outweighs the public interest in also dealing with your request under FOISA, on the basis that the public interest is not served by duplicating consideration of your request under both regimes. We have therefore applied the exemption in section 39(2) of FOISA and dealt with your request under the EIRs alone.

Your specific requests and the response from the National Park Authority are provided below.

“Please provide the following information in relation to Loch Lomond & The Trossachs National Park Camping Management Byelaws 2017- camping in 2017 season

How many complaints were made to the LLNPA about anti social behaviour at each of the camp sites / permit areas during 2017 season?”

The Park Authority recorded thirteen reports of anti-social behaviour during the 2017 season, from 1st March to 30th September. These matters were recorded by the Visitor Management team and dealt with as first-time requests for a service, rather than being processed as formal complaints.

Formal complaints in relation to campsites and permit areas, which were received after the event, were processed as either frontline complaints or complaint investigations under the Park Authority’s formal complaints procedure, which can be found on our website:

<http://www.lochlomond-trossachs.org/park-authority/how-to-make-a-complaint/>

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34’24”W Lat: 56°00’12”N
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Details of these complaints have been released previously and can be found on the disclosure log on our website: <http://www.lochlomond-trossachs.org/park-authority/how-to-make-a-complaint/>
<http://www.lochlomond-trossachs.org/rr-content/uploads/2016/07/Byelaw-complaints.pdf>

I can therefore advise under R6(1)(b) of the EIRs that this information is already publically available and easily accessible.

“What was done to resolve the each complaint (a) at the time of the complaint (b) afterwards?”

Some issues were addressed by our Rangers at the time they were reported, or if necessary by the police, depending on the nature of the incident. When visitors contacted the Park Authority to complain about anti-social behaviour after returning home, we responded to apologise and to thank them for raising the issue with us.

All information and feedback received from visitors, including reports of antisocial behaviour was, and continues to be reviewed to help us make improvements. We have also revised communication on our website, and at the time of taking permit and campsite bookings, so that visitors are aware of our expectations with regards to their behaviour when on site.

There may be other cases of anti-social behaviour that were reported directly to Police Scotland. The Park Authority does not hold any information about cases dealt with by the police. Accordingly I have to advise under Regulation 10(4)(a) of the EIRs that this information is not held.

What is the LLNPA process for dealing with such complaints? How are incidents escalated to ensure that serious issues can be resolved timeously?

Reports of anti-social behaviour are followed up by Rangers at the time where possible, or reported to the police if necessary. Visitors can also contact Police Scotland using the non-emergency 101 number. Serious incidents should always be reported to the police.

Complaints of anti-social behaviour received after the event, were processed in accordance with our complaints process, and received a response, within five working days for frontline complaints, and within twenty working days for complaint investigations.

Does the LLNPA have a 24 hour phone line to deal with such situations?

No

How did this information feed into the annual review of the Season?

A wide range of information, including reports of anti social behaviour, was examined and used to inform the first annual review of the implementation of the new camping management byelaws.

Details are set out in the Executive Summary of the Your Park Annual Update, which can be accessed on our website: http://www.lochlomond-trossachs.org/rr-content/uploads/2017/01/Board_20171211_Agenda6_Appendix-1-Your-Park-Annual-Update-4.pdf

What specific mention has been made about complaints about anti-social / aggressive behaviour in the Annual Review?

See page 20 of the Your Park Annual Update.

What changes have been made to address these concerns during 2017 and for 2018 season?

We have created a page on our website: <http://www.lochlomond-trossachs.org/things-to->

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[do/camping/you-said-we-did/](#)

This page on our website sets out a range of issues that were highlighted by visitors during the first season of the new camping management byelaws. We have looked at the issues raised and we are taking action to address them.

Why is there no mention of such issues within the draft Annual Review for 2017?

Issues of antisocial behaviour have been included in the Your Park Annual Update, as stated above.

Yours sincerely

Governance & Legal Team
Loch Lomond & The Trossachs National Park Authority

Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

Governance & Legal Team
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner

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