

EIR Ref:2017/060

3<sup>rd</sup> August 2017

## **REQUEST UNDER ENVIRONMENTAL INFORMATION (SCOTLAND) REGULATIONS 2004**

I refer to your request for information, received by email on 8<sup>th</sup> July 2017.

We have applied the exemption under Section 39(2) of the Freedom of Information (Scotland) Act 2002 as we have determined that the information sought in your request is environmental information. We are therefore handling your request under the terms of the Environmental Information (Scotland) Regulations 2004 (EIRs). In this case the public interest in maintaining this exemption and in dealing with the request in line with the requirements of the EIRs outweighs any public interest in disclosing the information under FOISA.

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

### **1. "Full details and a list of all problems relating to the failure to supply water from the stream via the sterilisation plant provided at Loch Chon."**

The problems that have occurred and that relate to the partial failure of the water supply are still under investigation. The main issues so far established are that the contracted design team miscalculated the incoming water flow rates and the levels provided across the site, which subsequently had an effect on incoming flow pressures to the filtration unit. With the increase in demand from the number of facilities offered, it was found that the filtration unit procured could not provide sufficient levels of potable water at peak times, and as such the filtration holding tanks were running dry and subsequently damaging the filters.

The potable water connections were removed from the system along with various other changes to allow water to reach the WC's and wash hand basins.

Vandalism at the site has further compounded the issues with the water supply.

### **2. "Information as to the nature of the vandalism that resulted in the police report , and specifically how this has prevented the operation of the sterilization plant and effective water supply as of 1st March 2017."**

The Park Authority holds some information on the nature of the vandalism and its impact, but as this matter is still under investigation by Police Scotland I have to advise you that under S 10(5)(b) that this information is not being released as it is considered that the release of this information could potentially harm the course of justice by adversely

#### **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  
t: 01389 722600 f: 01389 722633 e: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org) w: [lochlomond-trossachs.org](http://lochlomond-trossachs.org)

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affecting the work of Police Scotland in conducting a criminal inquiry.

The public interest in the release of this information has been considered. It has been concluded that there is a greater public interest in achieving a successful prosecution for this offence by withholding this information than there is in releasing it.

**Can you confirm if the water being supplied to the toilet blocks for flushing and hand washing is untreated stream water.**

The water being supplied to the toilet blocks for flushing and hand washing is not untreated stream water; it is treated or rather filtered water. The incoming stream water goes through a filtration process within the existing currently modified filtration unit. It is only the final filtration processes, including a final blast with a UV filter, which is not operational (and which under normal conditions would provide the potable water to the faucets).

It should be noted that when the potable water for drinking and dishwashing has been unavailable drinking water in bottles has been provided to guests at all times.

**3. Please confirm the actions you intend to take regarding the reported issues with the lack of pressure due to position of the water intake port at the required elevation above the sterilisation plant.**

We do not yet have an agreed set of actions with regard to issues around lack of water pressure, therefore I have to advise you under S 10(4)(a) of the Regulations that this information is not held.

**Details of what the National Park Authority intend to do to correct these issues together with a time scale for providing an Effective water supply."**

We do not yet have an agreed strategy for correction of these issues, therefore I have to advise you under S 10(4)(a) of the Regulations that this information is not held. In terms of timescale it is hoped to have the water system fully tested and fully operational during autumn 2017.

By way of advice and assistance we can say that our strategy for correcting issues with the water supply is likely to involve remedial works and will include the sterilisation, chlorination and water quality testing of the entire system. These tests will be carried out by a contractor and independently monitored.

Yours sincerely,

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

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### Review Procedure

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

- Lodge a written request for a review 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 Environmental Information (Scotland) Regulations 2004, whichever is the later.
- Include your name, address for correspondence, a description of the original request, and the reasons why you are dissatisfied; and

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](mailto:info@lochlomond-trossachs.org)

Please note that links provided to information available elsewhere are intended to assist you. Requests for information held by other public authorities, and any complaints regarding access to such information should be addressed to that authority. These review procedures relate only to information which is directly under the control of Loch Lomond & The Trossachs National Park Authority.

The review of your request 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 Environmental Information (Scotland) Regulations 2004, at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Tel: 01344 464 610  
Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
Online appeal portal: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

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