



EIR Ref: 2017/035

12th May 2017

REQUEST UNDER ENVIRONMENTAL INFORMATION (SCOTLAND) REGULATIONS 2004

I refer to your request for information, received by email on 29th March 2017, and clarification, received on 12th April 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 requests and the response from the National Park Authority are provided below.

Please could you confirm whether or not in the view of the LTNPA the Loch Chon campsite was complete and ready for use on 1st March? I believe it was not ready and therefore that the promise the Park made to the Scottish Government that 300 new places would be available from 1st March was not met.

This is not a request for recorded information. In order to comply with our duty to advise and assist in compliance with Regulation 9 of the EIRs, please refer to our blog post on our website at: <http://www.lochlomond-trossachs.org/park-authority/blog/your-park-blog-one-month-in/>

This post provides information about the situation at the new Loch Chon campsite at the beginning of March, with an acknowledgement that while there were some initial teething problems, these were immediately addressed to ensure the provision of water and toilets at the campsite.

In respect of this question could you confirm

a) what works on the campsite were outstanding on 1st March

The works that were outstanding at the campsite at 1st March were as follows:

1. The final electrical connection had not been made, however a generator was in place supplying power across all outlets.
2. The water filtration unit was not fully operational and commissioned as a result of a

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 w: lochlomond-trossachs.org

Printed on paper sourced from certified sustainable forests

number of issues, including water pressure issues, water supply issues and suspected vandalism. However toileting was provided via a welfare unit positioned on the site (via the contractor). This provided a wc, whb, hot and cold running water and a clothes drying area.

3. All pitches had been formed and could be camped upon. Snagging work was ongoing and work continues to ensure the completion of all outstanding issues.
4. Final scraping of entrance track was required, this was an ongoing issue due to the movement of plant and equipment.
5. Additional logs were to be positioned and secured around car parking areas, this was not part of the scheme.
6. The area where the generator was sitting was to be concreted and formed into a "bin storage area", this work could not be carried out until the generator had been uplifted and was never part of the original design.
7. It should be noted that bottled water was available and provided to all campers when potable water was not available.

b) whether the Park had undertaken any health and safety assessment about the lack of running water in the toilets before advertising the campsite as being available to the public and

There has been no lack of running water in the toilets at this campsite, therefore there has been no health and safety assessment undertaken. Accordingly, the National Park Authority does not hold any information in relation to a health and safety assessment relative to this campsite and the exception under Regulation 10(4)(a) of the EIRs has been applied in respect this element of your request.

c) whether the view of the LLTNPA is that where a formal campsite like Loch Chon has no running water it should be allowed to continue to operate and advertise availability of places to the public?

This is not a request for recorded information. In order to comply with our duty to advise and assist in compliance with Regulation 9 of the EIRs we can advise there are plans to ensure that there is always toilet water. Where there was an issue with no drinking water, our website was updated to highlight this.

In terms of permit areas please could you confirm which permit areas, in the view of the LLTNPA, were fit for use on 1st March and how many camping places were available in each and

The permit areas and camping places that were available for use on 1st March 2017 are in the attached table.

a) provide me with all information the Park holds on the ground conditions of the areas allocated for camping permits on 1st March

The Park Authority does not hold any information on the ground conditions of the areas allocated for camping permits on 1st March. Accordingly, the exception under Regulation 10(4)(a) of the EIRs has been applied in respect this element of your request.

b) provide information on what systems the Park has put in place to show whether permit areas are actually useable before advertising them.

Ranger staff, volunteers and partner organisations look at permit areas when they are out on the ground. Any concerns are fed back centrally to the project team for prioritisation and action.

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 w: lochlomond-trossachs.org

Printed on paper sourced from certified sustainable forests

c) provide information on what arrangements the Park has put in place to re-imburse people who buy a permit and then discover it is impossible to find a place to pitch a tent within a defined permit area because of ground conditions

The terms and conditions of permits state that visitors should bring any problems experienced during their visit to the attention of the Park Authority or Operator at the time to ensure that the Park Authority or Operator has an opportunity to rectify the problem during their stay. Our staff on the ground will take every measure possible to find a solution for the visitor, which may include offering alternative suitable locations for camping.

- The terms and conditions also state:
 - o **Cancellation/ Non-Arrival/ Refunds**
Bookings may be cancelled by the Guest without charge up to four weeks prior to the start of the intended stay. No refunds will be given for Bookings with a value of less than £7. No refunds will be given for Guests who fail to turn up for their Booking.
 - o **Change of Booking Details**
Bookings may be amended once, without charge, up to two weeks in advance of the original date of stay, subject to availability. This can be done by emailing campingbookings@lochlomond-trossachs.org or calling 01389 722001.

d) provide me with all correspondence between the LLTNPA and Forestry commission and any other information the Park holds regarding the permit areas on Forest Drive

Your clarification of this request stated:

“provide me with all correspondence between the LLTNPA and Forestry commission and any other information the Park holds regarding the development and selection of permit areas on Forest Drive”.

Following your clarification of this part of your request, we can advise that contrary to your suggestion that only one manager would have been responsible for the correspondence between the Park Authority and Forestry Commission Scotland regarding the permit areas on Forest Drive, the Park Authority has identified seven members of staff who are likely to have sent or received relevant correspondence.

Initial searches have been undertaken of our electronic filing systems which identified 3,151 documents that may be relevant to your request. A search was also completed of the mailbox of one member of staff which identified 61 emails that may be relevant. It is anticipated that there may be at least the same number of emails again in the mailboxes of the other staff who are likely to have been in correspondence with Forestry Commission Scotland in relation to the permit areas on Forest Drive.

A sample analysis was made of the first 10 files identified and the first 10 emails identified. Based on this initial sample it has been calculated that the time required to assess all files and emails will amount to eleven and a half hours of work.

We therefore have to advise that in order to fulfil this request it will be necessary for us to issue you with a fees notice that you would be required to pay before this work can be undertaken. Details of our fees are published on pages two and three of our publication scheme, available on our website at: <http://www.lochlomond-trossachs.org/rr-content/uploads/2016/09/Guide-to-Information-.pdf>

In order to comply with our requirement to offer advice and assistance under R9 of the EIRs, and having already sought clarification of your request, we would further recommend that should you be prepared to further clarify and / or refine the terms of your request in order to assist the Park

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 w: lochlomond-trossachs.org

Printed on paper sourced from certified sustainable forests

Authority to undertake a more targeted search of its systems for the relevant requested information. By way of example, if, in response to this part of your request, you would be content to accept all relevant correspondence in relation to permits at Forest Drive for the past year as well as finalised agreements between the Park Authority and Forestry Commission Scotland on this subject, we would be able to process this part of your request.

Otherwise, the Park Authority considers that this part of your request in its current form is formulated in too general a manner. Accordingly, the Park Authority considers that it is entitled to apply the exception under Regulation 10(4)(c) of the EIRs to this part of your request.

In addition, because of the volume of information identified as being covered by this part of your request in its current form, the Park Authority considers that it would be manifestly unreasonable for the Park Authority to process this part of your request. Accordingly, the Park Authority considers that it is entitled to apply the exception under Regulation 10(4)(b) of the EIRs to this part of your request.

In applying each of the above exceptions, the Park Authority has considered whether the public interest in making the information available in response to your request is outweighed by that in maintaining each such exception. It has been concluded that in its current form, the impact which dealing with your request would have upon limited staff resources would prevent staff from discharging other key public functions required by the Park Authority as a public authority.

Accordingly, the Park Authority has concluded that the public interest in maintaining each of the above exceptions outweighs the public interest in making the information available in response to your request.

Should you wish to pursue your request in its current form, a fees notice will be issued for this work which you will be required to pay within 60 working days.

Should you agree to further clarify and / or refine the scope of your request as we have suggested, this work will be undertaken and a further response will be issued within 20 working days of your having notified us that you agree to further clarify and / or refine your request.

Yours sincerely

Governance & Legal Team
Loch Lomond & The Trossachs National Park Authority
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 Long: 4°34'24"W Lat: 56°00'12"N
t: 01389 722600 f: 01389 722633 e: info@lochlomond-trossachs.org w: lochlomond-trossachs.org

Printed on paper sourced from certified sustainable forests

Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: 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
E-mail: enquiries@itspublicknowledge.info
Online appeal portal: www.itspublicknowledge.info/Appeal

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 w: lochlomond-trossachs.org

Printed on paper sourced from certified sustainable forests

YOUR PARK - CAMPING PROVISION NO's 2017 SEASON			
ZONE	Name	Start of season - No. of places for tents	Start of season - No. of places for motorhomes
PERMIT AREAS			
WLL	Coilessan An Caol-Easan	6	0
WLL	Tarbet Isle Eilean an Tairbeirt	5	1
WLL	Suie field An Suidhe	4	0
WLL	Culag (beach) Cùileag	4	0
WLL	Tarbet An Tairbeart	0	3
ELL	Lochan Maoil Dhuinne Lochan na Maoil Dhuinne	5	0
Trossachs	Loch Ard Loch na h-Àirde	6	0
Trossachs	Loch Earn North Shore A Cladach a Tuath Loch Èire A (Previoulsy Horse Shoe Layby)	4	0
Trossachs	Loch Earn North Shore B Cladach a Tuath Loch Èire B (Previoulsy Boundary Layby)	4	1
Trossachs	Loch Earn North Shore C Cladach a Tuath Loch Èire C (Previoulsy Derry Layby)	5	0
Trossachs	Loch Earn North Shore D Cladach a Tuath Loch Èire D (Previously Long Lay By)	20	4
Trossachs	Loch Venachar North Shore A Cladach a Tuath Loch Bheannachair A	6	0

Trossachs	Loch Venachar North Shore B Cladach a Tuath Loch Bheannachair B	5	0
Trossachs	Loch Venachar North Shore C Cladach a Tuath Loch Bheannachair C	6	0
Trossachs	Inverlochlarig Inbhir Lòch Làirig	0	3
Trossachs	Bochastle Both Chaisteil	0	2
Trossachs	Little Druim Wood Coille an Droma Bhig	0	2
Trossachs	Lendrick Hill Cnoc Lanraig	0	2
Trossachs	Loch Venachar South Shore Cladach a Deas Loch Bheannachair	4	0
Trossachs	Loch Achray South Loch Àth a' Chrathaidh a Deas	4	0
Trossachs	Falls of Leny Eas Lànaidh	4	0
Trossachs	Balquhidder Glen Gleann Bhoth Chuidir	8	0
PERMIT AREAS WITH SERVICES			
WLL	Inveruglas Inbhir Dhubhghlais	5	4
WLL	Firkin Point A Rubha Firkin A	3	0
WLL	Firkin Point B Rubha Firkin B	2	0
WLL	Firkin Point C Rubha Firkin C	1	0
WLL	Firkin Point Motorhomes	0	3
WLL	Firkin Point D Rubha Firkin D	9	0

Trossachs	Loch Earn South Shore A Cladach a Deas Loch Èire A	7	0
Trossachs	Loch Earn South Shore B Cladach a Deas Loch Èire B	30	0
Trossachs	Three Lochs Forest Drive B Slighe Coille nan Tri Lochan B	3	1
Trossachs	Three Lochs Forest Drive C Slighe Coille nan Tri Lochan C (previously 0)	2	0
Trossachs	Three Lochs Forest Drive D Slighe Coille nan Tri Lochan D	2	0
Trossachs	Three Lochs Forest Drive E Slighe Coille nan Tri Lochan E (previously F)	4	0
Trossachs	Three Lochs Forest Drive F Slighe Coille nan Tri Lochan F (previously G)	10	0
Trossachs	Three Lochs Forest Drive G Slighe Coille nan Tri Lochan G (previously H)	1	0
Trossachs	Three Lochs Forest Drive H Slighe Coille nan Tri Lochan H (previously P)	2	0
Trossachs	Three Lochs Forest Drive I Slighe Coille nan Tri Lochan I (previously J)	9	0
Trossachs	Three Lochs Forest Drive J Slighe Coille nan Tri Lochan J (previously K)	4	0
Trossachs	Three Lochs Forest Drive K Slighe Coille nan Tri Lochan K (previously L)	14	1
Trossachs	Three Lochs Forest Drive L Slighe Coille nan Tri Lochan L (previously M)	9	1

Trossachs	Three Lochs Forest Drive M Slighe Coille nan Tri Lochan M (previously N)	2	0
Trossachs	Three Lochs Forest Drive N	0	1
CAMPSITES			
ELL	Sallochy	30	0
ELL	Rowardennan SYHA	8	0
Trossachs	Loch Chon	26	0
Trossachs	Loch Lubnaig	9	2
TOTAL NO.S camp/motorhome		292	31
OVERALL TOTAL		323	