

Revised Annual Operational Plan 2020/21 and June 2020 Progress Report

Complete	On Track	Behind Schedule	At Risk	Cancelled/ Postponed	On hold due to COVID-19	Cancelled due to COVID-19
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Bold items = item from original 2020/21 plan that is considered a COVID-19 recovery priority

AOP Activity	AOP Deliverable	YTD progress	Rating
1. Taking and inspiring action to address the global climate emergency and nature crisis			
1.1 We will maximise our role and action in the climate and nature emergencies.	Create a Mission Zero Route Map for our own activity and that within the National Park	Work continues to focus on gathering of data and setting of overarching values and principles to inform the creation of targets and actions to move us towards Net Zero. Identify what climate benefits from COVID19 remote working and reduced travel can be retained.	Recovery Priority On track
	Develop a system to prioritise and record activity based on climate impact	Climate Impact footprinting tool trialled within Project Prioritisation for 20/21. Ongoing data collection system to be reviewed in Q2	On track
	Seek opportunities to actively participate in the UN's COP26 in Glasgow and use the event to showcase our work	Planning for the now delayed event is continuing and we are active members of the relevant groups. Ready to action when plans are revisited post Covid-19.	On hold due to COVID-19

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1.2 We will support our communities, land managers and businesses in the transition to zero carbon.	Deliver the National Park Grant schemes to assist our communities and land managers to deliver local actions that help address the global climate emergency and nature crisis	Getting ready to launch the grant schemes in mid-June.	On track
	Support community organisations to increase momentum in community led partnerships or programmes, including seeking access to wider regional funding or capacity opportunities.	Funding has been provided to the Community Partnership, which has been undertaking a range of work to support communities. Support and advice has been provided to a regional climate change project funding bid being led by Forth Environment Link.	On track
1.3 To support habitat management and improvement, we will work with partners to better manage land for climate and nature within the National Park.	Provide advice and support to landowners, partners and communities to establish new woodlands, and tackle invasive non-native species	A number of Wild Park delivery actions are in preparation and many are ready to go as soon as COVID-19 allows us and partners to progress. To date, confident that work will proceed this financial year.	On track
	Deliver peatland restoration projects. Develop a programme approach to increase the scale of project delivery in line with Scottish Government ambitions	Ready to start setting up contracts for delivering once funding is allocated by Scottish Government. Using COVID19 interruption in delivery to identify a portfolio of projects.	Recovery Priority On track
	Complete the Strathard Framework project which will pilot an approach to local development planning that also integrates land use planning	Engagement progressing to get the Framework produced this financial year.	Recovery Priority On track

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2. Enhancing our visitor experience, volunteering, and active living opportunities			
2.1 We will continue to promote ways to get active in the outdoors.	Finalise our 'Active Park, Healthy People' plan	June timeline delayed so that the new plan can fully absorb COVID-19 implications.	On hold due to COVID-19
	Progress key aspects of our Active Park, Healthy People plan such as developing new health projects.	Discussions starting with key partners to reassess priorities in light of COVID-19 impacts and opportunities.	On hold due to COVID-19
	Support the delivery of Go Swim Loch Lomond in summer 2020, increasing participation from last year.	Highly dependent on COVID-19 restrictions. Final decision on <i>Go Swim</i> delivery to be made by 30 June. Staff and participant welfare is the priority to ensure event runs safely and smoothly.	At Risk
	Explore new opportunities to promote outdoor swimming and water safety throughout the National Park	Water safety programme 2020 set up; WDC support towards outdoor swimming promotion in place. All postponed.	On hold due to COVID-19
2.2 We will celebrate and leverage national themes and campaigns such as Scotland's Year of Coasts and Waters, and the West Highland Way's 40th Anniversary.	Create and deliver a programme of events and campaigns for the Year of Coasts and Waters	Programme set up but launch cancelled. Awaiting Scottish Government / Visit Scotland guidelines on events to determine if revised small scale activities in winter-spring 2021 would be viable.	On hold due to COVID-19
	Work with partners on bringing investment for the future sustainability of the West Highland Way	Unable to deliver income activity according to agreed schedule due to COVID-19. Plans being revised towards Q3 & Q4. Discussions started with SNH on significant capital investment into route infrastructure.	Behind Schedule

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<p>2.3 We will continue to develop and deliver volunteer, education and outreach opportunities, to ensure people from a wide range of backgrounds are enjoying, valuing and helping to manage the National Park.</p>	<p>Embed climate change and nature crisis education in all of our outdoor learning activities</p>	<p>Resources being reviewed, with a focus on supporting learning remotely in the first half of the year. Lochdown learning resources as priority within COVID-19 environment.</p>	<p>On Track</p>
	<p>Continue to support our Junior Ranger, Youth Committee, educational travel grant and volunteer programmes</p>	<p>Some areas of work (Volunteering / Outreach / direct delivery of Education) are all currently on hold due to constraints of Covid-19. However where possible, support and ideas for action are being provided remotely, through basecamp/ CERVIS and emails to groups.</p>	<p>On hold due to COVID-19</p>
	<p>Partnership delivery of over 1800 John Muir Awards</p>	<p>We have revised our expected target to 1000 Awards. This target will need to be reviewed once we learn more about the recovery plan. We have focussed our activity on resources to support home learning and family JMA activity.</p>	<p>On track for revised target</p>
<p>2.4 We will support the delivery of the Callander's Landscape Partnership to improve the natural and cultural heritage of the area</p>	<p>Progress and complete projects under each of the four themes: Restore, Explore, Heritage, and Engage</p>	<p>COVID-19 has meant delay to some projects including construction projects and those where partner bodies have reduced capacity. Other projects continuing to progress alongside construction preparatory work and discussions with funders.</p>	<p>Recovery Priority Behind schedule</p>

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3. Addressing the changing challenges posed by substantial visitor numbers			
3.1 We will complete a Visitor Survey to identify visitor types, behaviour, and tourism market trends	Complete a Visitor Survey that informs our efforts to work with partners to provide services that enable visitors to enjoy the National Park in a responsible and sustainable way	Fieldwork ceased in March six weeks before end of 12-month survey. Consultants currently reviewing data for analysis to determine how comparisons can be achieved with previous findings. Report draft end June.	On track
3.2 We will continue to develop effective approaches to the sustainable management of visitor pressures in the National Park with a focus on traffic management	Work with partners and communities in the East Loch Lomond Visitor Management Group to sustainably reduce visitor pressures along the route from Drymen to Rowardennan, with a view to public transport provision and litter reduction	Initial group was formed with a primary focus on seeking solutions for short-term traffic management measures to reduce visitor pressures in 2020. Elements of this work will be integrated into the COVID-19 reopening planning.	Recovery Priority Behind Schedule
3.3 We will continue to deliver commitments within the Camping Development Framework	Assess the barriers to camping for people with disabilities	Resourcing of this work is being reviewed due to COVID-19. The project can be reassessed with the potential for some research and early engagement elements able to be progressed.	Behind schedule
	Work with partners to increase low cost camping and motorhome facility provision at gateways to the National Park including West Loch Lomond and Callander	Relevant partner focus is concentrated on COVID-19 recovery planning. The potential for an increased 'staycation' market does however mean that planning elements of this work can progress and be reframed to the COVID-19 recovery.	On hold due to COVID-19

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3.4 We will work with partners on litter and waste prevention to minimise the environmental impact of litter and waste and improve the experience of those visiting, working in, and living in the National Park	Establish a National Park wide litter prevention steering group	The original litter prevention steering group scheduled for 26 th March had to be cancelled due to covid-19 limitations. Capacity for the steering group will be reassessed following the Park's reopening and progress this year will be dependent on the pressures associated with exiting lockdown.	On hold due to COVID-19
	Work with partners to develop and test litter prevention initiatives	The capacity to carry out litter prevention initiatives within this year will depend significantly on the COVID-19 reopening timeframe and the pressures associated with people exiting lockdown.	On hold due to COVID-19
4. Continual improvement in delivering our core functions, including how we plan and use our resources, and meet our statutory requirements and duties			
4.1 We will support place making at regional and local community level	Undertake preparatory work (monitoring, evidence gathering, early engagement / training) to support the next Local Development Plan.	The programme for this work is being prepared, with annual monitoring continuing.	On track
	Explore opportunities from the Government's focus on regional approaches to strategy, policy and delivery.	Work is progressing to consider the issues and opportunities for the Park's Regional Spatial Strategy, required by the 2019 Planning Act.	Recovery Priority On track
	Support communities in developing Community Place Plans	Updated approach to be shared with communities during late May and June.	On track

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4.2 We will implement changes introduced by the Planning Scotland (Act) 2019	Review our internal processes to ensure they are compliant with the new legislation and identify any new opportunities the new legislation presents.	While there has been some delay and change in the Government's implementation schedule, internal work required so far has been undertaken.	On track
4.3 We will identify ways to supplement our core funding to help sustain and improve the services we deliver	Implement car park charging at some additional sites	Identification of preferred payment system made an initial negotiations had begun with a supplier. The COVID-19 reopening timeframe mean that this cannot progress currently and will need to be reassessed.	On hold due to COVID-19
	Review our existing charges for services to determine whether they remain appropriate	This work is currently unresourced and deprioritised in light of COVID-19.	On hold due to COVID-19
	Continue to explore opportunities to lever in external funding to help deliver our priorities	We continue to work with external funding partners on a number of ongoing projects. However, the extent to which we are doing this is behind what we would normally be able to progress.	Recovery Priority Behind schedule
4.4 We will continue to address Health and Safety risks to our staff and the public	Improve our internal processes and policies	We have produced new fire safety and driving policies. We are developing operational Health and Safety policies and risk assessments to ensure safe working conditions responding to COVID-19 risks.	Recovery Priority On track
4.5 We will look at further improvements to the effectiveness of our corporate services.	Develop a strategy for cloud-based IT services	Background research into public cloud platforms has begun. There is a need for greater functionality to assist increased remote working resulting from COVID19	Recovery Priority On track

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	Review our procurement processes to improve sustainability and ensure they remain efficient and robust overall	Resource currently reallocated and item deprioritised in light of COVID-19.	On hold due to COVID-19
5. Delivering and Facilitating a Safe Recovery and Reopening of the National Park (All Activities are Recovery Priorities)			
5.1 We will develop a phased reopening of National Park Authority visitor sites and facilities which ensures the health of communities, visitors and staff is protected.	Create and implement a phased reopening plan for National Park Authority facilities which aligns with the Scottish Government COVID19 Route Map and implementation of its relaxations.	An initial phasing plan has been developed and presented to the Executive	On track
	Create a safe deployment plan for the Ranger Service and Land Operations Team	Under Development	On track
	Assess and implement any necessary safety measures and associated infrastructure are required before facilities can be opened, including toilets, camp sites and the Duncan Mills Memorial Slipway.	Underway	On track
5.2 We will work with and co-ordinate other public bodies, NGOs, communities, businesses and landowners and work with national bodies to work towards a saferecovery.	We will establish a National Park Safe Recovery Action Group with our partners to co-ordinate facilities reopening, traffic management, visitor management (including enforcement) and communications to visitors and communities	The Group is meeting at least weekly and has a number of operational groups covering communications co-ordination as well as weekend deployment and intelligence gathering.	On track

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	<p>Ensure regular communications with National Park community organisations both directly and working collaboratively with the Community Partnership.</p>	<p>Regular updates provided in Community Partnership twice weekly newsletters. Mailchimp message from CEO at key points of change. One video conference held attended by 17 community organisations. Second one planned</p>	<p>On track</p>
<p>5.3 We will work with business, agencies, local authorities, communities and other partners towards the recovery of our visitor economy.</p>	<p>Facilitate regular meetings of the National Park Destination Group to ensure awareness of issues facing tourism businesses, communicate these to Scottish Government and identify future actions.</p>	<p>Destination Group meeting at least fortnightly and as required. Three meetings with Cabinet Secretary Fergus Ewing MSP to convey issues and influence support programmes. Communication of reopening plans and feedback discussions.</p>	<p>On track</p>
<p>5.4 We will ensure the continuity of our planning service to determine applications and provide advice to assist applicants as they seek to adapt to new operating guidance that supports safe re-opening in line with the Government's Route Map.</p>	<p>Availability of responsive planning advice and the delivery of timeous planning decisions to support applicants who are adapting to and investing in recovery.</p>	<p>Two virtual meetings of the Planning and Access Committees successfully help.</p> <p>Planning case handling processes delivered through home working.</p> <p>Monitoring the implications of social distancing guidance for relevant sectors to identify where physical adaptations may need planning consents</p>	<p>On track</p>

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<p>5.5 We will engage with and advise a range of national organisations and groups to help develop policies, guidance and support as Scotland moves through the four phases of the National Route Map and develops a green recovery.</p>	<p>National guidance and support measures respond to the needs of the National Park area</p>	<p>Contributing to STERG sub-group discussing rural tourism and infrastructure issues. Commenting on emerging Government guidance.</p> <p>Contributing to a range of meetings under the Scottish Government Environment and Economy Leadership Group as well as the Scottish Government Greener Communications Group.</p> <p>Contributing to regular meetings of national environmental Non-Government Organisations (RSPB, SWT, NTS, WT, Ramblers Scotland) to ensure alignment on site reopening and communications on outdoor activities</p>	<p>On track</p>