

# Managing Visitor Pressures 2021

STAKEHOLDER INFORMATION PACK



## Who is this information pack for?

The COVID-19 pandemic and associated lockdown brought a significant rise in visitor numbers and associated pressures to the national park in 2020.

With further lockdown restrictions due to ease in spring 2021, it is anticipated that the National Park will again see a similar surge in visitor numbers with people, particularly from Scotland and the UK, seeking opportunities to enjoy the outdoors after an extended period of time at home. Ongoing restrictions on overseas travel and the use of public transport due to COVID-19 will likely lead to increased demand for staycations and reliance on cars and motorhomes.

The National Park is well placed to support people's mental and physical wellbeing post-lockdown and visitors will be welcome and encouraged to enjoy the area responsibly.

However it is also recognised that the volume of visitors, and the irresponsible behaviour of some, will again create pressures.

As valued stakeholders we have provided you with this pack to ensure you have a range of information on our approach to managing visitor pressures and how we can work together.

## What is the National Park Safe Recovery Action Group?

A significant amount of work by a range of partners has gone into preparing for the 2021 visitor season. This work has been driven by the National Park Safe Recovery Action Group (NPSRAG).

This group was established in summer 2020, led by the National Park Authority, to bring together all key partners with a role to play in visitor management in the National Park in order to share information and coordinate actions to help address the issues being experienced.

The group is comprised of Loch Lomond & The Trossachs National Park Authority, Police Scotland, Forestry and Land Scotland, Transport Scotland, West Dunbartonshire Council, Argyll and Bute Council, Stirling Council and Perth and Kinross Council.

Following the 2020 visitor season, the group continued to meet throughout the Winter in order to continue this coordinated approach when planning for the 2021 season.

A Joint Response Visitor Management Plan has been prepared setting out the extensive range of measures and resources being put in place across the National Park this season.

While this plan primarily focused on the upcoming season, it is also recognised not all challenges will be resolved in one year.

Work is ongoing and will continue with all key partners and stakeholders on developing longer term solutions.

# What were the key pressures experienced in 2020?

The main visitor management issues in 2020 were:

- ▶ irresponsible parking and congestion,
- ▶ litter and flytipping,
- ▶ irresponsible camping,
- ▶ fire damage,
- ▶ irresponsible toileting.

A Visitor Management 2020 Season Review report outlining these and the actions taken to address them can be viewed online [here](#).

## 1 Kinlochard

- Traffic congestion
- Irresponsible parking
- Irresponsible toileting

## 2 East Loch Lomond

- Traffic congestion
- Irresponsible parking

## 3 Falls of Falloch

- Irresponsible parking
- Risk of high speed Road Traffic Accident*
- Littering

## 4 Arrochar

- Traffic congestion
- Irresponsible parking
- Risk of high speed Road Traffic Accident*

## 5 Coileasan

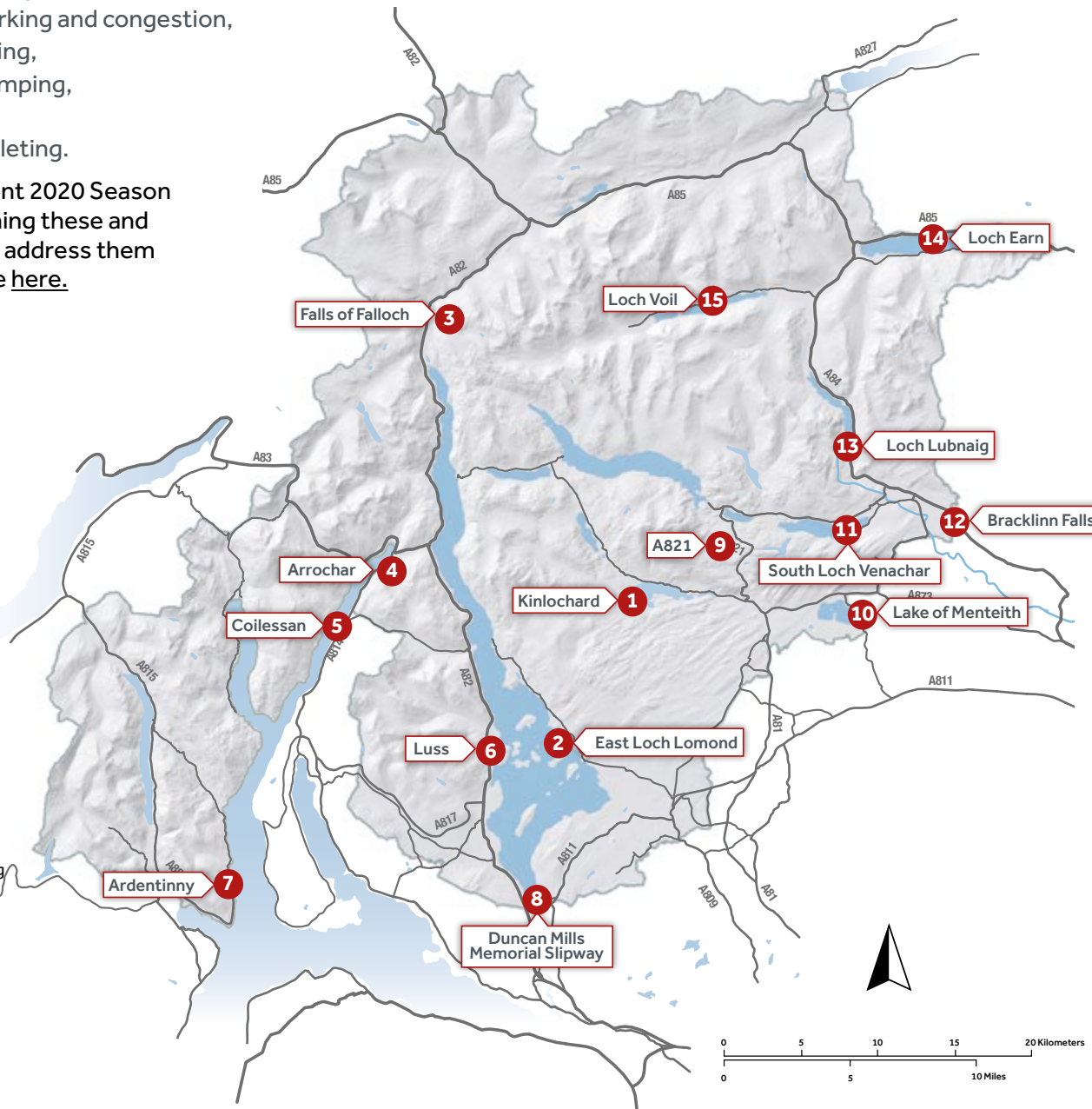
- Antisocial Behaviours associated with camping (permit area closed)

## 6 Luss

- Irresponsible parking
- Inadequate service provision for visitor numbers

## 7 Ardentinny

- Anti-social behaviours associated with camping



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MAP 1: 2020 PRESSURES

## 8 Duncan Mills Memorial Slipway

- Reduced capacity for launching water craft

## 9 A821

- Traffic congestion
- Irresponsible parking

## 10 Lake of Menteith

- Anti-social behaviour associated with camping
- Irresponsible parking

## 11 South Loch Venachar

- Irresponsible parking
- Anti-social behaviour associated with camping
- Irresponsible fire lighting

## 12 Bracklinn Falls

- Traffic congestion
- Irresponsible parking
- Littering

## 13 Loch Lubnaig

- Irresponsible parking
- Risk of high speed Road Traffic Accident*

## 14 Loch Earn

- Traffic congestion (South Loch Earn Road)
- Irresponsible toileting (Permit Areas & opposite St Fillans)
- Irresponsible parking
- Antisocial behaviours associated with camping (Irresponsible fire-lighting, litter, fly-tipping)
- Antisocial behaviour with Personal Water Craft

## 15 Loch Voil

- Irresponsible parking
- Anti-social behaviour associated with camping

# What is being done to manage visitor pressures this year?

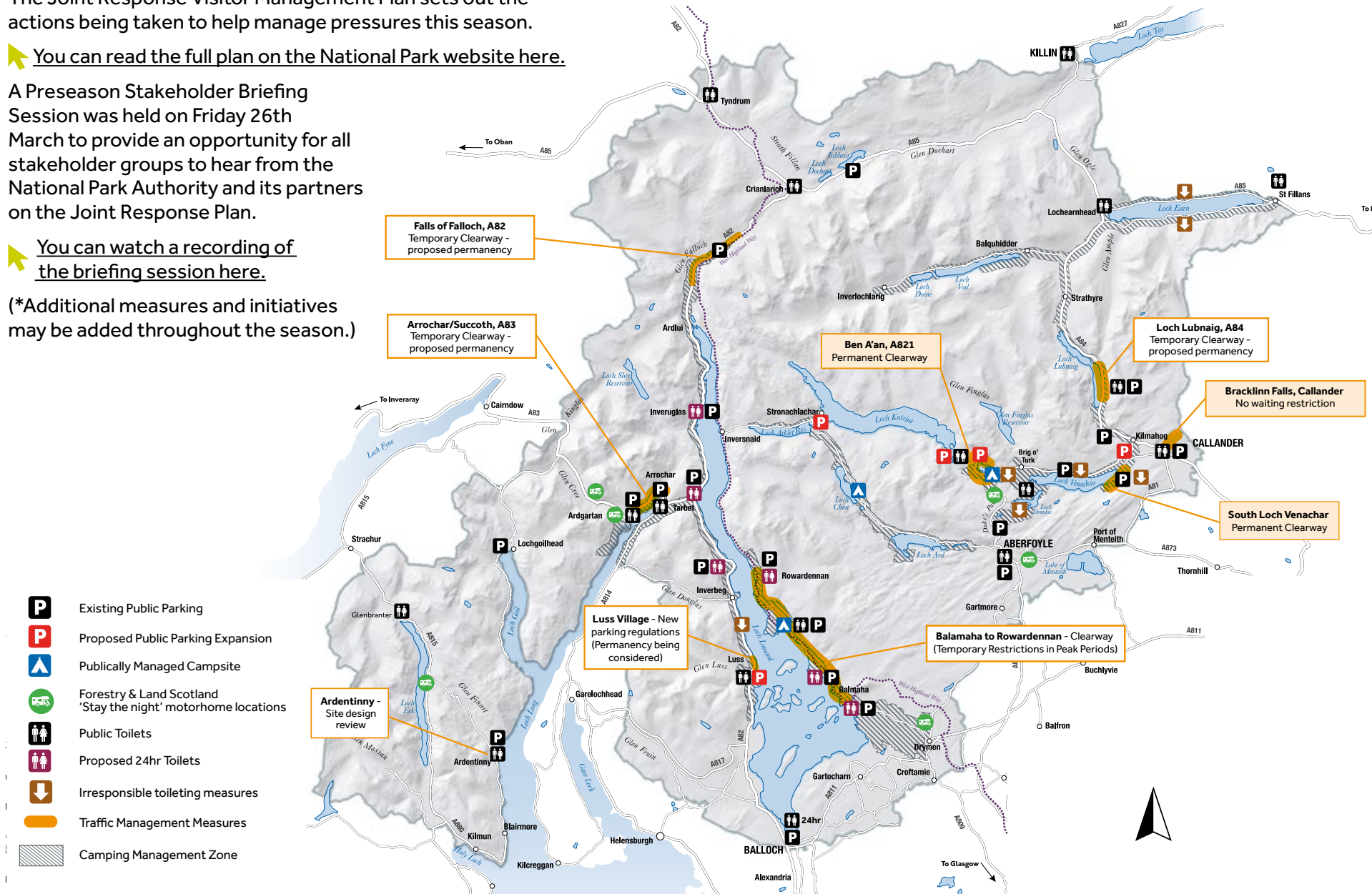
The Joint Response Visitor Management Plan sets out the actions being taken to help manage pressures this season.

➡ You can read the full plan on the National Park website here.

A Preseason Stakeholder Briefing Session was held on Friday 26th March to provide an opportunity for all stakeholder groups to hear from the National Park Authority and its partners on the Joint Response Plan.

➡ You can watch a recording of the briefing session here.

(\*Additional measures and initiatives may be added throughout the season.)



MAP 2: 2021 VISITOR MANAGEMENT MEASURES

## What's happening at national level?

In addition to working in partnership with key local authorities and public bodies within the National Park, a joined up approach to visitor management is being developed nationally.

The National Park Authority, Police Scotland, Forestry and Land Scotland and several other key partners are feeding into this approach which has three workstreams:

Education and Marketing

Investment and Infrastructure

Prevention, Regulation and Reassurance

You can read more about this Scotland-wide activity on the Visit Scotland website at

➤ [Visitor Management: Scotland's Plan & Objectives | VisitScotland.org](#)

Through the Investment and Infrastructure workstream, Loch Lomond & The Trossachs National Park has been identified as one of five strategic visitor management areas in Scotland.

The Scottish Government has also announced funding of £6.2million available across Scotland through the Rural Tourism Infrastructure Fund for 2021.

NatureScot has also launched a second round of its Better Places Green Recovery Fund with £2.75million available to fund additional visitor management activity in "hot spot" locations in Scotland during the 2021 season over and above any service improvements and infrastructure already budgeted for or in place. You can find out more about the fund [here](#)

➤ [Better Places Green Recovery Fund 2 - eligibility and outcomes | NatureScot](#)

Visit Scotland have also launched a national responsible tourism campaign which you can find out more about at

➤ [VisitScotland Launches Responsible Tourism Campaign | VisitScotland Media Centre](#)



## Who do I contact about visitor pressures in the National Park?

Communities and stakeholders can provide information on visitor pressures being experienced across the National Park to us by emailing [feedback@lochlomond-trossachs.org](mailto:feedback@lochlomond-trossachs.org)

The information you provide will be used by the National Park Authority and its partners to plan and adapt our response to visitor management throughout the season, so please be specific about where and what the pressure is so we can adapt appropriately.

**Please note that the feedback inbox should not be used to report emergencies or to lodge a complaint.**

Details of how to report specific activities or make complaints are provided below:

**Criminal, antisocial or dangerous behaviour** – Police Scotland 101 or in an emergency dial 999 - when a life is in danger, a crime is in progress or a suspect is nearby. Please do report these behaviours and incidents to Police Scotland so that they can be recorded.

**Litter and flytipping** – Litter and flytipping (more than a single bin bag) on public land should be reported to the relevant Local Authority using the following links:

- ▶ [West Dunbartonshire Council](#)
- ▶ [Argyll and Bute Council](#)
- ▶ [Stirling Council](#)
- ▶ [Perth and Kinross Council](#)

If you are not sure if the area is public land please report flytipping to Dumb Dumpers at: [Dumb Dumpers - Report flytipping](#) | [Zero Waste Scotland](#)

**Irresponsible or dangerous parking** – This should be reported to the relevant local authority or if the parking is dangerous and causing an obstruction to Police Scotland on 101.

**Irresponsible camping/toileting and access issues** – National Park Authority 01389 722600 or [feedback@lochlomond-trossachs.org](mailto:feedback@lochlomond-trossachs.org)

**Dangerous or wild fires** – Scottish Fire and Rescue dial 999

## Making a complaint

If you wish to make a complaint about the National Park Authority please follow the complaints procedure outlined on our '[how to make a complaint](#)' webpage. Complaints can be emailed to us at: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org)

For more information go to: [www.lochlomond-trossachs.org/coronavirus](http://www.lochlomond-trossachs.org/coronavirus)

