



FOI Ref: 2021/005

7th April 2021

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

We refer to your request for information, received by email on 9th March 2021. Your specific requests and the Park Authority's response are provided below.

“Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact to ELC from Citizens. (i.e. Call/Telephony Management Systems, Email Management Services/software, Help Desk Agents and Hotlines etc.)”

Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?

We have a contract with Scottish Environmental Protection Agency (SEPA) for the provision of a contact centre to support staff who are lone or remote working.

We do not employ external contractors for any other telephone, email or help desk services. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

Annual Average Spend: the annual average (over 3 years) spend for each supplier?

The cost of the service provided by SEPA is £5600 per annum approx. There was no charge in financial year 20/21 as SEPA was unable to provide this service due to the impact of the COVID pandemic.

As stated above, we do not use external contractors for the provision of any other telephone, email or help desk services, so there is no supplier spend. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

The Human Resources Manager takes oversight of the service provided by SEPA.

As stated above there are no other external contractors employed for the services included in this request. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

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

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Website Traffic Spend/Analysis (even if hosted by an Agency)

The average annual spend on website maintenance over the last three years was £5,546. This is a combined cost with lochlomond-trossachs.org, westhighlandway.org and our internal intranet.

We also have a project specific website - callanderslandscape.org. The average annual spend on this site over the last three years was £720.

Number of Visits per month (Average)

Over the past 12 months the average number of monthly visits to lochlomond-trossachs.org was 82,894.

Over the past 12 months the average number of monthly visits to westhighlandway.org was 32,262.

Over the past 12 months, the average number of monthly visits to callanderslandscape.org was 749.

Who is the supplier/agency/internal stakeholder responsible for hosting/maintaining and managing the website(s)?

The National Park Authority's main website is lochlomond-trossachs.org. This website is managed internally. It is hosted by WP Engine. It is maintained by the Shine Agency <https://www.theshineagency.com/>

Our project specific website, callanderslandscape.org is managed internally. It is hosted and maintained by Infinite Eye <https://www.infinite-eye.com/>

Does your organisation's website(s) have an on-site search bar?

Yes, all of our websites have an on-site search bar.

What Content Management System is your site-search connected to (if so)?

The content management system used on all sites is WordPress.

What is the Search Bar Utilisation? (If known, % of Website visitors)

- Search bar utilisation is 1.37% on lochlomond-trossachs.org
- Search bar utilisation on westhighlandway.org and callanderslandscape.org is unknown.

Who is the Supplier/Owner of the on-site search on your website?

Lochlomond-trossachs.org uses a WordPress Plug-in called ACF Better Search.

westhighlandway.org and callanderslandscape.org use a standard WordPress search function.

Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

The Head of Communications is responsible for the website contracts outside of procurement.

Yours sincerely

Governance and Legal Team

Loch Lomond and the Trossachs National Park Authority

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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
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info

Online appeal portal: www.itspublicknowledge.info/Appeal

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