



Loch Lomond & The Trossachs National Park Authority
Carrochan
Carrochan Road
Balloch
G83 8EG

23rd December 2021
FOI Ref: FOI 2021-028

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

We refer to your request for information, received by email on 24th November 2021. Your specific requests and the Park Authority's response are provided below.

"I would be grateful if you could provide the following information under freedom of information legislation:

The number of public toilets (that are open to the public) in Loch Lomond & the Trossachs National Park. I would like this information for each of the last 10 years if this information is held."

The National Park Authority owns and manages some but not all of the public toilet facilities within the National Park. We do not hold full details of facilities owned by the four local authorities or any private businesses who may provide toilet facilities for the public. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held.

Of the toilets owned and managed by the Park Authority, we have not kept specific records on the number of toilets over the last ten years. Accordingly, we have to advise you under section 17(1)(b) of the Act, that this information is not held. We can however confirm that the current level of permanent toilet provision made available by the Park Authority has been maintained with little change in the last ten years. Some improvements have been made to the facilities at Tarbet, Inveruglas, Balmaha and Luss.

Details of the toilet facilities currently owned and managed by the Park Authority are as follows:

- **Inveruglas:** Male – 2 WC's, 3 Urinals; Female – 6 WC's; Accessible – 2 No WC's (1 of nappy changing); External 1 WC; 1 Accessible
- **Firkin Point:** Male - 2 WC's, 3 Urinals; Female – 3 WC's; Accessible – 1 No WC
- **Tarbet:** Male - 2 WC's, 4 Urinals; Female – 6 WC's; Accessible – 1 No WC

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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- **Luss:** Male - 2 WC's, 4 Urinals; Female – 6 WC's; Accessible – 1 No WC; Baby Change – 1 No WC
- **Luss Visitor Centre:** 3 No WC's (assumed 1 male, 1 female and 1 accessible)
- **Balmaha Visitor Centre:** Male - 2 WC's, 2 Urinals; Female – 4 WC's; Accessible – 1 No WC; Baby Change – 1 No WC
- **Millarochy Bay:** Male - 2 WC's, 1 Trough Urinal; Female – 3 WC's; Accessible – 1 No WC
- **Rowardennan:** Male - 1 WC, 3 Urinals; Female – 3 WC's; Accessible – 1 No WC
- **Duncan Mills Slipway:** Male – 2 WC's, 3 urinals; Female – 4 WC's; Accessible – 1 No WC
- **Ben Lomond car park** in Rowardennan - 1 WC, 3 Urinals; Female – 3 WC's; Accessible – 1 No WC

In 2020, following the relaxation of Covid travel restrictions, the Park Authority installed temporary additional portable toilet provision for Luss, Balmaha, Rowardennan and Tarbet. Changes in toilet provision were required to ensure provide facilities which were compliant with Covid guidelines. The National Park's main visitor centre at Balmaha remained closed throughout the 2020 visitor season, opening to provide only public toilet facilities from the end of October 2020.

Portable toilet provision was again installed at key locations for the summer season this year as follows:

- Luss - 9 standard plus 1 accessible unit: 4 sanitisation stations
Firkin Point – 5 standard plus 1 accessible unit: 3 sanitisation stations
Tarbet - 5 standard plus 1 accessible unit: 3 sanitisation stations
Inveruglas - 5 standard plus 1 accessible unit: 3 sanitisation stations
- Balmaha - 7 standard plus 1 accessible unit: 3 sanitisation stations
Rowardennan - 5 standard plus 1 accessible unit: 4 sanitisation stations

We can advise that there are public toilet facilities at the following locations in the National Park which are owned or managed by other organisations or local authorities. We do not hold details of the number of toilets at these locations:

Lochearnhead

St. Fillans

Callander McLaren Community Leisure Centre (incl. disabled access)

Aberfoyle

Three Lochs Forest Drive (incl. disabled access)

Salloch Campsite (closed for winter)

Balloch iCentre

Balloch Train Station

Balloch Bus Stop

Ardgarten

Ardentinny

Crianlarich

Crianlarich Train Station

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Lochgoilhead

Within the National Park there are some independent businesses who operate Comfort Schemes, this means that toilets in local businesses or buildings are available for public use at no cost, regardless of whether or not they are a customer. We do not hold details of the number of toilets at these locations:

The Cabin at Loch Lubnaig
Callander Library
Loch Katrine Trossachs Pier
Arrochar Three Villages Café
Tyndrum Green Welly
Slanj, Tarbet

Yours sincerely

**Information Management
Loch Lomond and the Trossachs National Park Authority**

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:

Information Manager
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.

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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