



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

Ref: FOI 2025-046
11 December 2025

Dear XXX

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

We refer to your request for information, received by email on 26 November 2025.
Your specific requests and the Park Authority's response are provided below.

Your Request

- 1.1. As of today's date, how many employees in your organisation are classed as lone workers at least some of the time? Please provide this as a number and a percentage of total staff. Please provide a breakdown of lone workers by department or role. What is the gender split (male, female, other) of your lone worker population?
- 1.2. How many lone worker employees are provided with Personal Safety Devices (such as GPS-enabled panic alarms, wearable trackers, and/or mobile apps that can alert supervisors or emergency services if a worker is in distress)? Please provide this as a percentage.
- 1.3. How many safety-related incidents involving lone workers were reported in the time period from 1 January 2024 to 31 December 2024? If possible, please break this down by:
 - Type of incident (accident, near-miss, physical assault, verbal abuse, harassment, etc.)
 - Whether the employee had access to a Personal Safety Device at the time.
- 1.4. Are employees provided with follow-up support (counselling, safety briefings, debrief sessions) after incidents? Please indicate the number of employees who received such support following an incident as a percentage.

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

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1.5. What is the staff turnover rate for lone worker roles in the time period from 1 January 2024 to 31 December 2024?

Our Response

1.1. The National Park Authority have no employees that are classed as Lone Workers, although on occasion, employees are exposed to lone working.

1.2. While we have no assigned 'lone workers' Personal Safety support is available to staff (who may on occasion be lone working):

- 108 staff have an App on their phone which can be used to enable personal support
- 38 Personal Safety Devices (Fob's) have been issued and made available for use by staff (and volunteers)

Employees who may, on occasion, be exposed to lone working would be expected to take the necessary precautions to address level of risk with the support of their line manager

1.3. Within this period there were 4 incidents involving staff who were on their own at the time of the incident:

- 2 were Near Miss events involving Vehicles / 1 was a Home Working minor accident / 1 was an Office based minor Near Miss event
- Staff involved in the Vehicle Near Miss events would have had access to our Personal Safety support services

1.4. Debrief (to fully understand and determine if opportunity for improvement was present) was undertaken for all 4 (above) incidents.

1.5. As we do not have any roles classed as 'lone worker', this is not applicable.

Yours sincerely

Information Management
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:

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.

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