



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

FOI Ref: 2026-016
Date: 08 May 2026

Dear XXX

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your request for access to information held by the National Park Authority, which we received by email on 09 April 2026. We have processed your request under the Freedom of Information (Scotland) Act 2002 and provide our response below.

Your Request

This is an information request regarding work from home policy.

Please include the following information for the following years 2022/23, 2023/24, 2024/25 and 2025/26(so far):

- 1. Copies of your work from home policy for staff for each year.*
- 2. If the data exists, office occupancy rates.*
- 3. The most common work from home policy that staff adopt.*

Our Response

1. The National Park Authority operates a hybrid working system. Staff who adopt this approach are expected to balance homeworking with regular office attendance. We do not have a specific 'work from home' policy. However, we have attached extracts from our internal '*Principles of Hybrid Working*' guidance which we believe fall within the scope of your request.
2. In line with section 17 of FOISA, we advise you that the information you have requested is not held by the National Park Authority.

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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3. We have taken this part of your request to mean '*what is the most common approach, among National Park Authority staff, to the issue of working location?*'

Most of our staff adopt a hybrid approach, spending a portion of their working week homeworking and the remainder working at either our headquarters, another National Park Authority controlled site, or 'in field' somewhere within the National Park. Please see further information, below.

Further Information

It is important to note that, due to the diverse range of work undertaken by the National Park Authority, many of its staff are employed in roles that require them, on a regular basis, to be 'in field' at sites across the National Park, or in attendance at offices other than the National Park Authority's headquarters in Balloch. The precise location of every individual member of staff on each working day is therefore not recorded centrally by the organisation. The National Park Authority expects line managers to be aware of their team members' working patterns and locations, and to ensure that their staff, wherever they are located, are meeting the business needs of the organisation.

Between 01 May 2023 and 14 April 2025, an average of 42 National Park Authority staff attended our Balloch headquarters each working day. However, we do not hold information that details (1) the number of staff who were homeworking on each day during this period, or (2) the number of staff who were not homeworking but were working at sites other than our headquarters in Balloch.

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.

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

Extracts from 'Principles of Hybrid Working' internal guidance document

Key Principles

- *It is important that we find the balance between flexibility, choice, and individual preference, against the need for fairness, consistency, and the overarching need to ensure that all business requirements are met.*
- *Requests for hybrid working must be submitted to Operational Managers, requests must have structure to ensure essential office-based tasks are carried out and the organisation can continue to function effectively.*
- *Staff are expected to be available during their normal working hours, either remotely via Teams or in person with prior notice of requirement. Staff are expected to attend in person meetings, team-based office days and training. Along with carrying out office-based tasks as required.*
- *As hybrid working is voluntary, you will not be eligible for any specific allowances. For example, there will be no reimbursement for broadband, heating, lighting, insurance, or travel costs. Stationary should continue to be sought in the normal way through the business support team.*
- *Your normal work location will continue to be normal place of work prior to the pandemic, for example HQ Balloch, and this will be seen as your ordinary commute. This is regardless of how frequently that journey is made. Travel and subsistence expenses can only be claimed for journeys to another location that are more than that commute.*

General Work Principles

- *Collaboration is a significant part of our organisational success; sparking ideas off each other, input to projects, and maintaining organisational culture and relationships with colleagues. When working remotely, all staff are expected to continue to work collaboratively and undertake face-to-face discussions and meetings where appropriate. Remote working must not have a detrimental impact on delivery. Where managers feel that remote working is detrimental to their team/service delivery, they may require individuals to return to the workplace to work.*
- *One advantage of remote working is that you can remain at home but working should you feel unwell but are still well enough to work (e.g. seasonal colds). If you are sick and cannot work, you should follow the normal sickness reporting*

procedures including not working whilst focusing on your recovery. If you feel unwell but well enough to work, you should speak with your line manager and where practical you should do so from home and not go into the workplace.

- *HQ office opening hours will be 07:30 to 18:30 Monday to Thursday and 07:30 to 17:00 Friday, and this will be kept under review.*
- *Staff are not expected to be checking or sending emails out with their own agreed working patterns. We recognise that one size does not fit all, and some jobs are more suited to remote working, than others. While there is a difference, there may still be the opportunity to provide limited flexibility within these roles, such as those within the Ranger Service, Finance, Business Support and Estates.*

Health and Safety

- *All staff must complete a DSE assessment; this will need to be undertaken for each remote and workplace set up desk. If you need help or advice on completion, please contact the H&S helpdesk.*
- *Where a DSE assessment flags up the need for additional, specific equipment you should discuss this in the first instance with your line manager and then further with the H&S Officer, [REDACTED].*
- *Where a DSE assessment flags up significant issues relating to remote working, then the option to work remotely may be withdrawn to protect your health and wellbeing.*

Document and Equipment Security

- *Staff are responsible for the security of all National Park Authority equipment in their possession, this includes laptops, mobile phones and paperwork which should be stored securely and transported safely between home and office.*
- *Any loss of electronic devices must be reported without delay to the IT helpdesk.*
- *Lost paperwork should be reported initially to your line manager and to the Information Manager if the content includes any personal data, you can find more information on this [here](#).*

Individual Responsibilities when undertaking hybrid work

- *You must ensure that you can work remotely if requesting to do so; this means that you must have an internet connection that allows you to connect to our remote systems. You must also have a dedicated area where you can set up and work safely and within HSE guidelines.*
- *It is important that you keep any caring role separate from work and record your hours accordingly, for example clocking out of flexi to do the school run. Your manager must sign off on your basic working pattern to ensure that your dedicated working hours provide the structure required to fulfil of your role.*
- *Hybrid working can be used to help manage your everyday personal responsibilities, however this cannot be at the expense of business needs.*
- *It is important that you maintain your engagement with the organisation and feel part of not just your own team but the wider National Park team.*
- *Individuals must ensure that they keep themselves up to date with what is happening in the organisation. Reading Park Central and Park Life will assist with this along with keeping in touch with colleagues and team members on a regular basis.*
- *A large part of the feedback received was individuals would like to easily identify when colleagues are working in the office or remotely. We have discussed different systems for this and spoken to other organisations about what they are using and for now have identified the best way forward is for all staff to show the days that they are working remotely and the days they are in the office using both calendars and Teams.*
- *When working at home, individuals are expected to be readily available and easy to contact to ensure that the burden does not fall to those in the office and allow continued collaboration.*
- *Individuals must make sure their manager and team are aware of their work location each day. Individuals must attend the office when required, for example for in-person meetings or team days when these are organised, even if that falls on a day that you would normally work from home.*

Managers responsibilities managing team members who are undertaking hybrid working

- *Managers are expected to establish to best ways of working with their team members in line with these principles, establishing structured communications plans, establishing, and maintaining team and networking opportunities.*
- *You are expected to ensure that you maintain engagement with the organisation and feel part of not just your own team but the wider National Park team, this is vital to our culture and ensuring that we do not work in silos.*
- *Managers should ensure that they continue to undertake 1-1 meetings with all team members and ensure that team meetings continue, and at least one per quarter should be undertaken with all team members present in person.*
- *Managers are responsible for monitoring all team members' output and providing feedback as appropriate ensuring that productivity does not decrease due to hybrid working. Managers are responsible for monitoring team members working hours to ensure that they are not working excessively.*