

# National Park Authority Board Meeting

Agenda Item 8

## Your Park

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### *Paper for information*

#### 1. Introduction

- 1.1 On 26 January 2016 Dr Aileen McLeod, Minister for the Environment, Climate Change & Land Reform, wrote to the National Park Authority confirming approval of the Loch Lomond & The Trossachs National Park Camping Management Byelaws with an implementation date set for the 1st March 2017. At its meeting of 14th March 2016, the Board agreed to continue with the preparatory work to implement the byelaws based on the terms of the Minister's approval letter.
- 1.2 The purpose of this paper is to provide an update for members on Your Park project activity.

#### 2. Recommendation

- 2.1 Members are asked to **note** the contents of this report.

#### 3. Background

- 3.1 Following on from the Ministerial approval, in January 2016, the Board at its meeting of 14th March both agreed to proceed with byelaw implementation and approved the Annual Operational Plan for 2016/17. Within the Annual Operational Plan paper, the allocation of resources to ensure the successful delivery of Your Park and the implementation of the camping byelaws from March 2017 was agreed (Appendix 1).
- 3.2 The Your Park project activities are grouped broadly under three priority work areas:
  - **Camping Infrastructure and Management:** conclude the Camping Development Plan including delivery of campsite provision and camping permit scheme; design and install information and advisory signage for visitors
  - **Operational Management:** prepare administrative and support systems for managing camping activity and byelaw enforcement and monitoring; prepare operational arrangements such as staffing models, systems and training.
  - **Communications and Engagement:** develop a communications plan with agreed key messages, raise awareness of the byelaws and improved camping provision within the camping management zones that will be in place for the 2017 season. This is in addition to continued education activities and provision of information to the public on responsible access and behaviour in the National Park.

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3.3 The remainder of this paper will provide an update against each of the agreed Annual Operational Plan 2016/17 activities.

### 3.3.1 Camping Infrastructure and Management

#### 3.3.1.2 Finalise a Camping Development Plan and implement actions prioritised for 2016/17.

The National Park Authority committed to providing at least 300 camping places within the management zones by the time of the byelaws coming into force on 1<sup>st</sup> March 2017. This commitment has been echoed as a requirement in the Minister's approval letter. There is also a commitment to bring forward further facilities beyond this date.

The proposed location and quantity of camping to be provided either through campsites or issuing camping permits for defined permitted areas within the management zones, will be set out in a Camping Development Plan. Work is well advanced in identifying the areas of provision and discussions with landowners are positive and on going. The development of Loch Chon as an early option campsite is well advanced with a planning application now under consideration.

Key Milestone:

- 300 camping places available by 1st March 2017.  
We are on track to ensure there are 300 camping places available for this date. Work has been completed to define our proposed locations, and we are currently in a phase of landowner discussions with respect to these locations. The plans for provision and enhancing the camping experience within the National Park will be formally outlined in the Camping Development Plan, which will be presented to the Board for approval.

#### 3.3.1.3 Design and install signage.

It is crucial that there is appropriate information on the ground so that both visitors and communities have a clear understanding of the location of the camping management zones and are directed to areas where camping opportunities are available. This area of work is focussed on the design and installation of signage within

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the zoned areas. On the ground assessments of existing signs and locations for new signage have been completed. Work is underway with a team from across the organisation to design the signage, with an initial focus on roadside signage. Transport Scotland are fully engaged and are providing advice on specimen roadside signage which will also be discussed with relevant local roads authorities.

Key Milestones:

- Design framework agreed May 2016.  
The Design framework is being created, and is due for review at the Project Board at the end of June 2016. This will form the basis of all design led communication for the project, including signage, printed materials and online information. Specimen signage has been created and used to facilitate the initial discussions with landowners.
- Signage in place by end of Feb 2017.  
Work is on track to complete the rationalisation of existing signage, and installation of new signage for Feb 2017. This includes discussion with local authorities and Transport Scotland.

### 3.3.2 Operational Management

#### 3.3.2.1 Design, trial and implement systems to support operational delivery.

In order to be able to support the effective management of the camping management byelaws and the wide range of visitor management activity across the National Park, work is underway to review the internal systems used to gather information about activity which is being managed through the operation of all byelaws all within the National Park. A package of work has been successfully completed to update the Loch Lomond Boat Registration Database (which supports the Loch Lomond navigation byelaws) and we are working closely with Scottish Government's Digital Transformation Service to deliver the extent of work required for the broader Your Park system requirements. This includes the development of public facing online services to enable to booking of campsites and obtaining camping permits and

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which will provide the ability to support other transaction services provided by the Park Authority.

Key Milestones:

- Campsite and camping permit system functional by 1st Jan 2017.  
The practical operation of permit system has been scoped and defined. This will then be fed into the Operational System requirements.
- Operational system ready for the end Feb 2017.  
Internal work on scoping the needs for our electronic systems is complete and we are now accessing support from Digital Transformation Scotland to develop system requirements into procurement documentation. This work stream will have a particular focus for the next 3 months to ensure procurement timescales are met.

### 3.3.2.2 Review of Ranger patrol deployment.

Current Ranger deployment arrangements have been reviewed and new approaches have been developed with aim of ensuring resources are targeted efficiently and more responsively to situations arising on the ground. In order to test these approaches, trial periods will be run over the summer season to ensure readiness for 2017. Our partnerships with Police Scotland and FCS are key to the successful delivery of any deployment; as a result there has been a focus on working with these organisations to ensure effective planning for the co-ordination of resources.

Key Milestones:

- Trials of deployment model completed by end of season 2016 to inform development of model for 2017. Trials have been planned and communicated to key partners and will be evaluated by October 2016.
- Implementation of new operational model from 1st March 2017.

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- Police Scotland National Park Policing Plan aligned with Your Park actions and outcomes agreed by end of February 2017.  
Regular contact and on going support for trial periods, which will inform final outcomes.
- Forestry Commission Scotland operational alignment agreed by end Feb 2017.  
Regular meetings scheduled for sharing of information and alignment of closer working arrangements.
- Training given to all frontline staff in enforcement processes for camping management byelaws by end of February 2017.  
Trial periods will clarify the specific training requirements, which are scheduled for delivery in winter 2016/17.

### 3.3.2.3 Implement Fixed Penalty Notice litter and fly tipping powers.

The preparations for exercising recently acquired powers which enable National Park Rangers to issue Fixed Penalty Notices for littering and fly tipping offences are set out in a separate paper on this agenda. This additional tool will not only support efforts to reduce littering in the Park generally, but will also contribute to achieving Your Park outcomes by supporting efforts to reduce camping related littering and fly tipping. The Ranger service have completed their Fixed Penalty Notice training and if the Board are minded to approve the delegation of powers proposed, this will be implemented during the 2016 season.

Key Milestones:

- Fixed Penalty Notice management systems and processes established by May 2016.  
Underway and will be complete for launch of powers in June 2016.
- Ranger Service trained to use FPN powers by May 2016.  
Ranger Service training is complete.

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### 3.3.3 Communications and Engagement

#### 3.3.3.1 Implement communications plan.

Briefings have been provided to all frontline staff who are talking with visitors and communities in the Park so that accurate information about the timing and extent of the byelaw areas is provided. The focus since March 2016 has been on the refresh of the litter and responsible behaviour campaign, which is due to be launched during the 2016 summer season alongside the implementation of the Fixed Penalty Notice litter powers.

This will provide us with opportunities to ensure that the public are well informed about the new arrangements for camping in the National Park, alongside clarity on messages about litter and fly tipping.

The National Park's Ranger Service will continue to be key to positively engaging directly with the public around these messages and will also take a lead in trialling our operational delivery models over the summer season.

Key Milestone:

- Litter and responsible camping awareness campaign completed by October 2016.  
The campaign has been designed and is planned for launch in line with the implementation of the Fixed Penalty Notice Powers in June 2016.

## 4. Conclusion

- 4.1. Project Management controls governing all of these areas of work indicate that we are achieving the agreed milestones and are ready for implementation in March 2017. The overall progress is highlighted against the project timeline presented in Appendix 2.

Appendix 1 – Annual Operational Plan 2016/17 Your Park agreed objectives.

Appendix 2 – Your Park Project Timeline

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### Appendix 1

Annual Operational Plan 2016/17 Your Park agreed objectives.

<u>Activities</u>	<u>Measurement of Success</u>
Finalise a Camping Development Plan and implement actions prioritised for 2016/17	<ul style="list-style-type: none"> <li>- 300 camping places available by 1st March 2017</li> </ul>
Design, trial and implement systems to support operational delivery	<ul style="list-style-type: none"> <li>- Campsite and camping permit system functional by 1st Jan 2017</li> <li>- Operational system ready for the end Feb 2017</li> </ul>
Design and install signage	<ul style="list-style-type: none"> <li>- Design framework agreed May 2016</li> <li>- Signage in place by end of Feb 2017</li> </ul>
Implement communications plan.	<ul style="list-style-type: none"> <li>- Litter and responsible camping awareness campaign completed by October 2016</li> </ul>
Design, trial and implement a Ranger patrol deployment model	<ul style="list-style-type: none"> <li>- Two trial periods of implementation model by end of season 2016 to inform development of model for 2017</li> <li>- Implementation of new operational model from 1st March 2017</li> <li>- Police Scotland National Park Policing Plan aligned with Your Park actions and outcomes agreed by end of February 2017</li> <li>- Forestry Commission Scotland operational alignment agreed by end Feb 2017</li> <li>- Training given to all frontline staff in enforcement processes for camping management byelaws by end of February 2017</li> <li>- Evaluation of training to ensure high levels of staff confidence in ability and knowledge to enforce byelaws by end of February 2017</li> </ul>
Implement Fixed Penalty Notice litter and fly tipping powers	<ul style="list-style-type: none"> <li>- Fixed Penalty Notice management systems and processes established by May 2016</li> <li>- Ranger Service trained to use FPN powers by May 2016</li> </ul>

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### Appendix 2

Your Park Project Timeline:

