

# Durness

## Diuranais

### Location Access Plan (LAP) January 2022

### Plana-gnìomha Ionadail, Am Faoilleach 2022

**Aim:** To outline, define and envision a sustainable step-by-step process for the Durness community, visitors, environment and economy.

**Amas:** Pròiseas ceum-air-cheum seasmhach is leantainneach a mhìneachadh, a shònrachadh is a dhealbhadh do choimhearsnachdan, luchd-tadhail, àrainneachd agus eaconamaidh Rathad nan Eilean.

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## Outcomes and Objectives | Toraidhean agus Mion-amasan

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The Location Action Plan, or LAP, has been developed through first-hand experience, secondary research and conversations with stakeholders in order to work towards Visit Scotland's four priority areas for responsible tourism:

1. **Supporting Scotland's transition to a low carbon economy**
2. **Ensuring tourism and events in Scotland are inclusive**
3. **Ensuring tourism and events contribute to thriving communities**
4. **Supporting the protection and considerate enjoyment of Scotland's natural and cultural heritage<sup>1</sup>**

It has been identified over successive years Durness is in need of a co-ordinated approach to visitor management. This document aims towards that.

The **outcomes** of this plan are to:

1. **Establish a baseline from which the Durness stakeholders can co-operatively work from**
2. **Come to an agreement of methods of moving forwards as a Durness community, which comprises its various stakeholders**
3. **Continue to make practical steps and improve communication between stakeholders regarding site improvements**

The **objective** of this report is therefore threefold:

1. **Discuss the visitor management challenges which the Durness area experiences, and appraise actions taken to date**
2. **Map the various solutions through research and conversations which stakeholders can and are able to undertake in the short, medium and long-term to mitigate, reduce or prevent said challenges**
3. **Produce a comprehensive working document considering stakeholder perspectives within the responsible tourism model**

Management is an evolving process which becomes an intrinsic part of the cultural fabric of a Destination, this document is the beginning of that process. The strength of this approach is in how it addresses fragmentation. Durness' visitor economy is not controlled by any one stakeholder group, so it is essential that public, private and voluntary sectors work together for the best possible management and prioritisation of resources. Destination Management is about more than just promotion of an area. It covers all aspects of the visitor experience; from roads and toilets, to natural and cultural heritage. Communities and their priorities are also key in this process; happy places to visit must first be happy places to live!

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<sup>1</sup> Visit Scotland (2021) "Industry Guidance: Responsible Tourism"

## Executive Summary | Geàrr-chunntas Gnìomhach

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The following document introduces Durness as an area for the management of visitors and visitor sites, which will be conducted by the various stakeholders identified. It is proposed that a collective group forms in order to implement some of the options provided in this action plan, as well as to respond to and address any future trends and issues which arise, giving Durness a collective ownership of the area in which people live, work and play.

The following challenges and opportunities were identified:

**Parking Management improvement** is fundamental to all aspects of visitor management. Increased parking capacity and parking management needed at most sites. Control of overnight parking.

**Ecology Protection** is required to protect the areas outstanding habitats and species. A Destination Forum could establish a collaborative approach to promote habitat protection and promote wildlife tourism.

**Informal Camping** occurs at exceptionally high levels due to many attractive green spaces in and around the village that exceeds any Scottish Outdoor Access Code (SOAC) guidance. Initiatives are required to reduce the levels of informal camping by re-defining the land with tree planting, fencing, formal picnic areas, and limiting overnight parking nearby.

**Signs and Messaging** can be improved to inform drivers of road changes, directions to car parks, etc. Informing and reinforcing positive appropriate camping and visitor activity can be achieved with on-site signs and through social media.

**Policing and civic enforcement** should be increased to match the large tourist population in the summer season.

**Destination Development Forum** to provide co-ordinated future actions to mitigate tourism pressures and bring about improvements to infrastructure and services driven by community stakeholders.

**Destination/Community Development Officer** to carry out administration and promotion tasks to support destination development and visitor management aims of forum.

**Traffic Management** improvements are required to improve traffic flow, prevent inconsiderate parking, reduce vehicle speeds in congested locations and improve road surfaces

**Pedestrian Access** is very limited across the village. It is not possible to walk to the village locations without walking in the road. A comprehensive network of paths to walk/cycle is required. Disabled access is currently very restricted at all sites.

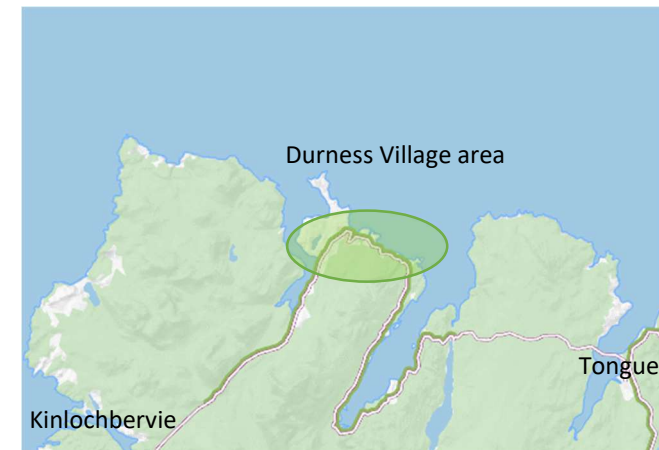
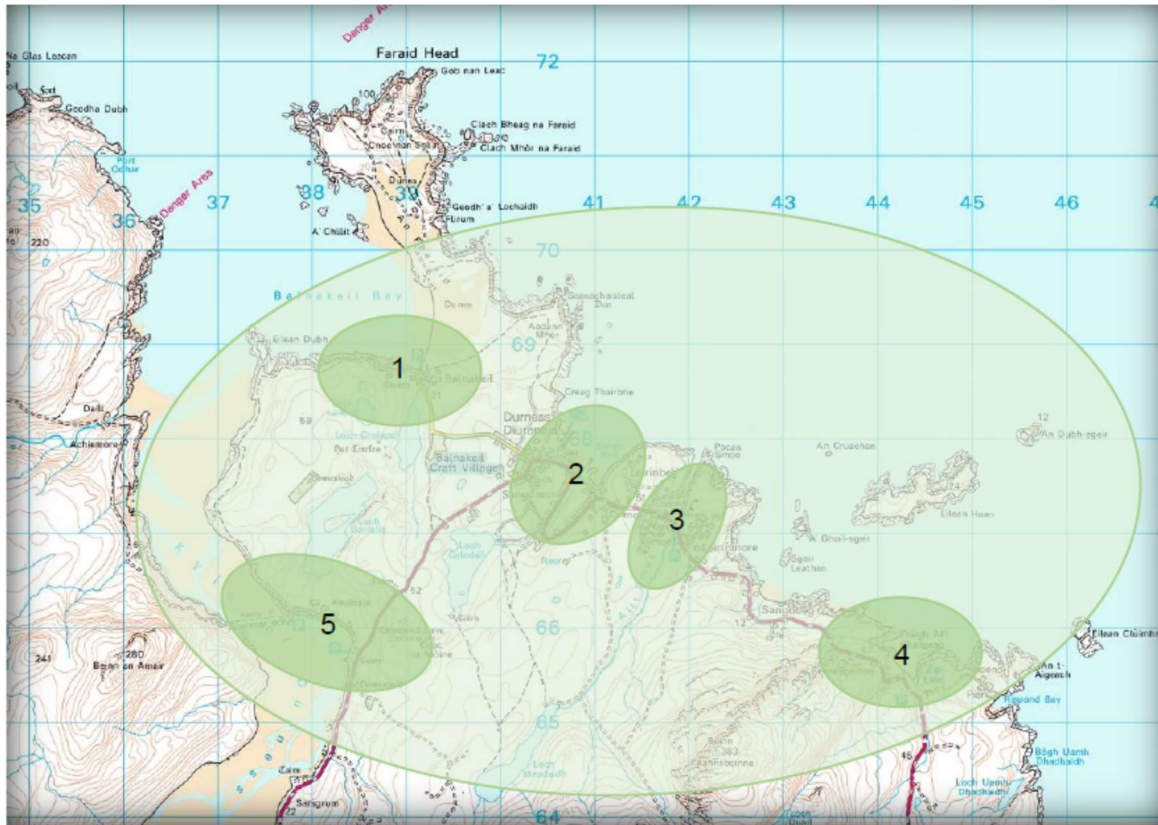
**Visitor Information** to direct visitors to appropriate locations to camp or motorhome and more effectively plan ahead.

**Socio-economic challenges**, depopulation, poor housing, little access to training and a small working age population make it difficult for the community to staff essential services or develop tourism.

## Introduction | Ro-ràdh

Durness is the most north westerly positioned village on the UK mainland. It is a popular village for tourists and experienced unprecedented growth in its popularity since the creation of the NC500 holiday concept and post lockdown visitor surges. Durness provides a full range of tourist facilities, tourist attractions such as Smoo Caves and outstanding scenic beaches of national significance.

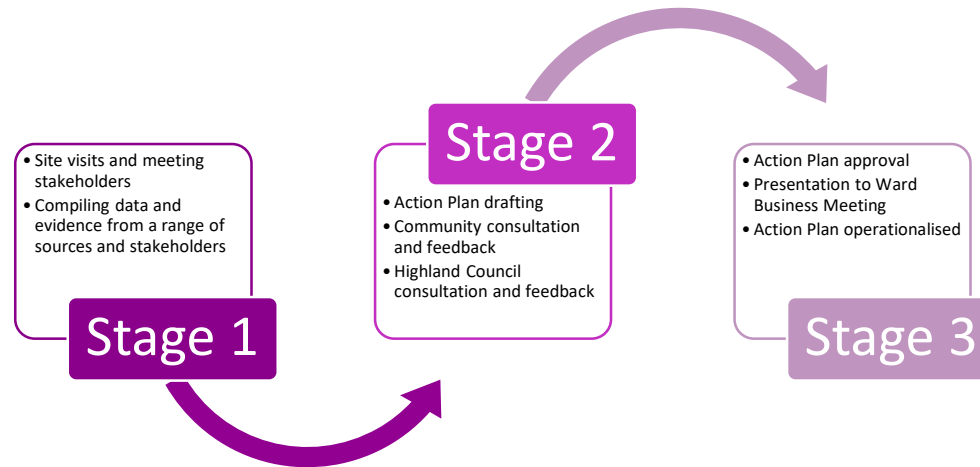
In the North West Sutherland area, Durness provides the highest concentration of camping pitches, motor home pitches, traditional accommodation, tourist attractions, cafes, restaurants, toilets and car parks. It also has the highest concentration of informal roadside camping and motorhome overnight parking at unofficial sites in the northwest. The village is estimated to have approximately 250 residents. During the summer, visitors increase the population to 500 -1000 people each night.



## Stakeholder Consultation | Co-chomhairle Luchd-ùidhe

### Staged Process for the LAP

The following process was adopted based on guidance from other destination and community consultation procedures. Please see appendix 1, 2 and 3 for a full overview of all stakeholders and community members who have contributed to developing the Location Action Plan.



## Durness Stakeholders

### Land

Durness Estate  
Balnakeil Estate  
Rispond Estate  
Sheep Stock Club  
Grazing Committee

### Community

Community Council  
Ward Councillor  
North West 2045  
Geopark  
Durness Community Group

### Ecology

RSPB  
Nature Scot  
North Sutherland  
Wildlife Group

### Enterprise

Local Businesses  
HIE  
Business Gateway  
Visit Scotland  
NC500.com

### Local Authority

Roads  
Waste Management  
Access  
Parking  
Toilets  
Tourism

## Tourism Background | Cùl-raon Turasachd

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The Highlands is one of the most popular destinations in Scotland, based on 2019 tourism data Visit Scotland<sup>2</sup> states that the Highlands received:

- 2.9 million overnight stays
- 9.6 million daytime visits
- 11.5 million nights of stays
- £1.6 billion spend

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<sup>2</sup> Visit Scotland 2019 Tourism Data [Highlands - Tourism Statistics & Visitor Numbers | VisitScotland.org](https://www.visitScotland.org.uk/highlands-tourism-statistics-and-visitor-numbers)

It is predicted that 2021 will either return to or exceed the number of overnight stays, visits and spend in the Highlands. This is very positive news as in some areas across the Highlands 43%<sup>3</sup> of the workforce annually rely on some form of tourism income. Additionally, it is important to note that over the last eighteen months that there has been an increase in touring motorhomes, motorhomes and 'informal camping' across the Highlands, whose data will not be included in Visit Scotland calculations and therefore visitor numbers may exceed those published.

Durness has been a popular, but reasonably low-key tourist destination for many decades with a large commercial campsite becoming established along with residential accommodation. However, vehicle touring, heritage, ecology, geology, leisure and adventure tourism have all seen strong growth since the creation of the NC500 marketing concept which has brought this area to the attention of new UK and foreign tourists.

"The NC500 was launched only 5 years ago, yet in that time, it has reached a global audience of over 11.2 billion and is ranked by so many independent sources as the best road trip on the planet"

([NC500.com](https://www.nc500.com))

The NC500 was estimated to have boosted the economy by £22.89 million and created around 179 jobs in 2020.

(Press and Journal, Jan 19<sup>th</sup> 2021)

This new tourism growth adds to, and already outnumbers the areas established tourism markets of traditional country sports and scenic sightseers. Traditionally the north Sutherland and Caithness area had a niche market of tourists in smaller numbers who were often repeat visitors. EU tourists have traditionally been a large proportion of the tourist clientele and will likely return in future.

In addition to strong tourism growth since the NC500 started in 2015, the recent Covid pandemics have increased tourist numbers to unprecedented highs unseen before in Durness driven by the UK tourists who find it difficult to travel abroad.. This huge increase in numbers has brought new pressures on the limited facilities and attractions. Whilst the UK numbers may decrease when overseas travel restrictions ease they will be replaced by European visitors.

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<sup>3</sup> Highlands and Islands Enterprise [Tourism | Highlands and Islands Enterprise | HIE](#)



Some social media by visitors has promoted the opportunities to park to camp, or motorhome, for free in many locations. A widely held expectation has developed within the tourists groups to be able to wild camp and park everywhere and a belief it is allowed and a right to do so. Many tourists are planning and expecting to stay overnight in scenic locations such as Balnakiel and Ceannebeinne beach car parks. Tourists are planning overnight stays in public car parks as an accepted feature of their trip.

‘No forward Plan or part plan’ is the travel method of many of the new tourists visiting the area. It has become part of the tourists interpretation of the NC500 concept, to travel with a sense of freedom and adventure, and not be constrained by a fixed schedule and prepaid bookings. They may also have a mistaken belief that it will be quiet and uncrowded. Unfortunately, villages such as Durness lack the campsite capacity to cope with high numbers of tourists randomly arriving at peak times and finding they have nowhere to stay. It is a good holiday concept, to tour around, and makes good use of this sparsely populated area but brings some pressures at peak times due to the lack of campsite capacity and visitors desire to camp and motorhome in ‘off grid’ locations for free.

Tourism marketing and growth since the start of the NC500 in 2015 has increased the number of UK, EU and world wide visitors and increased the range of holiday types. Touring by car, motorhome, cycling and motorbikes has seen strong growth. Cape Wrath Trail walkers, cyclists on the An Turas Mor cycle route, surfers, hillwalkers, anglers, bird watchers and golfers are increasing in visitor numbers and adding to the direct visitor market group, independent of the NC500 customer base. The nearby Wildland Estate is developing accommodation and activities for the luxury market. The NC500 website promotes many tailored itineraries specific to each of the tourist activity themes. The construction of the Spaceport will attract further visitors.

There have always been wild campers and motorhomes in the Durness area. The issues causing concern are not new but just presenting with a higher level of frequency, duration and intensity and bringing the local community into contact with a larger cross section of society. However, the often condemning publicity surrounding informal camping and tourism growth in the area must be viewed in context to the very high numbers of visitors. Overall, behaviour by visitors has been good. Some incidents that have received negative publicity on social media, but have occurred infrequently. Incidents of malicious damage or littering have been minimal. Ecological damage from trampling has occurred due to weight of numbers, insufficient campsite capacity and the absence of any effective way to stop free camping or overnight parking. Pressure of numbers, competition for space, insufficient facilities and under capacity of commercial campsites at peak times led to parking and camping that had a negative impact on some tourists experience and some residents quality of life.

## Development So Far | Leasachadh Gu Ruige Seo

Several stakeholders contribute to the network of tourism and community facilities in Durness. Recent initiatives undertaken by stakeholders are summarised below.

Organisation	Activity
Highland Council	Access Ranger / Signs / Camping info leaflets/ Motorhome leaflets / Core path maintenance.
High Life Highland Ranger Service	Countryside Ranger/ Ecology information / Habitat protection / Guided walks.
NW Geopark	Pebble Route / Interpretation Boards and displays / Motorhome leaflets/ Ranger/ Project Management.
Kyle of Sutherland Development Trust	Community Development Report.
Durness Community Council	Installed barriers at Sangomore/ Community events.
Durness Community Group	Working on play park facility.
Venture North	Tourist information signs.
Balnakeil Estate	Renovated Balnakeil House and rent as a high value tourist accommodation for large groups.
Durness Estate	Discussing possible car park location at Smoo Cave with Highland Council
Keoldale Sheep Stock Club	Managed Keodale Green as a pay-to-park overnight camping and motorhome location.
Sango Campsite	New toilet and shower block and extended electric hook ups for motorhomes.
Smoo Stopover Site	New commercial motorhome pay to use site with electric hook up facilities and a launderette
Balnakeil Stopover Site	New commercial motorhome pay to use site with electric hook up facilities.
Cocoa Mountain Cafe	Moved to larger premises on road front to provide for more customers.
Durness Spar Shop	Revamped interior to enhance customer experience. Largest store in the area.
Durness Bus Company	Extended fleet and services to include bike racks.
YHA Durness	Currently closed. Reopening would enhance the range of overnight accommodation available.
Craft Village	Advertising banners/ information leaflet/ additional refuse bins.
Village Hall	Provided a pop-up shop venue and toilets available to customers, and overflow parking.
North West 2045	Identified priorities for development e.g. Additional Housing, Enterprise Hub, Broadband, etc.

## Visitor Data and Impacts | Dàta Luchd-tadhail agus Buaidhean

### Access Ranger Data 2021

Data recording began with evening patrols on Fri/Sat/Sun but changed to Sat/Sun/Tue in response to Community Council feedback that mid-week was always the busiest time. Tuesday patrols and further weekday patrols confirmed mid-week high numbers throughout the summer season. High season weeks in July and August often maintained high numbers throughout the week with no quiet days.

All data was recorded before 9pm but campers and motorhomes typically continued to arrive up to midnight so the data presented in this report should be considered as underestimates and the true numbers were higher. The calculation of the average per night used to calculate projected monthly totals will also be low as it did not reflect enough of the busy mid-week days. Again, the data should be considered as underestimates. Other daytime data was recorded by the Geopark Ranger, Fraser Gibb and recorded in the Geopark report.

### West Sutherland Patrol Area Data Summary (Scourie to Loch Eribol including Durness and Kinlochbervie areas)

	Counted on 13 night patrols each month		Projected full month numbers using average of 13 night patrols	
	Motorhomes	Tents	Motorhomes	Tents
June	507	310	1170	690
July	529	400	1261	953
August	956	604	2279	1440
September	719	103	1650	210
<b>Total</b>	2711	1408	6360	3293
<b>Total Units</b>	<b>4119</b>		<b>9653</b>	
<b>Estimated People</b>	<b>8238 (2 persons per unit)</b>		<b>19306 (2persons per unit)</b>	

Informal overnight stays by visitors in tents and motorhomes in North West Sutherland mostly occurred at beach locations and roadside grass verges in the empty spaces between villages. They are typically attractive and scenic locations and often near public toilets and shops. Oldshoremore, Sheigra and Durness provided the main sites for beach front free overnight stays in their respective car parks.

### Durness data projected monthly totals for June to September based on average per day from 13 ranger patrols per month

Location	Motorhomes	Tents
Balnakeil	893	86
Ceannabeinne	1252	1683
Keoldale	610	610
Sango	122	30
Smoo Caves	366	30
<b>Total</b>	<b>3243</b>	<b>2442</b>
<b>Total Units</b>	<b>5685</b>	
<b>Estimated People</b>	<b>11370</b>	

Durness and its car parks and roadside grass verges are the main site of informal camping and motorhome parking in the area patrolled from Scourie to Loch Eribol. The data shows that fifty percent of all informal overnight stays in tents and motorhomes in the whole patrol area were within 3 miles of Durness village centre. Within Durness village, Ceannabeinne and Balnakeil car parks, machair, beach and dunes were the most popular informal overnight locations for campers and motorhomes. Access Ranger activity discouraged overnight stays at Sangomore in the village centre, which would have seen much higher overnight numbers without intervention.

Location	Ceannabeinne				Balnakeil			
	Counted on 13 patrols each month		Projected full month numbers using average of 13 patrols		Counted on 13 patrols each month		Projected full month numbers using average of 13 patrols	
	Vans	Tents	Vans	Tents	Vans	Tents	Vans	Tents
June	93	169	214	390	52	2	120	4
July	124	232	279	527	100	17	238	40
August	187	274	434	651	129	17	307	40
September	141	50	325	115	99	0	228	0
<b>Total</b>	<b>545</b>	<b>725</b>	<b>1252</b>	<b>1683</b>	<b>380</b>	<b>36</b>	<b>893</b>	<b>84</b>
<b>Total Units</b>	<b>1270</b>		<b>2935</b>		<b>416</b>		<b>977</b>	
<b>Estimated People</b>	<b>2540</b>		<b>5870</b>		<b>832</b>		<b>1954</b>	

**Example of peak season camping and motorhome overnight stays in Durness on official sites and informal locations.**

Location	Motorhomes	Tents	Total
Sango Campsite	100 (estimate)	100 (estimate)	221 units on official sites (approx. 442 people)
Balnakeil Stop Over	6	0	
Smoo Stop Over	15	0	
Kyle of Durness Roadside	10	5	179 units on informal sites (approx. 358 people)
Keoldale Green	15	10	
Keoldale Ferry	5	0	
Balnakeil Car Park	30	5	
Sango/Sangomore	10	5	
Smoo Cave Roadside	5	2	
Ceannabeinne	15	50	
Loch Eribol West Roadside	8	4	
<b>Total</b>	<b>219</b>	<b>181</b>	<b>400 units (approx. 800 people)</b>

Throughout July and August official sites remained fully booked with a near equal number of campers and motorhomes staying overnight at unofficial beach locations and car parks. Many weeks through July and August presented high numbers at all official and informal sites throughout each week. The above data example of one busy night in peak months of July and August can be projected to suggest total numbers of motorhomes and tents at all commercial and informal free sites in July and August. Multiplying the above example by 60 days calculates 13,140 motorhomes and 10,860 tents staying overnight in Durness on all sites in July and August.

All visitors are vehicle-based tourists. In addition to the high numbers of overnight motorhome and camping tourists, all other NC500 tourists drive through Durness on their journey, adding to congestion while all visitors have to drive to all village locations.

This example of data projections reflecting the total numbers of motorhome and camping overnight visitors illustrates the pressures on local facilities such as toilets and car parks while also evidencing the need for improved paths and attractions to improve the visitors experience and provide greater opportunities to stay longer and spend more.

Throughout the high season there have been between 100 to 300 people each night wild camping/motorhomening in the wider Durness village area without direct access to toilets, water or waste disposal, creating additional pressures on local facilities.

For example, on Tuesday 29<sup>th</sup> July the Sango Sands campsite had been full all week and the unofficial locations filled up quickly on Monday and Tuesday evenings. Many tourists were quite stressed later in the evening trying to find somewhere to stay. Car parks were all full of cars and motorhomes by the late evening.

The free locations had the following tents and vans on Tuesday 29<sup>th</sup>:

- Keoldale 14 vans 6 tents
- Kyle of Durness 9 vans 3 tents
- Sango car park 10 vans
- Balnakeil 21 vans 1 tent
- Ceannabeinne 11 vans 19 tents
- Smoo Caves 6 vans
- Total 71 vans 29 tents

Presuming 2 people per unit, that is a total of 200 people staying overnight in the Durness area but not on official campsites, around 1,000 people over the full week with many more in the surrounding area. When calculated to represent the full month, the Geopark reported that this represented 20% of all visitors to the Geopark in July staying informally overnight in and around Durness. Adding overnight stays in the Durness campsites and traditional accommodation would be 40% of all visitors to the entire Geopark in July staying overnight in Durness. The large campsite and significant availability of free overnight space in and around the village has led Durness to be the tourist hub of the area. These figures were typical throughout the peak season and often much higher mid-week.

## Smoo Cave Path Counter Data

Smoo Cave path data provided by Highland Council is an indicator of daytime visitor numbers using popular facilities in Durness

Year	Count	User Numbers
2019		85,639
2020		
2021		80,000+ (Counter failed mid-season)

Smoo Cave is one of the most visited tourist attractions in the north west. Its visitor numbers have continually grown since the creation of the NC500 holiday concept. The Geopark report that the current data shows that over a third of all visitors to the Geopark stop at Smoo Cave, compared to just 10% at Knockan Crag, it's next most popular venue. It is the most popular attraction in the Geopark.

However, the above data only reflects the visitors who pass the counter on the path down to the cave, which does not fully reflect the full range and volume of visitors. Many visitors use the car park and toilets but do not descend the path to the caves so the pressures on the road, parking and toilets are higher than the visitor data reflects.

The Geopark Ranger, Fraser Gibb, collected data on daytime parking and visitor numbers at all Durness sites and published in the report Education and Employment-Encouraging Slow Tourism in the North West Highlands Geopark. The data confirmed high numbers of vehicles from 10am to 5pm in all car parks and parking overspill onto grass verges.

<b>Visitor Impacts Summary</b>	
<b>Economic Growth</b>	A steep increase in tourism growth has generated income following the COVID-19 lockdowns but it has been difficult to find staff to develop hospitality enterprises. The data confirms the unprecedented growth of visitor numbers in Durness and its increasing status as the principal visitor hub and destination of the North West.
<b>Extended Season</b>	The season has extended to run from May to October with higher numbers, but most enterprises closed in October until next Easter. The data shows higher than previous visitor numbers in the spring and early autumn months indicating season growth and unprecedented numbers at peak times.
<b>Civic behaviour</b>	An absence of civic boundaries and enforcement combined with competition for space at peak times led to some irresponsible behaviour. The data shows that campsite capacity was outweighed 100% by demand at peak times causing visitors to compete for space for informal camping, without access to facilities, in often stressful situations. Pressure for space led some visitors to overnight in inappropriate locations, park inconsiderately and toilet by the roadside.
<b>Congestion</b>	Road and parking congestion had a negative impact on visitors and local people trying to access attractions and facilities. The data illustrates the high number of motorhomes and cars staying overnight in Durness. High numbers also pass through on route to other locations during the day with congestion at all village sites and pedestrians walking in the carriageway due to few paths.
<b>Economic undermining</b>	The free overnight parking in council car parks often undermined nearby commercial sites by providing a free alternative. The data suggests that the availability of free parking overnight denied income to the local economy via camping fees.
<b>Ecological Damage</b>	Trampling and disturbance of wildlife occurred at a number of village SSSI sites due to high numbers of daytime visitors and overnight campers. The data confirms the human presence in high numbers of campers and visitors constantly for 4 months with little opportunity for habitats to recover.
<b>Night-time disturbance</b>	Informal campers and motorhomes caused disturbance to nearby residents and hotel guests when staying overnight for free in council car parks. Data at sites such as Balnakeil and Sango confirms the constant nightly presence of motorhomes and encampments causing ongoing disturbance.
<b>Agricultural Displacement</b>	Grazing animals have been displaced off machair landscapes by high numbers of daytime visitors and overnight campers. The data confirms some sites have constant day and night human presence displacing grazing animals off those locations.



### Durness Area Plan

For the purposes of the **Location Action Plan**, Durness will be looked at as a single location, as well as separated into five distinct areas, enabling a more focused analysis of key visitor challenges in each area alongside discreet action plan proposals to mitigate visitor impacts for the community and the natural environment of the wider Durness area.

The areas are:

1. **Balnakeil**
2. **Sango**
3. **Smoo Cave**
4. **Ceannabeinne**
5. **Keodale and Kyle of Durness**



### Durness Area

Challenge	Description	Suggested Actions & Outcomes	Stakeholders involved
Joined-up Destination Management to curate the visitor experience and mitigate negative tourism impacts on community.	<p>The Durness Community Group do not have a development officer although may have had one in the past. A range of Durness stakeholders are currently working unilaterally without a coordinated strategy to market and manage Durness as a tourism destination. The coordination role is currently addressed by voluntary actions of community members. A paid officer could co-ordinate and deliver actions more effectively. The community feels disenfranchised from the tourism planning process while tourism is the most current influence on community socio economic development and quality of life.</p> <p>Unilateral actions by stakeholders often displaces problems to neighbouring locations.</p> <p>What is the tourist carrying capacity of the village? How many tourists can the community and environment cope with? What is the future ambition for tourist numbers and tourist types?</p>	<p><b>Appoint a Durness Development Officer.</b> The Development Officer can work on short-term to long-term improvements identified in the Location Action Plan. The Community express a wish to regain control of the tourism increases and require an employed person to lead those initiatives. Durness, Scourie and Kinlochbervie are looking to create a role to serve their combined areas for projects, fundraising and tourism management.</p> <p>Creating a Durness Tourism and Community Development strategy will help design a marketable brand identity, bring about suitable facilities, maximise economic benefit to the community and enhance and protect the local way of life.</p> <p><b>Destination Management Forum.</b> Stakeholders meeting to provide communication and inclusion over issues such as car park management, tourism data, etc. will coordinate stakeholder activity and ensure the community are not disenfranchised.</p>	<p>Durness Community Council</p> <p>Durness Development Group</p> <p>Durness Estate</p> <p>Balnakeil Estate</p> <p>Rispond Estate</p> <p>Highland Council</p>
Visitor Information,	Visitor information is provided by a range of official and casual sources that advertise and	Create advice specific to each location such as the maximum number of tents at Ceannabeinne, or locations not to have a fire. The information can	Visit Scotland Access Ranger Service

<p>Guidance and Advice</p>	<p>mention Durness specifically and other features of the location.</p> <p>These websites, pages and promotional materials often do not carry messaging to inform visitors of appropriate places to camp or park overnight motorhome if official sites are unavailable.</p> <p>Overall messaging on the common application of SOAC although some local adaptation may be necessary. Rules and laws for overnight motorhome parking are largely unclear and open to misinterpretation so better definition and communication of those rules is needed in visitor information for specific sites.</p>	<p>be advertised via visitor information on-line and sign posted at the sites. Specifically stating what is appropriate at each location removes the random responsibility of visitors trying to interpret the SOAC or Highways Act for themselves. Visitors need this information in their pre-trip planning time. This can be explored in more detail by a <i>Destination Management Forum</i>. In Summer 2021, the Geopark created an online interactive map with information of parking spaces at each location to help visitors make better informed decisions.</p>	<p>Geopark Community Council</p>
<p>Traffic Management</p>	<p>Durness has few traffic management measures in place relevant to the new volumes of vehicles.</p> <p>There are areas of dual and single-track road interconnecting the village which creates congestion. There are few advisory signs to inform drivers of road changes.</p> <p>Drivers can't find toilets and car parks. More driver's information signs are needed to guide drivers to available facilities.</p>	<p>Undertake a roads review to identify dangers and measures that can be implemented across the village and approach roads.</p> <p>Clear signage and road markings are needed to ensure vehicles are fully informed of the need to slow down and be prepared to give way. They don't know the road is about to narrow.</p> <p>Approach roads have limited phone signal so visitors arriving in need of facilities need driver's signs to direct them to the car parks and toilets across the various village sites.</p>	<p>Highland Council Roads Department</p> <p>Highland Council Roads department</p> <p>Highland Council Roads Department Venture North Geopark</p>

	<p>Overspill verge parking causes congestion and restriction of the carriageway. There are not enough restrictions such as double yellow lines.</p> <p>Road speeds are too high, for example, 40mph in the Smoo Caves area despite congestion and pedestrians walking in the road. Speed control measures have not been reconsidered to reflect current traffic levels.</p> <p>Lorries becoming stuck at Sangomore. Sat Nav leads vehicles onto the Sangomore single-track route through the village causing them to become stuck on the hill.</p> <p>Not enough passing places on village single track roads increasing congestion at each end of the single track and slowing overall movement around the village.</p> <p>Peak season road congestion impacts on travel times and impedes public transport, mountain rescue, emergency and care worker vehicles, making it difficult to maintain essential services. Congested single track roads 20 miles either side of the village impact on all travel times.</p>	<p>The status of some road areas requires reconsideration to bring about management measures needed to reflect the summer traffic challenges, such as double yellow lines, reduced speed limits, etc.</p> <p>Speed control requires a full review to manage the increased risk to drivers and pedestrians. The road has conflicted use, it is the main route for all through traffic while pedestrians have to walk in the road.</p> <p>Through traffic signs are needed to direct traffic away from the steep and narrow Sangomore road. It could also be made one way to reduce traffic flow.</p> <p>Most single-track road in the village would benefit from additional passing places to improve the flow of traffic. Passing places also need enlarging to allow motorhomes to pass one another safely.</p> <p>Some dualing of single-track sections would transform the socio-economic fortunes of the area. Increase the number of passing places and create larger passing places to accommodate motorhomes. Create more viewing stops on the approach roads so people can stop to enjoy the views instead of driving slowly to admire the scenery.</p>	<p>Highland Council Roads Department</p> <p>Highland Council Roads Department</p> <p>Highland Council Roads Department</p> <p>Highland Council Roads Department</p> <p>Highland Council Roads Department</p>
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	<p>Roadside verge car parking damage puts additional pressure on roads maintenance, increasing the long-term costs for road improvements and resurfacing. Extensive use of traffic cones has been required to prevent overspill verge parking.</p> <p>Police do not have staff available to manage traffic daily in the Durness area during the peak season. No enforcement for parking issues by Highland Council. There is an absence of advertised behaviour boundaries.</p>	<p>Install verge defences such as drystone walls, boulders, timber bollards, dig open drains that prevent overspill parking while enhancing the appearance of the village environment.</p> <p>There is an overall need to increase the number of car parking spaces available at the popular locations so visitors can park up, pee, poop, pootle around and make a purchase. The village centre, Smoo Caves, Balnakeil and Ceannabeinne all have insufficient day time parking and overspill issues. Further parking could be provided by private landowners on agricultural land during the peak season at these sites on a fee to park basis.</p> <p>A coordinated programme of management and enforcement is needed between Highland Council enforcement and Highland Police to provide a scheduled presence throughout the season. This will be essential if some measures are undertaken to begin to control camping and overnight parking.</p>	<p>Funding from 3<sup>rd</sup> Sector Sources. Highland Council Roads Department Landowners</p> <p>Highland Council Private Landowners</p> <p>Highland Council Highland Police</p>
Irresponsible camping	<p>Durness has open common grazing land within the village which is often camped on. The guidance in SOAC of 'keep well away from buildings and roads' is subjective and causes dispute. It is impossible to enforce if campers are uncooperative or in large numbers.</p>	<p>Elected officials could raise the issue with the Scottish Government. The Durness community have a right to basic civic standards to be upheld and that their village is respected by visitors. Crofting common grazing and the linear layout of crofting townships is unfamiliar to many visitors and then difficult to apply aspects of the SOAC guidance.</p>	<p>MSP Ward Councillor Access Ranger Service Police Scotland</p>

Public Transport	Difficult to use public transport within the village to help visitors move from site to site. Visitors mostly drive which adds to congestion.	A hop on hop off minibus service circulating around the village sites on a low fee or courtesy basis would allow visitors to park their vehicle and not have to drive around after initially arriving. It would help reduce congestion and enhance the visitor experience. Creating a walk and ride ethos for the village would be a good marketing feature.	Durness Bus Company or other Private enterprise
Campsite Capacity	There is insufficient campsite capacity at peak times to match current demands for tents and motorhomes. There is a narrow range of overnight types of facility.	Create small to medium campsites and motorhome stopover sites to provide more commercial capacity and provide more incomes into the community. Visitors express an interest in small interesting sites with electric hook ups that have a natural and attractive appeal with great views. Something special, more intimate and memorable. Durness has unrivalled potential to provide that at numerous locations across the village area. Private enterprise, Sheep Stock Club, a Crofters Camping Collective are all ways in which land in Durness could be commercialised for small campsites in a coordinated way.	Private Enterprise  Crofters Community Collective  Private Estates
Habitat Protection	Vegetation is impacted in some locations by foot trampling and camping pressures cause disturbance to wildlife. For example, Ceannabeinne has tents most nights from April to October putting a constant human pressure on the ecosystem.	Durness Habitat Protection Plan. Form a stakeholder group to identify the ecological impacts from tourism, highlight areas-in need of protection and implement an action plan. A working group can explore the legislation available and identify successful schemes elsewhere. Create restricted areas to protect sensitive areas.	Nature Scot  Highlife Highland  Access Ranger

		<p>Develop paths to create corridors of movement that can be managed while easing pressure off other areas.</p> <p>Control informal camping to reduce habitat damage.</p> <p>Eco tourism is a huge potential market so the ecology should be protected and enhanced as a location asset. A stakeholder group can explore how to develop eco-tourism in the area.</p>	
Pedestrian Access	<p>Village has only partial paths that that don't connect, it is difficult to walk between village locations without walking in the busy road. It forces visitors to drive to all locations adding to congestion. Car parks are exclusive to each location, you can't park at a less busy location and walk to the site you wish to visit. Walking is the most popular tourist activity, but it has limited provision in Durness despite being a favourable location. Access for people with disabilities is very limited.</p>	<p>Create a network of attractive pathways to connect all the village locations with a surface suitable for walking or cycling. Visitors want to be able to walk or cycle around the village to enjoy the location. It would connect facilities such as car parks and shops. It would reduce congestion and enhance both the visitor and residents experience. Paths could be extended to Laid and up hills to viewing areas to create more visitor walking experiences. Tourism path developments in Aviemore are a good example to follow and have been influential in developing a year-round destination.</p>	<p>Highland Council Outdoor Access Geopark</p>
Toilets	<p>Insufficient toilets to meet peak daytime demand and no toilets at informal camping hotspots. This has resulted in significant human waste on the ground at popular camping locations and roadside verges. A stressful experience for visitors unable to fulfil a basic human need. Visitor toilet facilities are usually supplemented by toilets at cafes, pubs and other venues (THC</p>	<p>A greater number of toilets is needed at peak times across the village. Toilet facilities at the village hall and former visitor centre could be incorporated into visitor facilities to increase availability.</p> <p>Existing toilet buildings could be refurbished and extended to provide more toilet cubicles.</p>	<p>Highland Council Geopark Private Enterprise</p>

	<p>Comfort Scheme) but there are not many in Durness so public toilets are relied upon to a greater extent than at most tourist locations. Lack of car parking at toilet sites is an interconnected issue. There are few toilets available on the approach journeys to Durness.</p>	<p>Pay to use self-contained toilet units, non-gender specific, have become a popular solution in many tourist locations.</p> <p>New tourist facilities such as a Smoo Cave visitor centre would provide opportunity for new toilets.</p> <p>Balnakeil and Ceannabeinne require toilets as they have high visitor numbers.</p>	
Informal Camping	<p>Extensive informal camping at scenic locations and roadside encampments that does not comply with SOAC or Roads (Scotland) Act. Many campers are vehicle based with extensive heavy weight equipment. It causes an ecological impact, interrupts agricultural activity, displaces other recreation users, causes a public nuisance, creates human waste posing an environmental hazard and undermines commercial campsite businesses. It impacts the daily living conditions of the local community. At any given location, who decides who conforms with SOAC and who must move on? Who will enforce it? If camping is irresponsible or in too high numbers campers can be asked to leave but if they are un-cooperative or in high numbers, this is un-manageable. This has been proved to be the case in Durness.</p>	<p>Prevent overnight parking in car parks, if people can't park overnight, they won't camp at that location.</p> <p>Obstruct vehicle access onto verges and common grazing land so it can't be used for overnight parking and camping.</p> <p>Repurpose areas of verge and common grazing with tree planting, picnic areas, flower beds, etc, to discourage camping.</p> <p>Enclose or verge fence the area to discourage open access onto the land for camping.</p> <p>Enclosure of special sensitive habitat areas.</p> <p>Stopping informal camping will require a secure legal position to be established at each location and combined action by Highland Police, Highland Council and the landowner to enforce that legal position. Police in sufficient numbers to provide enforcement would be required all summer if campers are going to be moved on from sensitive locations. Civil disorder may occur.</p>	<p>MSP Ward Councillor Highland Council Access Ranger Service Police Scotland</p>
Car Parks	<p>Insufficient parking spaces available at peak season times. Under 200 spaces in the area.</p>	<p>The management of car parks is fundamental to the management of visitors as most are vehicle tourists. It is fundamental to managing the</p>	<p>Highland Council Parking Management</p>



	<p>Parking is also important for touring visitors to stop to use toilets.  Car parks are used most nights for free overnight parking of motorhomes and cars of nearby campers, undermining nearby campsite businesses.  Car parks are in poor physical condition. There are no stated rules and no enforcement. Parking by cars, motorbikes and motorhomes is disorganised and visitors essentially park as they wish. Parking overflows onto nearby verges. Visitors can't stop to use facilities and spend money due to lack of space.</p> <p>(Many parking areas are poorly defined or un-marked, so it is difficult to state the exact parking carrying capacity in the village. Some long-term parking overspill has become normalised. A full review of parking carrying capacity in the village is required. 150 to 200 spaces is a reasonable estimate of all official and accepted overspill .)</p>	<p>negative impact of campers and motorhomes. Parking capacity at Smoo Cave, Ceannabeinne, Balnakeil, and the village centre require increasing.  Alternative parking could be provided on private land as a fee charging enterprise.  Many car parks are unsurfaced, poorly defined and have evolved from casual parking use so an audit of car parks and proposals to design and upgrade them to better manage the user groups of cars and motorhomes is now needed.  Plans to explore more parking at Smoo cave are underway. If tourism growth continues more car parks will be needed to accommodate a growing number of visitor vehicles and coaches. The growth of Inverness will also bring more day trippers and direct visitors as well as the NC500 increases. Foreign visitors are also to return and add to demand. The location will never be popular via public transport so the demand for vehicle facilities and road pressures will be disproportionately high and increase.</p>	
Agriculture	<p>Land at popular camping locations has been informally taken from agricultural use without consultation or agreement. High volumes of campers have displaced grazing livestock from common grazing and interrupted the crofting activity that maintains machair grass land ecology.</p>	<p>Land could be re-enclosed and grazed to remove the land from being available for camping. Locations such as Ceannabeinne had been enclosed in the past.  Or informal camping could be stopped on sensitive sites such as machair and dunes.</p>	<p>Grazing Committee  Landowners  Access Ranger</p>

<p>Google Maps and Apps</p>	<p>Incorrect drop pins, information and missing details about the area. This is confusing for visitors and causes disruption, often validating visitors to camp or motorhome in inappropriate locations. Many overnight motorhome parking apps carry incorrect advice that leads visitors to plan free overnight stays in scenic car parks and roadsides. Online and social media information is often given as the reason visitors are parking or camping in an unsuitable location.</p>	<p>The <b>Destination Management Officer</b> for Durness could be tasked to monitor and manage third party online information about camping, overnight parking and access to facilities. They can then edit, omit and change information on Google Maps – correcting any additions as they arise and contact parking App companies to correct their information. Visitors can make better planning decisions if they have accurate information.</p>	<p>Geopark Access Ranger Service Community Council Community Development Group</p>
<p>Social Media Influencing</p>	<p>Social media has a significant influence on visitor's expectations, plans, decisions and behaviours, often in an unhelpful way. It often unintentionally promotes inappropriate places to camp or park overnight through visitors posts and photos. It legitimises campfires, camping and parking at unsuitable locations and inadvertently encourages others to do the same.</p>	<p>A Development Officer role could monitor this social media to identify problems and post regular information to inform and influence visitors expectations and behaviours. A positive social media presence can be a very effective way to nudge visitors towards making good choices. There is a continuous online conversation about Durness in social media groups, but Durness is not representing itself in that conversation to influence it positively. Durness needs to join the discussion and gain from the free marketing.</p>	<p>Geopark Community Development Group Community Council</p>

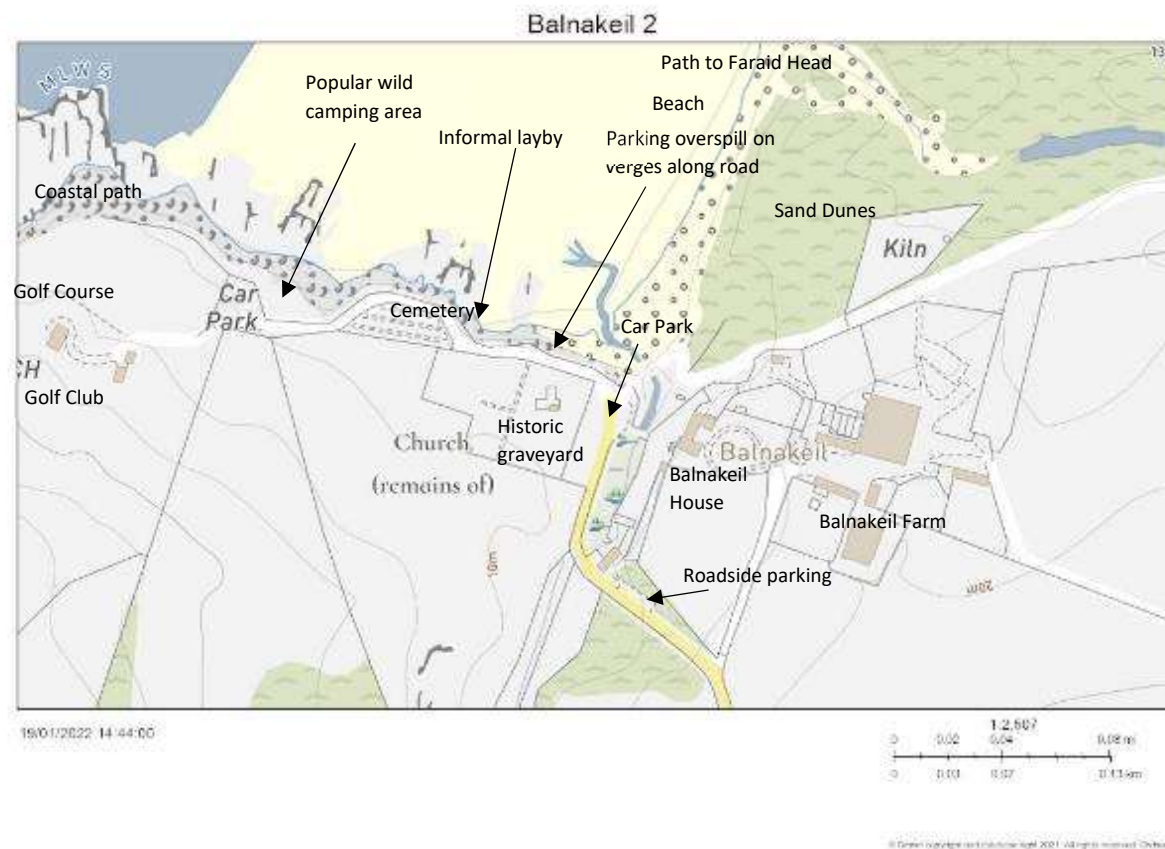
<p>Tourist Information Point / Tourist Advice</p>	<p>There is no tourist information point. Durness is near the midway point on many visitors 7-12 day round trip from the south. It is one of the most remote and uninhabited locations in the UK. It is noted as having the least access to facilities and services in the UK. It is over a 2 hour drive from the nearest town facilities. All NC500 visitors are furthest from information and support services here. Durness is a location where visitors are likely to be in most need of assistance at a time of being furthest from it.</p> <p>There is no emergency first aid point, in person advice or opportunity for visitor engagement.</p> <p>No highly publicised single point of contact as a starting point for anyone's enquiries about Durness.</p>	<p>Access Ranger and <b>Development officer</b> could have a base of operations if desired. Or all tourism information becomes 'virtual' through interpretation points, signs and QR codes.</p> <p>Having an information point and continued interaction with the public at the Sango Car Park would be useful, especially in relation to outdoor safety, first aid support and visitor engagement about responsible access in the area. A hub for tourist service providers and visitors, a base for police, rangers, a one-stop interface point.</p> <p>The Durness location website could be developed and managed from here with updates to manage social media post to inform tourists when sites are full and unofficial sites are under too much pressure.</p> <p>It could also act as a satellite base for police officers patrolling the area and support them to be in the area for extended periods. It would act as a base to promote communication and teamwork between the various workers providing the tourist support services.</p> <p>It can be promoted as a first point of contact via the internet or in person for up to date information and assistance.</p>	<p>Visit Scotland Access Ranger Service Geopark Venture North</p>
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Short Tourism Season	The short season supports only short contract employment and discourages inward investment due the low financial return. Few sites are open in the off season which encourages more summer visitors within a short period, adding to congestion and competition for space. It can be difficult for visitors to spend money when venues are oversubscribed.	Encourage a longer season and develop a winter touring product to encourage visitors in the winter season and help facilities remain open. This may help spread out visitor numbers and reduce the very high numbers in July and August.	Tourism Department Visit Scotland Venture North
Motorhome Waste Disposal	Passing motorhomes rely on the Sango Campsite to empty out their foul waste or dispose of it in the countryside causing pollution and health hazards.	A motorhome waste disposal and replenishment unit is required to allow motorhome tourists to dispose of their waste responsibly. A facility with large bins is also required as motorhomes accumulate large bags of waste while on multi night stays in the North West corner and cannot store it in their vehicle. Coin operated units are used in Europe to avoid staff costs. A car park such as Sango or the Council Depot could be suitable venues.	Waste Management

## Balnakeil Location

The Balnakeil area is of outstanding nature conservation interest for its outcrops of Durness limestone and associated plant communities. Most of the surrounding area is a Special Area of Conservation under the EU Habitats Directive, which continues post- Brexit. There are a number of SSSI sites and the land is farmed in cooperation with NatureScot and RSPB to protect rare species. The machair grassland to the south of Balnakeil is home to Durness Golf Course. A core path follows the coastline southwards to Keodale.

The area is a popular tourist beach and the car parks and road areas are often full at peak times. The recent popularity of wild camping and motorhome touring has also seen the parking areas and grass used for overnight motorhome parking and camping.



The Balnakeil beach area is a very popular daytime location with visitors attracted to the safe swimming beach, coastal path walks, golf course and sand dunes. The site is also a cemetery car park so there is also a need for car parking to be available for visitors attending graves. During the day at peak times, the car park is full and overflows onto roadside verges and grass in front of the historic graveyard.

At night, the car parks fill up again with motorhomes parking overnight and the cars of wild campers who camp on the grass verges in front of the historic graveyard and grass spaces in front of the cemetery. Up to 30 motorhomes park overnight in the car park. Many create encampments with awnings, bbq's and washing lines. This overnight parking undermines the nearby camping and caravan facilities. The local population are upset that their graveyard location is now overwhelmed by recreation users day and night.

## Area 1: Balnakeil

Challenge	Description	Suggested Actions	Stakeholders involved
Parking Management	<p>Parking areas are full and overflowing onto grass verges at peak times. Many visitors cannot park and drive on. Local people unable to park to attend the cemetery due to competition for space. The roadside parking at the historic graveyard is unsurfaced and too small. The west parking area is needed for turning but often full of vehicles. It has no marked parking spaces. The parking area is used as an unofficial campsite and motorhome stop over every night during the summer with up to 30 motorhomes parking overnight. Encampments form on grass verges and nearby land. Gatherings and BBQ's are held near the cemetery, causing disturbance for Balnakeil House and the local community. Many motorhomes stay multiple nights. Overall capacity is too low, this is further impacted by overnight staying vehicles impeding other users and there are no measures to design and manage the parking activities.</p>	<p>Increase and surface parking spaces along grass verge at historic graveyard.            Prevent parking overspill onto grass verges with diamond rail fence barriers.            Designate passing places and no parking with signs.            Designate west parking area for motorhomes only.            Alternative fee charging parking on adjoining field.            Design layout of parking spaces to restrict motorhome use.            Prevent overnight parking of cars and motorhomes if supported by legislation.            Continue to allow overnight parking but charge fees.            Charge fees for day time parking.            Signs on approach road to indicate if parking area is already full.</p>	<p>Highland Council            Parking Management              Highland Council            Roads              Balnakeil Estate              Durness Golf            Course</p>

Traffic Management	<p>As a cul-de-sac road it is a location prone to congestion. The turning area in the west car park can be obstructed by parked vehicles. Parking overspill on verges reduces road space. All pedestrians must walk in the road. Large motorhomes overhang parking spaces and reduce the carriageway width.</p> <p>The single-track approach road doesn't have enough passing places. The road surface is in poor condition.</p>	<p>Designate single lane and passing places with new signs.</p> <p>Mark and sign turning area in west car park so vehicles can turn and exit the site.</p> <p>Prevent parking overspill on grass verges using diamond rail barriers to maintain a safe space for pedestrians.</p> <p>Specific parking spaces for motorhomes so they don't park overhanging and restricting the carriageway.</p> <p>Additional passing places on single track approach road.</p> <p>Path on access road to take pedestrians out of the carriageway.</p>	Highland Council Roads
Informal Camping	<p>Encampments form around and within the parking area. It has been a longstanding venue. Surrounding farmland and golf course are managed by landowners to protect vulnerable species in agreement with NatureScot and RSPB. They are concerned their work is undermined by cumulative wild camping in these SSSI areas.</p>	<p>Restrict overnight parking to prevent wild camping.</p> <p>Charge fees for overnight parking to deter some campers.</p> <p>Car park signs stating Highland Council rules on verge camping.</p> <p>Restrict open spaces used for camping by installing benches, picnic tables, interpretation boards and surfaced paths.</p> <p>Signage and interpretation boards in surrounding habitats to discourage camping.</p> <p>Fence off areas of habitat to protect them from camping and other human pressures.</p>	Access Ranger Service

Toilets	There are no toilets at this popular location where visitors often stay all day, night or multi nights. Toileting occurs around the cemetery walls and surrounding dunes and machair.	Provide permanent or seasonal mobile toilet units for visitors to the beach and cemetery. Can the golf club facilities be used and increase their commercial off sales of refreshments?	Highland Council Waste Management
Cemetery Access	Cemetery visitors are often unable to park due to tourist visitor vehicles. The dual-purpose parking area for the cemetery and beach is often dominated by tourist vehicles. A funeral in the summer would be difficult to facilitate due to tourist vehicles.	Create a funeral day parking management plan in cooperation with Highland Police and Council. Alternative cemetery parking in adjoining field to separate tourist and cemetery visitors. Prevent day/overnight informal parking in front of the cemetery entrance gates and redesign into a pedestrian area.	Highland Council Cemeteries Dept.
Farm and MOD Access	The overcrowded parking area at the beach access point often impedes daily used access gate for farm vehicles.	Remove parking spaces to the east of the access gate to prevent motorhomes parking and overhanging into the carriageway.	Highland Council Roads and Parking Management
Pedestrian Access	There is no continuous path from the village centre to Balnakeil. There is no path beyond the Craft Village. The core path from the village takes an elongated indirect route to Balnakeil. Without walking in the road, visitors have to drive to Balnakeil, adding to congestion.	Install a path alongside the carriageway to provide pedestrian access. A path alteration to the core path from the village centre to lead directly to Balnakeil along with path widening and surfacing.	Highland Council Roads
Core Paths	Paths have few signs and wider trampling of habitats occurs into many SSSI sites causing ecological damage.	Install more direction signs and white post markers to encourage people to keep to the paths and reduce habitat trampling. Provide info signs in co-operation with RSPB, NatureScot to inform and encourage walkers to help protect the habitats by keeping to paths.	Access Ranger Service





Parking overfills onto grass verges on busy days and with overnight parking.



Camping on the dunes causes ecological damage. The dunes are a SSSI site.



Signs helped discourage campers but did not provide full protection for this ecologically significant site.



Parking blocks most verges forcing pedestrians to walk in the road. Verge barriers are needed to manage parking overspill.



Motorhomes park in front of the cemetery entrance most nights. The area should be redesigned into a pedestrian verge area.



A path access gate could be installed along with picnic tables to create a recreation space and discourage campers.



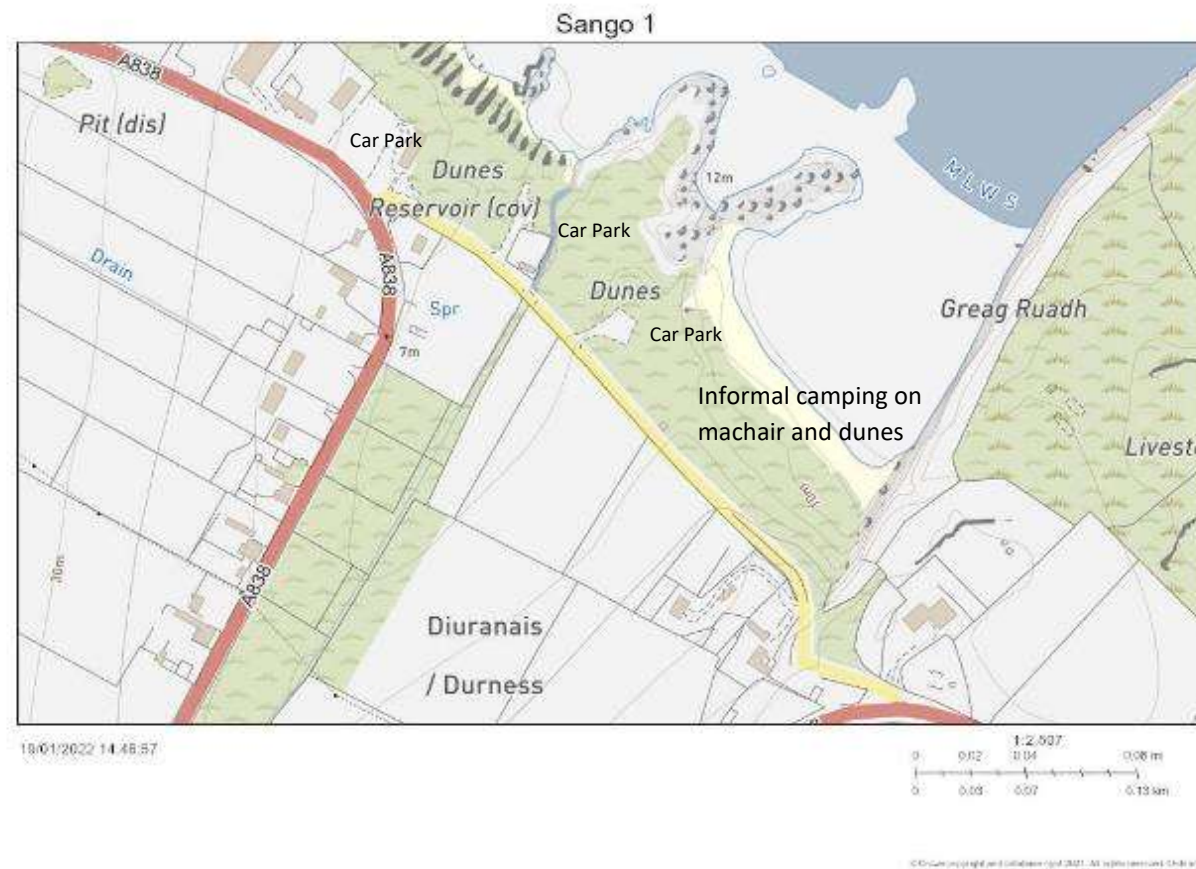
Graveyard parking areas require surfacing, spaces defined and barriers installed to prevent vehicles driving onto the grass.



Grass verges in front of the new Motorhome Stopover site need verge barriers to prevent free overnight parking undermining the business.

## Sango Location

Sangomore beach and machair grass area are a popular recreation area at the heart of the village. Unfortunately, it attracted large numbers of wild campers and motorhomes during the 2019 summer causing the local community to install wooden barriers to prevent vehicles driving onto the machair. Bales of hay were used to block the small car park to prevent vehicles parking overnight to camp on the machair and beach. Signs were installed for the 2021 season to discourage camping and campfires and the Access Ranger visited regularly to encourage campers to relocate outside the village, with mixed success, but numbers of campers were significantly reduced.





## Area 2: Sango

Challenge	Description	Suggested Action	Stakeholders involved
Parking Management	The Sango car park is popular in the day but rarely used for overnight motorhomes. The nearby Sangomore parking area and Water Site parking are unsurfaced and desired by motorhomes for overnight parking and camping on the machair and beach which causes ecology damage, human waste and disturbance to residents. Overnight parking and camping is not suitable in this beach front village centre location and undermines the nearby campsite. The main car park is too small and is full most days.	Increase the size of the main car park to accommodate coaches, minibuses and motorhomes within walking distance of village facilities. Install diamond rail barriers to prevent parking overspill onto machair and verges. Charge fees for overnight parking or ban overnight parking. Surface Sangomore car park. Surface Waste Water Plant parking area.	Highland Council Parking Management  Access Ranger Service
Beach Access	There is no beach access path leading down the steep slope and onto the beach. Treacherous desire lines have been used. Such a popular beach in a premier location must have safe access onto the beach suitable to the range of visitor's needs.	Construct a new beach access path down the slope in front of the main car park that is suitable for all visitors to use.	Access Ranger Service
Informal Camping	Without daily intervention by Access Rangers, informal camping would have continued at high numbers at Sango. Signage and patrols helped reduce the volume of campers but could not prevent it fully. Camping within the village displaces other recreational users from the site and diminishes the experience of the location for other tourists.	Restrict overnight parking in the three parking areas to prevent vehicle based campers. Remove the Sangomore car park to prevent vehicle based campers accessing the machair and beach area. Fence off areas of habitat to prevent camping and protect ecology.	Access Ranger Service  Highland Council Parking Management

Paths	There are no paths to connect this area and its car parks to other village sites. Pedestrians must walk on rough desire lines across the machair or walk in the road.	Define paths around the beach and machair site to specific viewing points or picnic area would help keep foot trampling to narrow corridors of movement and reduce wider trampling. A wide surfaced path crossing the site and suitable for walking and cycling would connect the area to the rest of the village and help create a village walking/cycling attraction.	Access Ranger Service
Visitor Facilities	There are no visitor facilities at Sango despite its popularity. The former visitor centre is closed so there is no access to toilets or café.	Reopen the former visitor centre as a new café/shop/info location that also provides toilets for visitors.	Former Visitor Centre Private Owners
Coach Parking	There is no coach parking available so some visitor groups are excluded from stopping at this popular site.	Sango has space potential to extend the car park for coaches to stop and visitors to access the beach and shops.	Highland Council Parking Management
Habitat damage	Camping, foot trampling and noise has a negative impact on the beach, dunes, machair and adjoining croft fields which are nesting sites for endangered species.	Fence off areas of land to protect habitats. Remove the Sangomore car parks and restore the land to machair to reduce the level of human impact, especially camping at night. Design paths to keep people away from sensitive habitats. Information boards to educate visitors about the site ecology.	Access Ranger Service Nature Scot HighLife Highland



Verge barriers were installed by the community to prevent overnight parking on the machair grass.



The Sangomore car park needs surfacing and marked parking spaces. It could be removed to prevent overnight disturbance to residents.



New benches and picnic tables are needed. Most are currently broken or have been removed due to disrepair.



The former Visitor Information building would be a good shop/café venue and provide new toilet facilities.



A path is needed to cross the Sango site and link the village sites together. Visitors want to walk or cycle safely around the village.



Sango needs a new beach access path. It is a very popular beach but has no safe access path.



The open machair grass and sheltered beach are highly desired by informal campers but is upsetting for residents due to- the village centre location



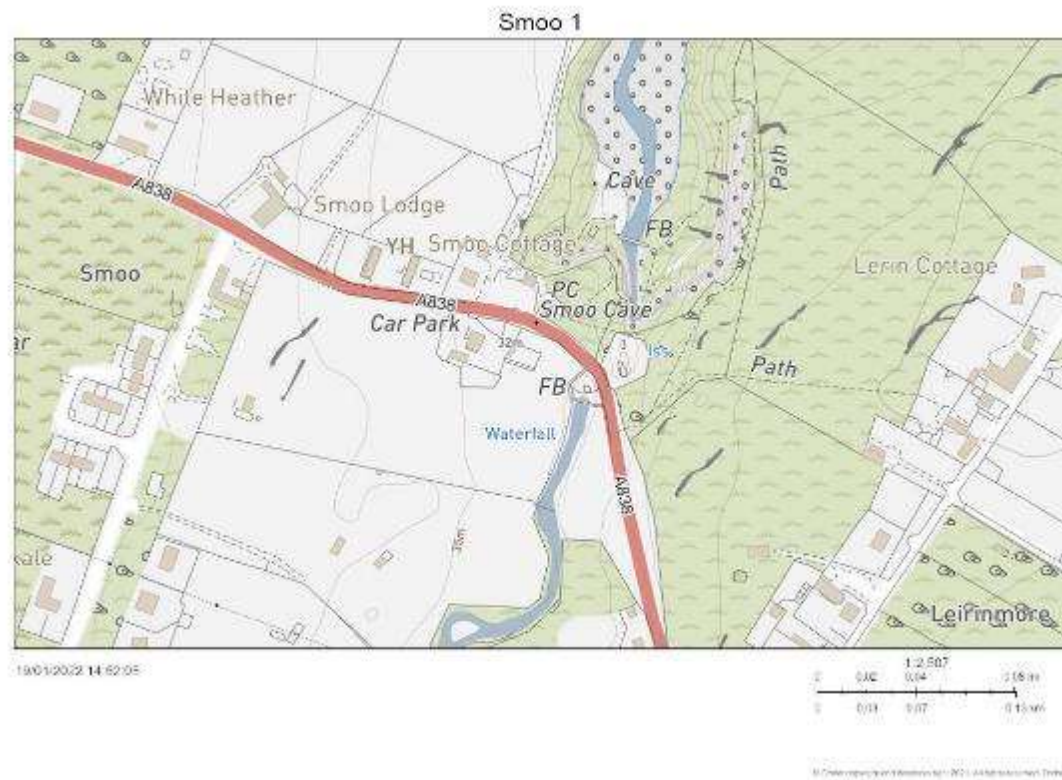
Parking at the Water Treatment plant is popular with Motorhomes but is too close to houses at night.



## Smoo Cave Location

Smoo Cave is a natural sea cave and sheltered cove located 2km to the East of Durness village centre. The cave lies beneath the main road, the A838, and is passed by all NC500 tourists. The site is a protected scheduled monument and archaeological excavations have unearthed Neolithic, Norse and Iron Age artefacts. The geological features are of world significance, the caves are a UNESCO Global Geopark site and the most visited attraction of the North West Geopark. It is the main tourist attraction in Durness, attracting over 80,000 visitors annually.

Smoo Cave is one of the most visited and congested locations in Durness and on the NC500 route. The short section of single track road congests the traffic and brings fast moving vehicles and pedestrians together in the carriageway. High visitor numbers and new nearby businesses seeking to serve the needs of visitors to Smoo Cave have created some new visitor access management challenges.





### Area 3: Smoo Cave

Challenge	Description	Suggested Action	Stakeholders involved
Traffic Management	<p>The single-track road location is a choke point with high risk of a traffic incident. Over 40,000 visitors attend the caves while further visitors stop to use the toilets. All NC500 through traffic also negotiates this congested road. Pedestrians must walk in the single-track road alongside passing vehicles. Passing places are poorly defined. The 200m single-track section has 5 private entrances. No passing Place signs and no single-track signs. The 40mph road speed is too fast for the congested conditions. A row of public refuse bins are positioned on the roadside requiring visitors to walk in the carriageway to use them.</p> <p>Extremely challenging conditions on single-track road and car parking areas.</p>	<p>Set traffic management rules and provide enforcement.</p> <p>Reduce speed limit to 20 or 30mph.</p> <p>Install traffic calming measures such as speed bumps.</p> <p>Traffic light system or priority direction control to manage traffic through the single track section.</p> <p>Install road signs to designate single track road.</p> <p>Define the passing places with signs and road markings.</p> <p>Install double yellow lines to prevent vehicles stopping in the carriageway and prevent verge parking.</p> <p>Install a pedestrian path through the single track road.</p> <p>Rural Clearway &amp; No Stopping Signs with Parking Enforcement Officer visits.</p>	Highland Council Roads
Parking Management	<p>All parking areas full all day at peak times. Parking overflows onto nearby road verges and residential areas. Many visitors are unable to stop to use toilets or visit the caves. There are no coach, minibus or motorbike parking areas.</p>	<p>Increase parking capacity with a new car park on the east approach road with space for coaches.</p> <p>Install double yellow lines and verge barriers to prevent roadside parking.</p>	Highland Council Parking Management

	Parking spaces are too small to accommodate the volume of motorhomes. The parking surface is worn, and white lines eroded. There are no signs or management in place. The capacity does not reflect the number of visitors to the site plus the number of passing tourists stopping to use the toilet.	Incorporate use of the Village Hall car park to provide overflow capacity. Install a path to connect the sites. Investigate further parking capacity on nearby headland.	
Toilets	Toilets are too small. There are not enough cubicles to match the needs of such high visitor numbers. The toilets are kept very clean, but the fabric of the building and facilities require updating. There is no sign on the building to state it is a toilet. Lack of toilet capacity has led to human toileting on nearby grass verges and common grazing land.	New toilets with increased capacity to reflect the number of visitors to the site and passing visitors who stop just to use the toilet.	Highland council Amenities
Pedestrian Access	Can't walk to caves site from other village locations without walking in the road so most visitors must drive to the site adding to road and parking congestion.	Install roadside footway or paths to connect the site to the Village Hall and Smoo hotel facilities so visitors can park at alternative locations and walk to the caves entrance.	Highland Council Roads Access Ranger Service

Information and refreshments	<p>There is no opportunity to purchase gifts or refreshments at the site or take shelter in poor weather. Information is only provided via an information board and some interpretation boards. Visitors must walk down into the caves to find a representative for the underground tours. There is no site sign designating the Caves. There is no brand identity, marketing materials, or in person visitor engagement. If the weather is poor and the underground tours are suspended, there is little access to information and a poor visitor experience. There are few opportunities to gain income from visitors towards the upkeep of the site.</p>	<p>A visitor centre is required on site to provide a visitor interface and engagement, including a gift shop, cafe and information displays about the caves and local heritage. This would allow visitors to make bookings, spend money and create local jobs. It would commercialise the site and make it an all-weather, all year venue.</p>	<p>Geopark Private Enterprise Highland Council</p>
Paths	<p>Paths down the gorge have lost their compacted grit surface layer exposing larger rocks and increasing the height of steps. Some timber handrails show signs of decay and require replacements.</p> <p>Desire line informal paths have formed in some places above the caves which are treacherous. Access for disabled people or families with pushchairs is very limited.</p> <p>Paths within the cave are limited so restrict the experience of people less confident to move on broken ground. Access is not family or older person friendly. If you can't get down to the cave the site is just a car park and toilet with some interpretation boards.</p>	<p>Resurface all the main paths that have experienced erosion.</p> <p>Improve the desire line paths into formal paths with steps and compacted gravel surfaces.</p> <p>Install timber walkways within the cave to provide a safe accessible walking surface and restrict casual walking around the cave.</p>	<p>Access Ranger Service Geopark</p>

Overnighting Motorhomes	The main car park has a 'No Overnight Parking' sign. Overnight parking of motorhomes still occurs. The overflow roadside parking area has expanded onto common grazing land and is used most nights by motorhomes and sometimes tents creating roadside encampments with fires.	Fence off the common grazing area being used for overnight parking and camping. Ban overnight parking in the car park to ensure the spaces are free for all to use at all times.	Highland Council Parking Management
Site Promotion and commercialisation	The site is not properly commercialised to create jobs and incomes to support the site running costs and development. There is limited opportunity to purchase gifts, refreshments, books, etc that promote the caves and generate income. The visitors have nowhere to spend their money.	A plan to commercialise the site is required with a business and marketing strategy. The website can be improved to better reflect the world class heritage status of the venue. Promotion of the venue via social media. Advertising and promotional events. The site has enormous growth potential.	Geopark Highland council Community Development Group
Accessibility	Many visitors only experience the car park! The paths beyond the car park and down into the gorge are too difficult under foot for many visitors such as young families, older visitors and people with disabilities. The paths into the caves are difficult for many visitors.	A funicular railway could provide access for all visitors down to the caves. An integrated timber walkway into the caves would provide access for all visitors to fully enjoy the caves. These facilities would be attractions themselves and help to make the caves into an all-weather, all year attraction.	Highland Council Geopark



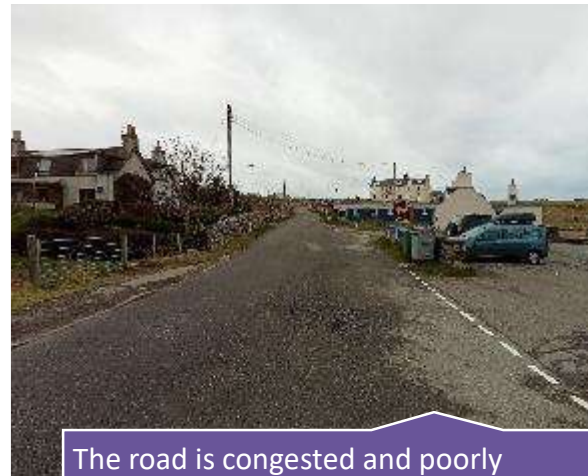
The Smoo toilet building and car park needs upgrading and carrying capacity increasing.



The new nearby Smoo Stopover site and snack van provides parking but visitors have to walk in the road to reach the caves.



The access paths to the caves have experienced erosion and require surface repairs and renewal.



The road is congested and poorly defined. The single-track section has no footpath. Vehicles arriving at speed share the carriage with pedestrians.





A path is needed from the Village Hall. Visitors to Smoo Caves who park at the Village Hall have to walk along the grass verge.



Desire line paths above the caves require formal construction to make them safe for all users or obstructed from use.



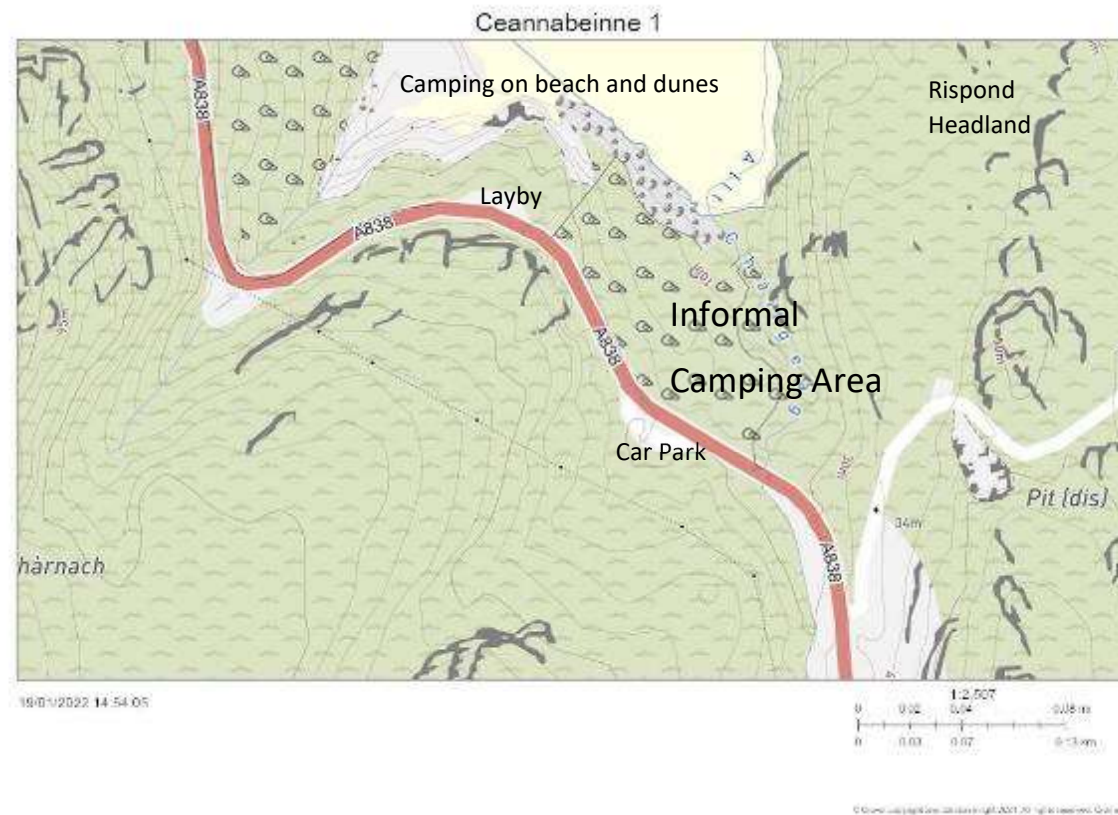
Informal parking and overnight motorhome parking overspill into this area often with encampments and roadside campfires.



The access path is steep and challenging for many visitors. A solution such as an incline lift would provide access for all.

## Ceannabeinne Location

The Ceannabeinne beach site is famous for its machair grass below the road that leads to the east side of the white sand beach via the core path from the main car park. Some steep unofficial paths lead from the roadside layby to the sand dunes at the west side of the main beach. On its east side, the beach is sheltered by the Rispond headland. Only the east side of the beach is easily accessible via the core path. Ceannabeinne is a popular location with local residents for beach walks, dog walking, picnics and swimming. The beach is popular with tourists staying in the various Durness accommodations. Driving tourists enjoy stopping here for a break and to enjoy the scenery while touring the NC500. During the day the site attracts many visitors to the Eagle Zipline attraction along with swimmers, surfers, rockclimbers, nature enthusiasts and sightseers. At night the site is popular with wild campers and motorhomes and is busy most days and nights from May to October. The duration of visitor stays range from 1 hour to 1 week. Visitor numbers would be comparable with the Smoo Caves site, upwards of 80,000 visitors annually.



## Area 4: Ceannabeinne

Challenge	Description	Suggested Action	Stakeholders involved
Informal Camping	<p>Ceannabeinne is a world renown site of scenic beauty, dune &amp; machair habitat and geology but is dominated by large numbers of vehicle based informal campers throughout the summer. The location has become a famous free camping location through social media. Each night from June to September the machair, dunes and beach host between 10 and 70 tents. Stays of up to a week are common. From May to October, between 8,000 to 15,000 people stayed overnight at Ceannabeinne. Peak season nights often experienced up to 20 motorhomes and 70 tents with Monday through to Thursday being the busiest. This free camping ethos undermines local campsites, displaces other recreational users, damages ecology, displaces crofting activity and is a detriment to the beauty of the site and the experience of other tourists.</p> <p>Most nights there were 10+ fires on the ground, in metal fire pits and BBQ's, estimating 1,000+ fires in some form from May to September.</p> <p>Despite the very high visitor numbers and the site in constant occupancy day and night all summer, there was minimal damage or litter. Therefore, it can be viewed that most visitors were considerate and responsible.</p>	<p>If camping cannot be restricted via legislation:</p> <p>Med term: Encourage camping to only take place on the land above the road instead of the machair and dunes.</p> <p>Create attractive camping spaces above the road and install signs asking people not to camp in the machair and dunes.</p> <p>Med to long term: Install permanent or seasonal mobile toilets for use by campers.</p> <p>Short term: Install geology and ecology interpretation boards to inform campers why the area needs protection.</p> <p>Short term: Warden to interface with visitors and encourage camping above the road.</p> <p>Social media campaign to promote camping above the road and explain why.</p> <p>Short term: Fence off some dune and machair areas to protect the habitat from camping and trampling.</p> <p>Promote use of fire pits only, to protect the ground from fire mark damage.</p>	<p>Access Ranger Service</p> <p>Geopark Ranger</p> <p>Police Scotland</p> <p>Durness Estate</p>



<p>Parking Management</p>	<p>The site is very popular all day as a quick scenic stop for passing touring visitors, beach visitors, surfers, geology and wildlife enthusiasts. Car parks remain full all day at peak times with constant vehicles arriving and departing. Daytime parking overflows onto verges and passing places. Many parking spaces are blocked all day by vehicles of visitors camping on the machair and dunes. The parking capacity is too low to support the volume of vehicles at peak times and range of site users.</p> <p>In the early evening the parking areas all refill with the vehicles of campers and motorhomes which remain until the next day. All other visitors cannot park to visit the beach, so a facility open to all is lost to campers. The popular Zipline attraction has only a small car park on the Rispond Headland that doesn't provide capacity to match it's visitor numbers so adds parking pressure to the verge and public car park.</p>	<p>Increase parking capacity by extending the car park to the edge of the burn to the east or find a site for an additional car park.</p> <p>Surface the large layby and mark with parking bays.</p> <p>A full review of parking needs and provision is required.</p> <p>The Zipline attraction is exploring the possibility of increasing the size of it's car park.</p>	<p>Highland Council Parking Management Eagle Zipline</p>
<p>Traffic Management</p>	<p>Road congestion combined with badly parked vehicles, narrow roads, vehicles arriving at speed while others try to manoeuvre into difficult parking spaces all creates a confused and disorganised road situation that presents a heightened road incident risk. The road changes from single to double track in several places without warning.</p>	<p>A full review of traffic and pedestrian safety is required at this site.</p> <p>Traffic calming measures.</p> <p>Reduced speed zone.</p> <p>Single track signage.</p>	<p>Highland Council Roads</p>

Toilets	Toileting is a significant problem above the car park caused by daytime and overnight visitors. Regular toileting also occurs alongside the burn, in the beach caves and sand dunes. There are no toilets on site. The nearest are 2 miles away.	Install permanent or seasonal mobile toilets that reflect the needs of the high numbers of daily visitors stopping at the site and overnight campers.	Highland Council Amenities
Habitat Damage	Constant use by tents impacts the machair and dunes ecology with trampling and human disturbance continually from May to October. Fire pits burn holes in the machair. The grazing sheep are displaced by human presence which interrupts the machair management process.	Displacing wild camping off the dunes and machair is needed to stop the ecological damage occurring. Fence off some areas of habitat to protect them from trampling. Encourage the use of paths to avoid trampling.	Access Ranger Service Nature Scot High Life Highland Durness Estate Grazing Committee
Paths	The core path from the road to the beach is eroded and requires repair and improvement with handrails. There is no path connecting the site to the village, so visitors must drive here, adding to congestion. There are no paths to allow visitors to walk to the zipline, so all must walk in the road. There are no paths to enable visitors to walk to the historic township site or explore the Rispond headland and interact with the scenery. There are no paths leading to high viewing points to look out to sea and along the coastline.	Renovate core beach path to provide safe access to the beach. Extend paths to connect with the township site and Rispond headland. Install a new path to connect each end of the zipline so visitors don't have to walk in the road or on the verge.	Access Ranger Service
Visitor Information	There are only historic interpretation boards. There are no ecology or geology interpretation boards despite the site's scientific importance. They could be incorporated with paths to create information trails. The interpretation boards are in the car park and usually hidden behind parked vehicles.	Move existing interpretation boards to the top of the machair where they can be seen. Install new interpretation boards to inform visitors about the geology and ecology.	Access Ranger Service Venture North Geopark



The car park is full day and overnight throughout the peak season. The car park supports the high numbers of informal campers.



The large layby is always full and over-spilling during peak times. The layby requires surfacing and marked parking spaces.



Between 10 to 20 campfires, BBQ's or metal fire pits are common place every night throughout the whole season. Over 1,000 fires of some sort.



Human toileting is a significant problem across the full site caused by day and overnight visitors. There are no toilets at the site.





Between 10 to 70 tents occur most nights from May to the end of September causing constant pressure to the ecology.



The zipline attraction is very popular but has insufficient parking capacity to meet the needs of it's customers. A connecting path is needed



The beach access path is steep and eroded. The Highland Council is appointing a contractor to renew the path.



Constant foot and tent trampling is suppressing the machair plant life. Only unused slopes retain the usual plant populations.



Ceannabeinne is popular with many recreational users including dog walkers, surfers, climbers, wildlife spotters and beach goers.



The road is often congested and challenging due to narrow sections, vehicles manoeuvring and vehicles arriving at speed.



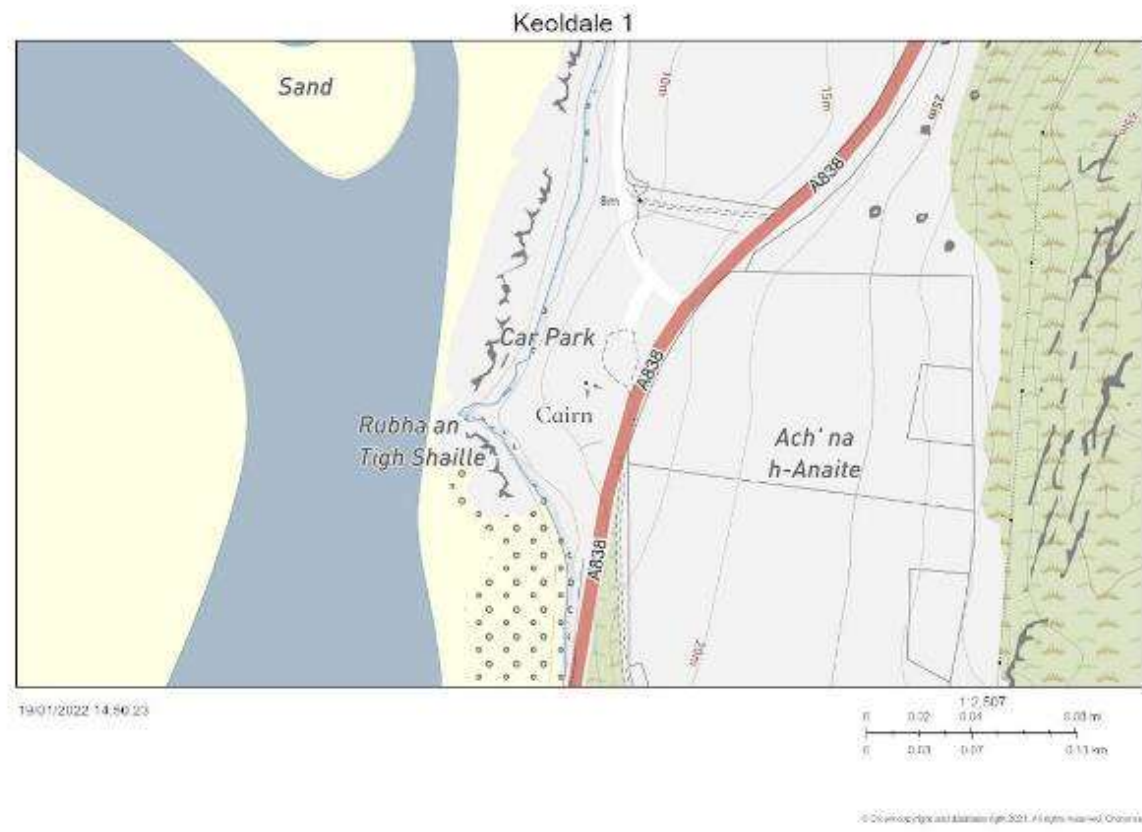
Attempts were made to repair campfire marks in the machair by regularly filling them with beach sand.



Signs were installed to encourage visitors to better manage their toileting but with limited effect.

## Keoldale and Kyle of Durness Location

Keoldale Green is a pleasant viewpoint across the Kyle of Durness estuary on the south west approach to Durness village. A Geopark display, benches and interpretation boards provide a welcome location to stop and enjoy the scenery. At night this is a popular informal overnight location for campers and motorhomes, often hosting up to 20 motorhomes and 20 tents. The landowner has begun charging for overnight parking which has reduced the sites popularity. Keoldale Jetty hosts the small ferry crossing to Cape Wrath and has 20 roadside parking spaces which are occupied by motorhome encampments most nights. The Kyle of Durness has a number of roadside common grazing grass verges that are commonly occupied by 10 to 20 motorhomes and tents forming encampments.





## Area 5: Keoldale and the Kyle of Durness

Challenge	Description	Suggested Action	Stakeholders involved
Parking Management	Keoldale Green parking area is unsurfaced so also has no marked parking spaces. Vehicles drive onto the grass and form overnight encampments. At times it hosted up to 17 motorhomes on peak nights. The landowner has begun charging for overnight parking which displaced motorhomes to other free locations. The site has Geopark display boards and interpretation panels. The site is principally a viewing point, not a campsite. Keoldale Ferry roadside parking is often taken over by motorhomes parked sideways across the marked parking spaces to enjoy the views, obstructing other users (day visitors/MOD staff/ Lighthouse staff/ Oyster Farm staff) from parking.	<p>Keoldale Green: Surface the parking area and mark with parking spaces. Install diamond rail barriers to prevent vehicles parking on the grass.</p> <p>Keoldale Ferry: Break up the row of parking spaces into smaller parking bays so motorhomes cannot park sideways across multiple bays. Most motorhomes will also not be able to park in the regular way as they are too long. Parking will be kept free for ferry users and overnight encampments discouraged.</p>	Highland Council Parking Management Keoldale Sheep Stock Club Geopark
Informal Camping	Keoldale Green was heavily used for informal camping but is now less popular after charges have been applied. Large roadside verges and areas of roadside common grazing are used most nights for vehicle-based camping. Multi vehicle encampments with fires next to the road are present most nights throughout the summer.	<p>Reducing the car parking spaces will reduce the number of campers or motorhomes that can stay overnight.</p> <p>Fence off part of the grass as an ecology protection zone.</p> <p>Plant trees to change the purpose of the land and reduce the space for camping.</p>	Access Ranger Service Keoldale Sheep Stock Club
Road Congestion	The long single-track road from Rhiconich to Durness is often congested. The road design cannot cope with the volume of vehicles and high proportion of motorhomes trying to pass one another.	A review of the road and opportunities to improve traffic flow is needed, with consideration of passing place size, frequency, dual lane improvements, etc.	Highland Council Roads



Keoldale is a scenic viewing area but became an unofficial campsite with up to 20 campervans and 15 tents forming encampments.



The Sheep Stock Club initiated an overnight parking fee as it was not possible to prevent overnight use.



A Geopark information stand was installed for daytime visitors. It is often used as a toilet.



Interpretation boards are provided to explain the landscape but are often obscured by tents and motorhome encampments.





The Keoldale Ferry parking area is often taken over by motorhome encampments displacing visitors wishing to park for the ferry.



The 22 spaces could be split into pairs of spaces to stop campervans fitting into them or parking sideways across the spaces as they prefer.



The site is a daytime tourist recreation area and scenic viewing site and has installations of historic and cultural and geological interest.



A number of roadside sites along the Kyle of Durness saw tents and motorhomes every night throughout the summer.

## Additional Opportunities for Durness | Tuilleadh Chothroman do Dhiùranais

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### Beach Cleans / Beach Cleaning Stations

**An Turas Mor Cycle Route / Central Highland Way** – the route ends in Durness so it's popularity can bring more visitors.

**North Coast Path finishing in Durness** – Durness is a natural start/finish point with transport links to the railway in Lairg.

**West Coast Path finishing in Durness** – A new low-level beginners' route from Ullapool to Durness would be popular. The similar unmarked Cape Wrath trail route is already popular with more accomplished hill walkers. Durness is a natural start/finish with rail network daily links.

**'Outdoor Activity Capital of the North' marketing scheme** - surrounded by under-used coast and mountains, Durness has potential to become the long stay destination for visitors who hill walk, climb, sea kayak and open water swim.

**E bike charging network** – future proof a network for the growing e-bike touring market. E-bike popularity is growing rapidly among older touring cyclists. Scotland Government policy is to make Scotland a world leading cycle touring holiday destination.

**Sutherland Trail** – redevelop and publicise to provide an inland multi day walking trail and further reason for visitors to extend their stay in the area.

**Whale Watching Centre** – build centre on Smoo headland, one of best whale watching locations in UK and create an all-weather tourist attraction that promotes the exceptional marine wildlife of the area.

**Heritage Centre** – heritage museum and crofting skills centre providing skill learning activity experiences and holidays to create a further all-weather tourist attraction to help develop Durness into an all-weather, year-round destination.

**Astronomy Centre** – darkest winter skies in the UK and close to spaceport development. Could combine with a whale watching centre to utilise telescopes day and night. It would help to create a winter tourist market.

**Day Walk Paths** – Comprehensive network of walk/cycle gravel paths linking all village locations and wider viewpoints.

**Promote Cycling** – world class cycling location with huge growth potential in all forms of cycling.

**Wildlife Centre** – Durness has some of the UK's finest habitats and abundant wildlife that is rare elsewhere. Wildlife tourism could be developed to attract wildlife photographers and enthusiasts.

**Marine Tourism** – Develop a small marina in Loch Eribol to provide a safe anchorage for touring yachts and long-term anchorage for leisure boats. It would add an additional tourist group of customers to the area and provide opportunity for new businesses such as boat hire, sailing school, boat trips and various support industry businesses.

## **Further Discussion | Tuilleadh Deasbaireachd**

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**Camping legislation change to grant better protection to village environment.**

**RNLI/Coastguard/Mountain Rescue provision to reflect pressures of increasing tourism.**

**Creating destination identity to encourage multi-night stay visitors who travel directly to Durness as their holiday base.**

**New tourist attractions to create all-weather and all year facilities.**

**Marine tourism could be developed with a safe anchorage location and improved boat access to the sea.**

**Current carrying capacity should be established** (parking/roads/camping pitches/motorhome electric hook-up pitches, etc).

**Future desired carrying capacity should be set as a target for managed and planned growth suitable for the community and environment.**

**Migration** (how to encourage workers to the area and how to house them).

**House market** (important to encourage migration, need houses available to buy and rent).

## Comparators | Coimeasaichean

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**Aviemore** – Tourist path network that has enhanced tourist walking/cycling activity.

**Verona** – Funicular railway providing access to a fort tourist attraction.

**Cornwall** – High tourist numbers in small historic coastal villages creating economic growth but conflict of user groups.

**Villar (Switzerland)** – A ski resort that has branded itself as an astronomy, providing telescopes, information displays and astronomy events to develop winter tourism added value for visitors.

**Applecross (Bealach na Ba road)** – NC500 road congestion location with similarities to Smoo Cave area issues.

**Glen Brittle (Isle of Skye)** – high numbers of informal campers and parking pressures similar to Durness.

**Morar (Road to Isles)** – high numbers of informal campers and overspill verge parking issues.

### Appendix 1. List of Stakeholders

Organisation	Contact Name
Community Council	Don Campbell
Ward Councillor	Hugh Morrison
Durness Stores	Robbie Mackay
Sango Campsite	James Keith
Balnakeil Stopover	Martin Mackay
Balnakeil Estate	Andrew Elliot
North West Geopark	Laura Hamlet
Keodale Sheep Stock Club	Eoughan Mackay
Durness Estate	David Boyd
Rispond Estate	
Craft Village	Anita Wilson
Nature Scot	
Cape Wrath Ferry	
High Life Highland	Donald Mitchell
Durness Golf Club	Lucy Mackay
Smoo Cave Tours	Fraser
Durness Bus Company	Neil
Police Scotland	
Village Hall	Lucy Mackay
Durness Community Group	Neil
Highland Council Roads	Jonathan Gunn
Highland Council Amenities	Debbie Sutton
Highland Council Parking Services	Shane Manning



# Durness

## Diuranais

Location Action Plan (LAP), January 2022  
Plana-gnìomha Ionadail, Am Faoilleach 2022

Jonny Charlton | Access Ranger

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