

Agenda Item	4
Report No	TC/08/21

HIGHLAND COUNCIL

Committee: Tourism

Date: 29 September 2021

Report Title: Visitor Management Plan

Report By: Executive Chief Officer Infrastructure, Environment & Economy

1 Purpose/Executive Summary

1.1 This report provides Members with an update on the progress in delivering the activities outlined in the Highland Council Visitor Management Plan.

2 Recommendations

2.1 Members are asked to:-

- i. Note the information provided by each Service and the Access Rangers on progress to date on delivering the Visitor Management Plan actions as detailed in **Appendices 1 and 2**;
- ii. Note that there will be a need to re-allocate funding between activities as the detailed costs are being finalised, responding to the dynamic approach the Council has taken this year; and
- iii. Agree that a Member / officer workshop be arranged in early autumn to consider feedback from the 2021 season and priorities for a revised Visitor Management Plan for 2022.

3 Implications

3.1 **Resource** - The resources required to produce the plan and for the officer group to meet have been met from the relevant Services budgets. The implementation of the activities described in the plan have additional resource requirements with these met largely from the £1.5m funding allocation for Visitor management agreed at the Council budget meeting on 4 March 2021. Where additional internal costs such as staffing to plan or deliver some of the activities are required, these have been met from existing service budgets.

- 3.2 **Legal** - There are no legal implications arising directly from this report. However, existing legislation and guidance such as traffic regulations, the Scottish Outdoor Access Code and Covid specific requirements are used in resolving some of the issues identified in the Visitor Management Plan.
- 3.3 **Community (Equality, Poverty and Rural)** - Tourism benefits communities through being a major part of the Highland economy and through helping sustain local facilities and services although some tourism pressures affect mainly our rural communities. Projects designed to address some of the issues described are expected to produce positive benefits for those communities as well as for visitors. Place-based community engagement by individual services is also deemed critical in resolving some of the issues being addressed through the Visitor Management Plan.
- 3.4 **Climate Change / Carbon Clever** - There are no Climate Change / Carbon Clever implications arising directly from this report, but some projects included in the plan help reduce climate change impacts. Many of the visitors to the Highlands are vehicle-based and the Plan does attempt to reduce the environmental impact of these visitors by reducing vegetation damage and promoting additional public transport opportunities.
- 3.5 **Risk** - There was a risk that without a visitor management plan and delivery of the actions within it, the previous challenges and issues would continue during 2021. As we are now nearing the end of the summer season the risk of such issues continuing for the remainder of the year is considered to be small.
- 3.6 **Gaelic** - There are no Gaelic implications arising directly from this report. However, in keeping with agreed Council policy there is a Gaelic element to relevant projects that are subsequently undertaken as a result of being identified in this plan.

4 Highland Council Visitor Management Plan

- 4.1 A Highland Council Visitor Management Plan was approved by the Council's Tourism Committee on 21 April 2021. This plan was created to recognise and start to address the issues that were anticipated to occur due to the expected increase in the numbers of visitors to the Highlands as Covid restrictions were relaxed.
- 4.2 With many Covid restrictions lifted from 26 April 2021 and others relaxed on a continuing basis thereafter, many areas of Highland did see some of the anticipated increases in visitors and behaviours that were predicted. However, not every possible issue in every location could be accurately predicted in advance so some elements of the plan were adapted as the season progressed and as circumstances required it.

5 Delivery of the Visitor Management Plan activities

- 5.1 The activities detailed in the Visitor Management plan are delivered by teams from across the Council most notably those dealing with roads, parking, public transport, countryside, waste, public conveniences and tourism. In some cases, activities are delivered through a partnership with external partners. To help plan and co-ordinate delivery the Council's cross-service officer group has continued to meet and individual members of this group have also engaged with other groups and public sector partners to assist in the delivery of plan activities. In doing so, the Council participates in a strategic Highlands & Islands Visitor management group and in sub-Highland level Visitor Management Operations Groups each with public sector partners such as Police Scotland, the Scottish Fire & Rescue service and SEPA.

- 5.2 While most of the activities described in the Visitor Management Plan are still under way at present, some were one-off activities that are now completed while others were delivered either continuously or at different times across the summer season. In order to keep Members informed of progress a reporting system was established which involved each service contributing updates on their particular activities to a dynamic document as and when they take place. The most recent version of this document is attached as **Appendix 1** to this report in order to update members on activity to date. If necessary, a verbal update can be given to the Committee on any significant activity between the issuing of the written report and the Committee meeting.
- 5.3 Members are being updated on the activities of the Access Rangers and the issues they came across in delivering their service by way of a separate presentation to this Committee (Agenda Item 3). In order to provide Members with some indications of the level of activity with comparable data for the 16 patrol areas and time periods a summary report is included as **Appendix 2** to this report.
- 5.4 When the Visitor Management plan was initially approved by this Committee on 21 April 2021, it was recognised that not all eventualities could be foreseen and as such the plan should remain a dynamic one. As the season has progressed there have therefore been some variations in the emphasis and spend on certain activities. This has created a need to vire underspend from one area of activity to another that has required additional resource. Most notably there was a need for a waste service overspend largely related to the pre-season roadside litter clearance activity, but additional funds were also required to operate the new Storr toilets where there are associated costs but no income.

As the ranger patrol activity winds down there is also an anticipated need to do some end of season site management and maintenance work / preparatory work for 2022 to be undertaken. Spend in relation to the provision of motorhome facilities is currently below budget allowing some virement of funds. As some spend is still being incurred, a full report on the activities undertaken along with the levels of spend on each will be produced for Members once the summer season is over.

- 5.5 In view of the fact that the North Coast 500 is seen to bring significant benefits to many businesses along the route but also creates challenges for communities, the North Highland Initiative are proposing the development of a future strategy for the NC500. In discussions with VisitScotland it was identified that what might be useful was some up-to-date research/data on what both customers and local peoples were saying about their current feelings around the route and its strengths, weaknesses etc. This would not only be what is needed to help shape a new strategy but would also be useful to both Highlands & Islands Enterprise and the Council in helping inform future decision making.

By taking a joint approach by the public sector agencies this would also ensure a degree of independence and neutrality which would be preferable to having a study undertaken by any parties more directly involved. The estimated cost of such a study is around £20,000 and it is therefore proposed that the three public sector agencies – VisitScotland, HIE and the Highland Council contribute up to £7k each with the Council's contribution coming from the Visitor Management Plan funds

6 Visitor Management Plan for 2022

- 6.1 The initial feedback received from the team of Access Rangers as well as from communities and other partners has started to give an indication of what additional services may be required for 2022. However, fuller end of season reporting is still to be

completed in particular so that September is included as this is typically the third busiest month of the year. This should give a more robust basis for future planning.

- 6.2 The Visitor Management Plan for 2021 included a mix of activities that required “one-off” expenditure but also services that required ongoing revenue support. As an example, the provision of additional and / or larger bins required a one-off purchase of the bins while the regular emptying of those bins requires ongoing costs to be met. With this in mind it is likely that the allocations to different activities within the plan will need revised in preparation for 2022.
- 6.3 In order to agree the range of activities and financial allocations that might be required for each it is recommended that a workshop involving both Members of this Committee and relevant officers be held during autumn 2021 to consider feedback from this season and start to develop proposals for a 2022 Visitor Management Plan. This would allow a further report incorporating a draft plan to be brought back to this Committee at its meeting on 2 December 2021.

Designation: Executive Chief Officer Infrastructure, Environment & Economy

Date: 10 September 2021

Author: Colin Simpson, Principal Officer – Europe, Tourism & Film

Appendix 1 - Visitor Management Plan Progress report as at 15 September 2021

Visitor Management Plan Activity	Progress	RAG Status	Budget
Road & Parking improvements			£280,000
General	New roads Technician (Visitor Infrastructure) started 31/05/2021, and will help deliver a programme of improvements, informed by Member input through Ward Business Meetings.	Complete	£35,000
Replacement of damaged or missing Passing Place signs/ road signs.	Glen Nevis – liaising with partners to rationalise road signage & road markings. Glen Etive - Renewal of passing place signs in Glen Etive. Inverness Area Skye Caithness & Sutherland	Ongoing	<u>Estimates</u> £12,000 £10,000 £20,000 £40,000 £40,000
Advance warning Variable Message (VMS) signs where required	New VMS sign at entrance to Glen Etive planned with NTS. New VMS signs sourced for use in Arisaig / Morar area. Temporary VMS for Chanonry Point being sourced.	Ongoing	£5,000 £5,000 £5,000
Road verge protection/ edge strengthening/ marker posts	B8008 Traigh/Tougal/Curtaig area – removed boulders from verge/replacing with verge markers, strengthen road verge, etc. Rosemarkie Marine Terrace	Ongoing	£10,000 £20,000
Traffic orders - additional restrictions such as clearways and parking restrictions to address safety concerns	Glen Nevis, and B8008 Seasonal Parking Restriction Orders created, and possible enhancements for 2022 are under review and in discussion with stakeholders. Rosemarkie Terrace one-way. Glenmore parking restriction order (preventing parking on new footway).	Ongoing	-

<p>Liaising with stakeholders about additional parking areas/ lay-by improvements/ roadside parking</p>	<p>Ongoing process and is being informed by Visitor Management resilience arrangements.</p> <p>Kilmore car park improvements Drumnadrochit Gairloch Viewpoint & Tornapress Liathach lay-by improvement Torridon</p> <p>B8008 Curtaig area – liaising with partners & parking team regarding possible parking solutions. Similarly, Fortrose overspill car park discussions ongoing.</p> <p>Glen Coe ski centre access road repairs/improvements (£30k? funding to be identified, 2022?) - tbc</p> <p>Loch Fleet Sutherland lay-by/car park design in conjunction with Naturescot - no funding identified yet.</p> <p>Sutherland, Ross-shire, & other areas - various RTIF schemes – Highland Council receive/assist with funding with further visitor infrastructure improvement funds in 2022?</p> <p>Hilton of Delnies beach access car parking Nairn.</p>	<p>Ongoing</p>	<p>£30,000 £20,000 £5,000</p>
<p>Car parks</p>			<p>£250,000</p>
<p>Regulation at tourist dominated car parks and locations. Improved signs & regulation.</p>	<p>Ongoing refresh work at tourist car parks – Nairn x 3, Kyleakin & Drumnadrochit complete. Rosemarkie & Chanonry Point traffic management schemes – TTRO required. Glenmore Roadside parking management TTRO required, working with Ward Members. Allow Motorhomes to stay in specific</p>		<p>(£15,000)</p>

	Car Parks for a Max stay of 24hrs in designated Bays to be agreed with members. (£15000) None agreed yet.		
Parking charge schemes - 21 sites to be considered by E&I committee for early intervention with further sites in longer term rollout	Ongoing local Ward discussions on 21 "Invitation to Pay" car parks. Car parks in Nairn and Inverness have been delivered and work will continue in other areas. Early discussion on Dornoch Beach Area Parking for Invitation to pay also Golspie, Wick, Wester Ross		£82,600
Parking Enforcement Officers	Overtime Activity - £5000 Chanonry Point Marshalling - £3000		£8,000
Parking enforcement - review of regulations & improved enforcement / liaison with enforcement agencies	Ongoing through weekly Visitor Management Multi Agency Meetings. VMOG-W, VMOG-N. Chanonry Point CCTV - £8000		£8,000
Signs - upgrade of Car Park signage and information for users	Ongoing rollout of refreshed signing and working with community groups when requested. Mobile VMS Signs £18,000. Glenmore DYs £7000. Glencoe DYs £6000		£31,000
Access Rangers			£300,000
Employment of 10 seasonal rangers to promote responsible behaviour (litter, parking, fires, dogs) with possible enforcement. To include weekend and evening work to address informal camping issues.	154 applicants, 40 interviewed, 17 recruited as NatureScot confirmed Better Places 2 funding for 7 additional posts in collaboration with community groups. Team now at full strength. 13 Rangers started Induction week on 10th May. 4 rangers started on 31 st May. Introductory site visits with Access & LDR Officers. Supplied with temporary vehicles and toolkit. Feedback has been positive. 13/8/21- Site Ranger commenced at Chanonry Point & Rosemarkie for 6 weeks.	Complete	£112,182 staff costs to date £11,200 equipment & uniform to date £11,000 vehicles to date
Ranger team to work in co-operation & co-ordinate with	Ranger team manager takes part in Public sector resilience plan group meetings.		

<p>communities, land managers and other organisations, such as Highlife Highland, NatureScot, Forestry & Land Scotland, National Trust for Scotland, Nevis Landscape Partnership, Police & Fire services.</p>	<p>Rangers are making many community and land manager contacts and building local networks. From 3/8/21- Ranger Team Manager attends National VMS Operational Group and submits fortnightly reports on NC500 & Morar/Arisaig</p>		
<p>Monitoring the use of countryside car parks, roadside parking and informal camping. Minor improvements to, and maintenance of, countryside sites & paths.</p>	<p>First patrols on weekend of 15th/16th May Noted small numbers of campers, many fires sites, some smouldering and doused by Rangers litter (removed). Large numbers of motorhomes in north & west with. Weekend of 29-31st May- notable increase in campers and motorhomes particular hotspots of Glen Etive, Arisaig, Durness. Parking issues in other places e.g. Dores. 17/8/21- Rangers submitting weekly & monthly reports with user numbers. Highlighting issues with informal camping, parking, litter & overflowing bins, fires, outdoor toileting. Hotspots identified as above and others. On nearly 800 patrols, over 11,000 people spoken to/ advised of Access Code. 5500 tents off-site with 2276 fires (71 causing a risk), nearly 2000 toileting sites, 700 bags of litter removed. Of nearly 12,000 motorhomes observed, 21 cases of black waste on roadside. Over 40,000 vehicles were observed parked with 200 parking warning notices issued.</p>		
<p>Work with local communities to establish and train a local volunteer warden scheme to assist with monitoring and liaison with visitors.</p>	<p>JUNE onwards- Contacts made with communities in; WESTER ROSS: Applecross, Shieldaig, Torridon, Kinlochewe, Lochcarron, Lochbroom, Gairloch, Poolewe, Dornie, Glenelg SKYE: Staffin, Minginish, NORTH: Lochinver, Tongue, Strathy, Bettyhill, Melvich, Durness, Dornoch, Brora, Helmsdale LOCHABER: Kinlochleven, Arisaig, Glencoe & Glenetive,</p>		

	<p>INVERNESS & ROSS: Strathglass, Dores, Glen Urquhart, Glengarry, Fort Augustus, Stratherrick, Fortrose, Nairn, Garve</p> <p>Also numerous land managers, businesses, agencies and individuals.</p>		
<p>Installing and maintaining temporary signage and other communications on safe and considerate visits to the countryside.</p>	<p>Signs received covering subjects such as fires & camping. To be installed by Rangers as required, informed by intelligence gathered through resilience arrangements.</p> <p>Nationally produced SOAC guidance and motorhome guidance leaflets being distributed by rangers.</p>		<p>£1,300 signs and leaflets to date</p>
<p>Public Conveniences</p>			<p>£60,000</p>
<p>Provide additional comfort scheme provision at key locations, including seasonal scheme if required.</p>	<p>Members at the C&P Committee noted the planned operational deployment of the £60k additional resource for public convenience provision. Increasing the number of seasonal or one-year comfort schemes from 37 already in place. This now includes composting toilets as part of the scheme. As at 2.6.21, twelve further comfort schemes have been agreed for Rum, John O’Groats, Drumnadrochit, Dornoch (x2), Acharacle, Traigh Beach, Ardnamurchan, Helmsdale, Glendale, Kinlochleven and Alness. Three applications for Better Places Funding were submitted for: increased provision (comfort schemes, counters and charging barriers @ £75k); a new modular unit in Aviemore and composting toilet in Cromarty (£92.5k). The Better Places scheme has been successful and have offered £11k for increased comfort scheme provision. The other two bids were unsuccessful. The spend so far will be part of the match funding towards the Better Places bid. As at 10.08.21, one further comfort scheme has been agreed for Portree (pier).</p>	<p>13 schemes agreed</p>	<p>£23,750</p>
<p>Improvements to interior facilities and installation of motion sensor lighting at Council operated facilities.</p>	<p>Investing around £46k in some of the Council’s 75 buildings for additional charging for showers and toilets, people counter infrastructure and undertaking some vandalism repairs. This affects our facilities in Ullapool, Aviemore, Kingussie, Grantown, Muir of Ord and Dornie. Improvements in other facilities are also being considered with e.g. condition surveys underway. Works are being done within the following facilities; painting at Portmahomack, drainage works at Castletown, taps replaced at Broadford,</p>	<p>Ordered, awaiting delivery and installation</p>	<p>£48,000</p>

	<p>improvements at Rogie Falls and supporting Foyers Community Council with funding towards their provision of portaloos.</p> <p>In addition, a review of public conveniences previously identified as surplus to requirements or unaffordable to improve/repair is being undertaken with property surveys requested. This will support any engagement with community groups on further community asset transfers. Bringing any back into use would likely require significant capital resources and consideration of sustainability, value for money as well as any community interest issues.</p>		
Promotion of the current network of public toilets and comfort scheme locations through tourism groups, visitor websites etc.	Council website updated with new locations. Wider activity to follow.		£0 Covered from existing budgets)
Installation of additional footfall counters.	New counter at Dornie comfort scheme - installed	Complete	£1,500
Increase provision of charging at some locations.	See above.		
Waste management			£180,000
Increased bin capacity through a combination of larger 1100 litre bins with lid design to reduce the risk of fly-tipping and a larger number of 240/360 litre bins. Bins will be a combination of both general waste and where possible recycling bins.	Procuring and siting of additional waste bins, including larger 1100 litre bins with lid design to reduce the risk of fly-tipping and a larger number of smaller 240/360 litre litter bins has been rolled out. The bins are for general waste and recycling. The bins are clearly marked with information on responsible waste disposal.		£35,000
Increase collection frequency of litter bins by a combination of swapping bins over using additional seasonal staff and pick-	Increasing the frequency of collections in locations with expected high visitor numbers. This is being done by the recruitment of 8 seasonal staff and additional fleet operating from May to September. The staff are using pick-up vehicles to exchange full litter bins and through an increased frequency of		£145,000

<p>up vehicles and existing refuse collection vehicles and staff.</p>	<p>service, keep the hotspot areas clear of litter and refuse. The staff are mobile and cover areas where they are most needed. They are based in the following locations and augment local teams also supporting the visitor management plan:</p> <ul style="list-style-type: none"> • North West Coast – base in Lochinver; • West - base in Ullapool; • Lochcarron; • Portree; • Brora/Golspie; • Fort William; • Aviemore; and • Inverness – Loch Ness areas. 		
<p>Additional seasonal staff and pick-up vehicles used in the North West, North Coast, East and Central Sutherland, West Coast, Dornoch/Tain areas, Skye, Lochaber, B&S and Loch Ness areas; to swap over full bins, increasing litter picking and fast response to reported incidents of fly-tipping.</p>	<p>See above.</p>		<p>Included in staff costs above</p>
<p>Supporting community litter picks.</p>	<p>The waste team is supporting groups wishing to carry out a clean-up of accessible public areas and open spaces. Groups can request litter-picking sticks, bags and arrange for the waste to be collected by the Council after the event. Area Waste Management Officers are the point of contact for Community Groups.</p>		<p>Included in staff costs above & from existing budgets</p>

Roadside litter clearing	The first coordinated road verge litter pick took place over the weekend of the 24th and 25th of April in all areas of Highland. This cost £2.5k and was not budgeted. Further litter picks are planned and an application for £20k Better Places Funding has been made with a decision expected in early June.		£2,500
Motorhome facilities			£200,000
Investigate options for installation of a new facility in Ullapool alongside planned car park improvement work	A project is being developed to install a new facility at the Latheron Car Park, Ullapool. Support is in place from the Community Council. Contractor appointed to finalise design.		
Creation of template design for future motorhome waste disposal points.	Ongoing. Design for Brora facility being used as a template. Additional funding contributed to assist development of community facilities in Nairn & Kinlochewe.		£5,000
Bid in grant scheme for commercial caravan & campsites	Scheme launched early May. 20 sites across all areas of Highland participating.	Complete	£9,000
Promotion - production and distribution of a guide to motorhome waste disposal sites. To be circulated through business groups etc.	Partnership with CAMPA – participating sites have been added to CAMPA website. Destination Organisations and business groups contacted to assist with promotion of sites. Enjoy the Highlands in your motorhome guide produced which also includes advice on waste. PDF version being used online and promoted through Social media. Printed copied being produced for face to face distribution by Access Rangers.		£0 £900
Supporting commercial provision through production of a guide to planning and licencing requirements for small scale overnight facilities.	Guide now complete. Available on Council website at https://www.highland.gov.uk/downloads/file/23616/guidance for temporary motorhome stopover sites and has been circulated to all those who had previously showed an interest. Additional enquiries continue to be received from landowners.	Complete	£0 (covered by existing budgets)
Public Transport			£60,000
Enhanced bus service in North Skye for three peak months. To include a park & ride provision to	Stagecoach have agreed to provide extensions to existing services. These services have been registered with the Traffic Commissioner and commenced from 28 June 2021 to coincide with the start of summer school holidays. In		£29,250 paid;

<p>reduce car traffic to congested locations.</p>	<p>overview, each of the following locations were serviced by five daily return journeys to/from Portree:</p> <ul style="list-style-type: none"> • Old Man of Storr Car Park • Fairy Pools • Fairy Glen <p>This service was well-used but ended to coincide with the return to schools (as school transport requirements mean that Stagecoach do not have the capacity to maintain the additional journeys).</p> <p>A quick quote was issued in May for complementary service provision (i.e. to supplement the Stagecoach extensions particularly to locations where a larger bus is unsuitable to the road/site conditions); however, no responses were received. Therefore, direct negotiations were undertaken with Go Skye to deliver a service that would target needs outwith Stagecoach's provision. Go Skye, working in partnership with Highland Council's Transport Co-Ordination Unit, commenced a weekend shuttle service from 7 August to popular tourist destinations of Fairy Pools and Old Man of Storr; this service will run until 12th September. The shuttle service is free to passengers as a further incentive to move away from personal transport.</p>		<p>c.£31,000 expected.</p>
<p>Promotion of bus services through development of tourist-oriented transport publicity and a multi-journey or multi-operator ticketing scheme.</p>	<p>Passenger figures show the Stagecoach service was being used quite well, although publicity should be improved if repeated. Go Skye was promoted by a press release and through HC Twitter, Webpage and Facebook, as well as I understand locally by Go Skye themselves.</p>		
<p>Bus Partnership Fund bids to Transport Scotland for infrastructure provision which will enable improved bus services.</p>	<p>The BPF bid was unsuccessful but a notification of interest has been submitted for the Rural Tourism Infrastructure Fund for similar projects, with a full bid to be completed in September.</p>		

Joint activity - Cairngorms National Park			£175,000
Joint initiative with Cairngorms National Park Authority to improve visitor management in Glenmore corridor.	Project under way – drawings shared with partners. Involves improved pay & display parallel parking at Loch Morlich (Glenmore end) and changes to speed limits. Contractor availability issues but focussed on the importance of meeting the completion target.		£175,000
Engagement			£0
National Visitor Management Strategy - continued engagement with national visitor management strategy group.	ECO, Infrastructure, Environment and Economy attends to represent Local Authorities. Head of Roads & Transport attends sub-group on infrastructure issues.		No additional budget committed
Establishment of a Visitor Management Partners group for the wider Highlands & Islands area - evolving from the existing Highlands and Islands Local Resilience Partnership and Local Delivery Groups – anticipated to be one for each Police Scotland Area Command.	Council attends and contributes to H & I meetings; chaired by Police Scotland. 3 Visitor Management Operations Groups involving Council & emergency services in place:- Cairngorms National Park VMOG - South – Lochaber, Skye, SW Ross VMOG - North – Caithness, Sutherland, rest of Ross-shire Council staff involved in each, 2 are chaired by senior ward managers. Highland Ranger managers group established with others employing Rangers.		- all costs covered through existing service budgets

COLLATION OF RANGER OBSERVED DATA TO DATE

DATE		Total No of Sites visited	No of Patrols	No of parked cars	Motor homes / camper vans	MHs per patrol	No of tents	Tents per patrol	No of new Fire marks	Litter (1/4 bag equivalents)	Toileting on site	No of people seen	No people spoken to	No of fires put out	No of motor cycles	No of parking notice issued	Reports to THC website	Dogs on lead or close control	Dogs Off lead not under control	Motorhome waste on roadside
North Skye	MAY	79	8	342	112		27		14	27	4	474	48	Not recorded						
	JUNE	144	22	809	239		62		15	12	2	410	153	Not recorded						
	JULY	257	39	1294	456		142		63	62	6	1389	433	0	32	60	0	98	4	2
	AUG	231	30	1488	691		108		37	89	25	1506	408	0	10	44	0	72	0	8
	TOTAL	711	99	3933	1498	15.1	339	3.4	129	190	37	3779	1042	0	42	104	0	170	4	10
South Skye	MAY	160	16	508	265		51		81	23	11	287	67	Not recorded						
3rd Ranger started 1/6	JUNE	325	27	1434	368		155		48	21	3	155	48	Not recorded						
	JULY	472	37	1459	671		199		24	55	8	910	143	1	4	29	2	14	1	0
	AUG	410	35	1221	617		172		33	132	6	1018	151	4	6	39	0	30	1	1
	TOTAL	1367	115	4622	1921	16.7	577	5	186	231	28	2370	409	5	10	68	2	44	2	1
West Lochaber	MAY	38	9	454	208		216		65	32	11	531	256	Not recorded						
	JUNE	106	11	671	325		233		72	16	21	664	392	Not recorded						
	JULY	156	21	1367	556		743		113	38	58	1747	819	6	44	10	14	262	22	4
	AUG	138	17	1057	575		416		116	60	49	1275	521	7	17	1	3	107	2	0
	TOTAL	438	58	3549	1664	28.7	1608	27.7	366	146	139	4217	1988	13	61	11	17	369	24	4
East Lochaber	MAY	28	11	724	241		316		142	36	30	496	306	Not recorded						
4x Comm Wardens started 14/6	JUNE	58	11	459	194		226		73	28	25	312	220	Not recorded						
	JULY	29	7	295	109		90		37	2	33	269	148	6	14	3	0	10	3	0
	AUG	43	5	166	63		71		32	14	6	200	87	2	1	1	1	11	2	0
	TOTAL	158	34	1644	607	17.9	703	20.6	284	80	94	1277	761	8	15	4	1	21	5	0
North Lochaber	MAY	6	1	44	3		0		1	4	1	95	15	Not recorded						
(3rd Ranger started 1/6)	JUNE	137	16	455	219		203		69	25	29	523	279	Not recorded						
	JULY	207	21	711	330		224		81	21	70	634	439	2	95	7	7	57	0	1
	AUG	171	22	504	310		119		32	13	35	635	297	1	32	12	0	45	0	0
	TOTAL	521	60	1714	862	14.3	546	9.1	183	63	135	1887	1030	3	127	19	7	102	0	1
South Wester Ross	MAY	97	8	147	141		43		35	5	11	158	105	Not recorded						
	JUNE	167	20	398	305		99		45	19	55	384	240	Not recorded						
	JULY	249	22	603	298		254		64	30	60	590	318	5	165	0	0	10	1	0
	AUG	98	19	593	381		232		118	52	171	828	414	25	105	22	6	47	5	0
	TOTAL	611	69	1741	1125	16.3	628	9.1	262	106	297	1960	1077	30	270	22	6	57	6	0
Lochalsh & Glenelg	MAY	86	7	163	55		21		13	25	4	120	76	Not recorded						
	JUNE	104	23	526	165		23		40	91	106	262	142	Not recorded						
	JULY	160	25	609	222		44		24	51	212	391	244	0	1	5	0	40	0	0
	AUG	149	22	451	214		46		41	60	459	428	282	1	4	7	1	47	0	1
	TOTAL	499	77	1749	656	8.5	134	1.7	118	227	781	1201	744	1	5	12	1	87	0	1
North Wester Ross	MAY	193	12	509	275		64		74	22	23	421	178	NOT RECORDED						
	JUNE	340	19	670	411		61		33	35	44	538	358	0	31	0	7	21	0	0
	JULY	440	23	1277	627		121		88	48	57	1023	511	3	9	3	27	123	14	1
	AUG	408	20	711	461		99		36	25	51	816	539	36	14	6	14	60	2	4
	TOTAL	1381	74	3167	1774	24	345	4.7	231	130	175	2798	1586	39	54	9	48	204	16	5
Coigach & Assynt	MAY	109	9	334	201		41		24	48	31	178	99	NOT RECORDED						
	JUNE	232	15	476	345		88		61	88	93	349	219	1	0	6	0	0	0	0
	JULY	270	22	908	558		208		73	141	81	598	416	8	21	7	0	6	0	0
	AUG	291	20	592	461		146		51	147	89	351	286	1	20	0	2	3	2	2
	TOTAL	902	66	2310	1565	23.7	483	7.3	209	424	294	1476	1020	10	41	13	2	9	2	2
West Sutherland	MAY	121	11	505	420		125		83	5	63	409	129	Not recorded						
	JUNE	179	17	655	507		310		49	10	75	531	232	0	10	0	0	7	0	0
	JULY	125	11	762	592		400		42	2	19	659	267	0	28	0	0	36	0	4
	AUG	164	12	869	956		604		10	0	22	633	231	0	27	0	0	16	1	2
	TOTAL	589	51	2791	2475	48.5	1439	28.2	184	17	179	2232	859	0	65	0	0	59	1	6
North Sutherland	MAY	136	14	273	205		55		43	91	6	370	86	Not recorded						
	JUNE	223	18	183	185		45		50	191	13	375	166	3	12	0	4	10	3	1
	JULY	253	23	271	229		57		35	251	12	472	204	1	14	0	0	26	0	1
	AUG	260	22	234	282		57		31	261	38	608	318	0	7	0	0	38	4	6

DATE		Total No of Sites visited	No of Patrols	No of parked cars	Motor homes / camper vans	MHs per patrol	No of tents	Tents per patrol	No of new Fire marks	Litter (1/4 bag equivalents)	Toileting on site	No of people seen	No people spoken to	No of fires put out	No of motor cycles	No of parking notice issued	Reports to THC website	Dogs on lead or close control	Dogs Off lead not under control	Motorhome waste on roadside
	TOTAL	872	77	961	901	11.7	214	2.7	159	794	69	1825	774	4	33	0	4	74	7	8
Caithness	MAY	130	13	304	153		8		8	32	1	526	222	Not recorded						
	JUNE	211	20	424	194		27		9	91	1	823	346	1	11	0	0	43	4	0
	JULY	247	22	604	215		21		5	102	2	1056	524	2	25	4	7	99	1	2
	AUG	222	22	404	225		9		5	94	1	783	378		10	2	11	16	0	0
	TOTAL	810	77	1736	787	10.2	65	0.8	27	319	5	3188	1470	3	46	6	18	158	5	2
East Ross & Sutherland	MAY	63	5	131	54		3		1	0	0	128	25	Not recorded						
Ranger started 29/5	JUNE	212	17	344	267		27		4	70	1	393	214	1	2	0	0	18	0	0
	JULY	107	10	368	157		42		13	50	19	327	107	0	8	1	6	5	0	1
	AUG	253	13	599	248		25		12	76	113	632	229	1	0	2	5	33	1	1
	TOTAL	635	45	1442	726	16.1	97	2.2	30	196	133	1480	575	2	10	3	11	56	1	2
Black Isle & Mid Ross	MAY	71	7	245	36		2		9	27	3	174	79	Not recorded						
	JUNE	151	15	697	110		10		25	92	15	858	256	2	0	0	7	29	6	0
	JULY	185	17	923	162		18		7	99	6	709	162	1	12	8	11	49	5	0
	AUG	222	23	965	298		26		12	92	16	765	106	1	6	10	19	33	10	2
	TOTAL	629	62	2830	606	9.8	56	0.9	53	310	40	2506	603	4	18	18	37	111	21	2
Loch Ness	MAY	197	20	375	74		46		156	146	39	469	263	Not recorded						
3rd Ranger started 1/6	JUNE	308	31	899	207		193		178	237	61	803	502	22	8	12	10	23	10	2
	JULY	274	31	1141	303		224		97	161	103	1125	690	6	36	1	11	77	10	2
	AUG	232	28	898	271		140		137	235	173	918	501	10	28	6	18	90	3	0
	TOTAL	1011	110	3313	855	7.8	603	5.5	568	779	376	3315	1956	38	72	19	39	190	23	4
E Inverness & Nairn	MAY	9	1	15	4		0		0	10	4	19	13	Not recorded						
	JUNE	127	8	168	17		1		2	76	0	60	20	0	5	0	2	20	0	0
	JULY	67	7	697	49		2		1	0	67	45	0	0	18	0	12	51	0	0
	AUG	161	8	798	98		3		0	110	4	106	95	0	12	0	20	45	0	0
	TOTAL	364	24	1678	168	7	6	0.25	3	196	75	230	128	0	35	0	34	116	0	0
Totals All Patrols		11498	1098	39180	18190	16.6	7843	7.1	2992	4208	2857	35741	16022	160	904	308	227	1827	117	48
DATE		No of Sites in patrol	No of Patrols	No of parked cars	Motor homes / camper vans		No of tents		No of new Fire marks	Litter (1/4 bag equivalents)	Toileting on site	No of people seen	No people spoken to	No of fires put out	No of motor cycles	No of parking notice issued	Reports to THC website	Dogs on lead or close control	Dogs Off lead not under control	Motorhome waste on roadside
Wester Ross Totals			286	8967	5120		1590		820	887	1547	7435	4427	80	370	56	57	357	24	8

In just under 4 months the Access Rangers have visited 11,500 sites in 1100 patrols.

1. Motorhomes visit all parts of Highland but highest numbers in Skye and North West
2. Informal camping found throughout Highland but most concentrated in Lochaber & NW Sutherland. Least an issue on east coast.
3. Fires an issue seen in high camping areas but often with motorhomes too.
4. Outdoor toileting again an issue with camping where there maybe lower WC provision, eg West Sutherland and Glenelg.
5. Litter appears to be more of a problem around Loch Ness and North Sutherland
6. In less than 4 months, over 60,000 vehicles may have visited Highland, with over 35,000 people observed and over 16,000 of them have been informed or reminded of responsible behaviour.

RANGER PATROL FIGURES TO DATE (17/08/21)

DATE	No of Sites in patrol	No of Patrols	No of parked cars	Motor homes / camper vans	No of tents	No of new Fire marks	Litter (1/4 bag equivalents)	Toileting on site	No of people seen	No people spoken to	No of fires put out	No of motor cycles	No of parking notice issued	Reports to THC website	Dogs on lead or close control	Dogs Off lead not under control	Motorhome waste on roadside
Totals All THC Ranger Patrols	TBC	782	27564	11989	5484	2276	2845	1896	24173	11180	71	604	196	127	1132	80	21
Wester Ross Totals	TBC	207	6620	3603	1067	574	603	777	5012	2906	17	227	61	34	200	15	1