
CAIRNGORMS LOCAL OUTDOOR ACCESS FORUM

- Title:** Update on casework volumes and types over 2019-2021 calendar years.
- Prepared by:** Douglas Stewart, Outdoor Access Officer.
- Purpose:**
1. To update members on casework handling of all types including monthly breakdowns and summary of key types by volume.
 2. To consider findings and any relevant issues arising.

Background

1. The National Park Authority has a number of duties and responsibilities requiring provision of advice to internal colleagues and key partners alongside responding to both general enquiries from the public and also complaints over obstructions to and/or interference with the exercise of statutory access rights.
2. In order to both monitor and process these tasks a casework record is maintained. This 'log' records numbers and types of casework including dates, handling times and a record of contacts made during processing.

Casework Handling

3. Management of casework workload is an ongoing consideration with the present system allocating casework on the basis of a 50:50 split between the two Outdoor Access Officers in post. Depending on the complexity or nature of any given case collaboration and discussion often takes place towards ensuring balanced decision making. Processing, recording and allocation is supported by an administrative support officer.

Analysis of Annual Records

4. The current record shows a further relative increase in casework for the 12 month review period (full calendar year) over 2020 figures which correlates with a gradual upward trend over the same period since 2019. The increase since 2019 amounts to 35%.

5. Records for the 12 month review period compare as follows:
 - 2021 – **259** cases = 35% over baseline
 - 2020 – **215** cases = 12% over baseline
 - 2019 – **192** cases = baseline

6. It is probable that 2021 saw a continued higher than normal number of UK residents holidaying at home (i.e. within the UK) due to Covid related travel restrictions and these higher numbers are seen feeding into in the levels of external casework experienced. It is yet to be seen if this trend becomes established.

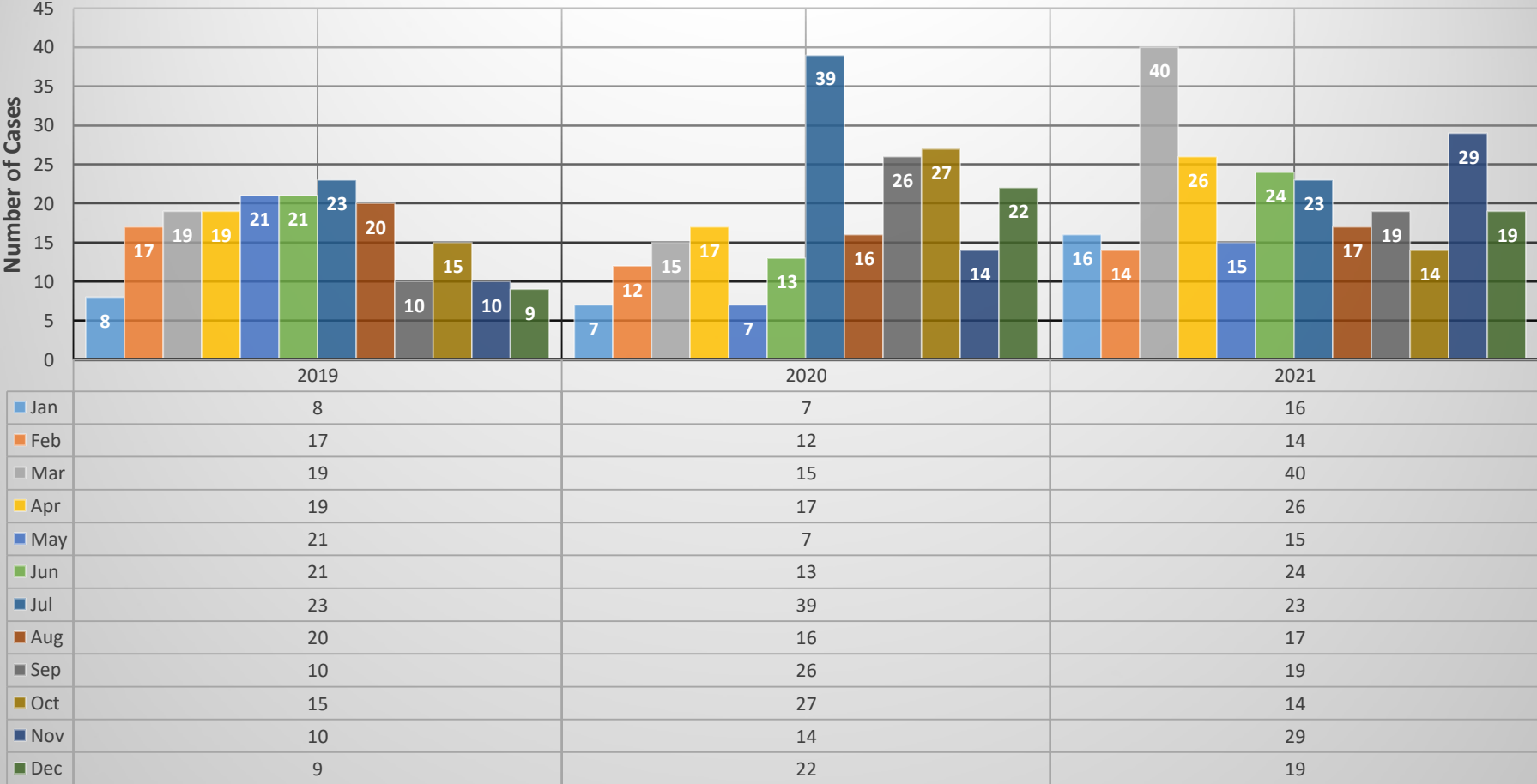
7. Both Planning and Forestry consultations are showing a gradual uptick in numbers with a distinct spike in Planning casework evident during March.

8. Casework handling capacity and procedures have proven resilient to fluctuations in numbers and types of issues overall although the sustained upward trend requires monitoring in respect of staff capacity. Casework is reactive and tends to limit capacity elsewhere when an increase in caseload is evident.

9. Notable cases over the period are as follows:
 - Case 660 Core Path closures Pannanich Wood, nr Ballater
 - Case 732 Cattle blocking public road, Glen Banchor

D. Stewart
22/02/22

Casework Totals by Month/Year: all Categories

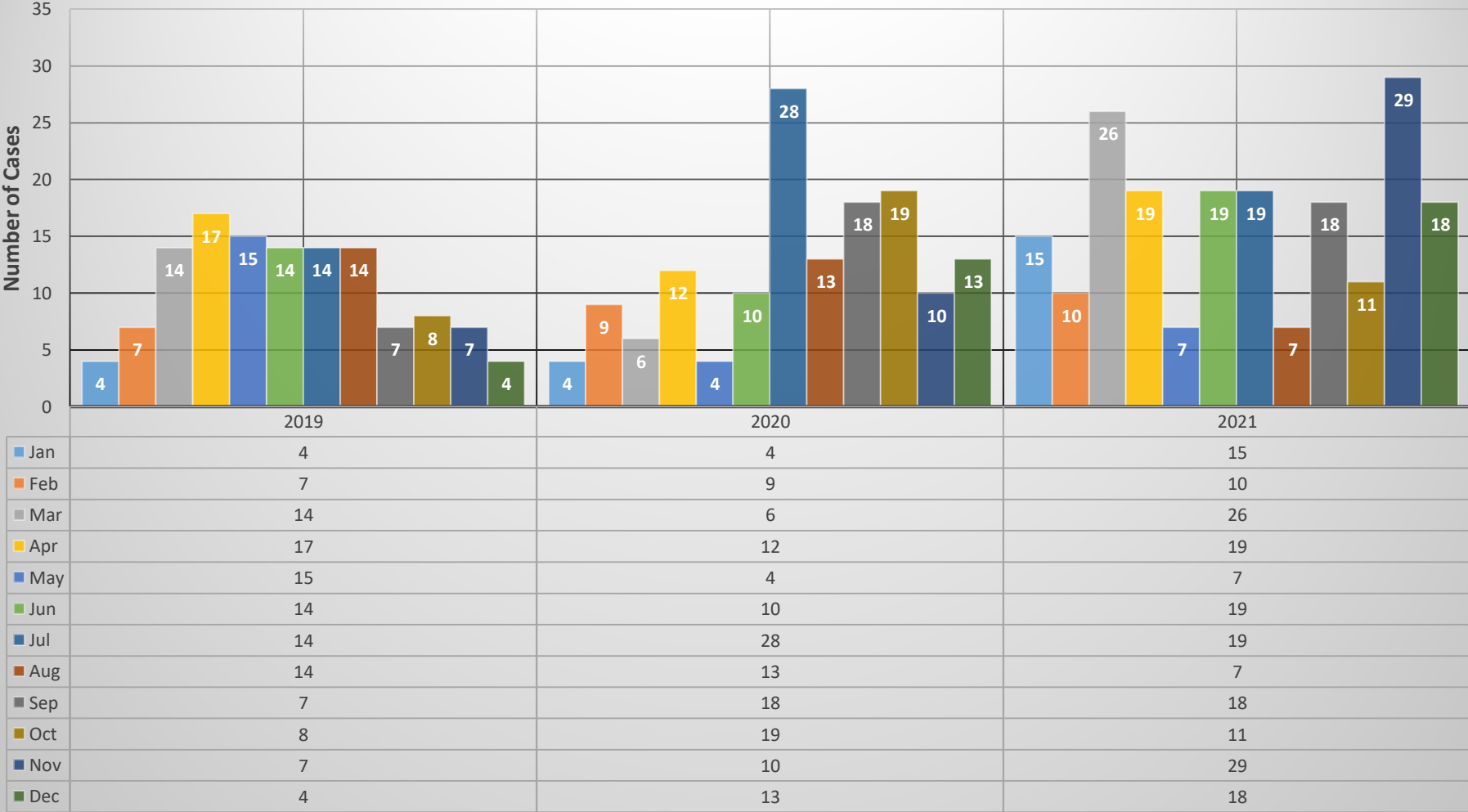


Jan	8	7	16
Feb	17	12	14
Mar	19	15	40
Apr	19	17	26
May	21	7	15
Jun	21	13	24
Jul	23	39	23
Aug	20	16	17
Sep	10	26	19
Oct	15	27	14
Nov	10	14	29
Dec	9	22	19

Month & Year

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Casework Totals by Month/Year: all Categories ex. Planning & Forestry

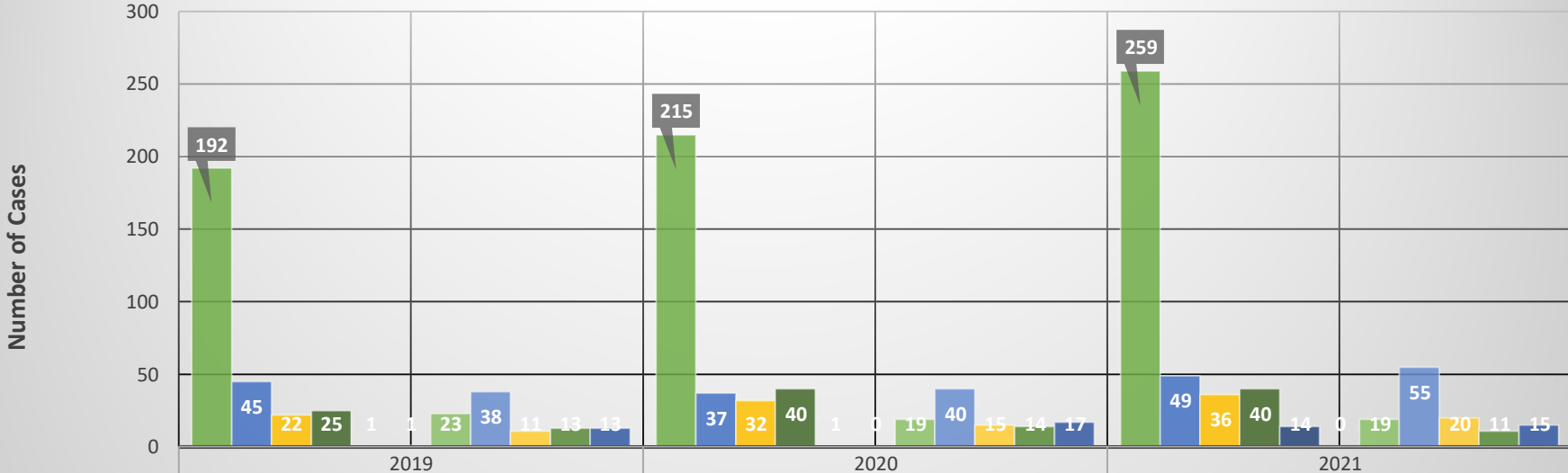


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- Nov
- Dec

Month & Year

■ Jan ■ Feb ■ Mar ■ Apr ■ May ■ Jun ■ Jul ■ Aug ■ Sep ■ Oct ■ Nov ■ Dec

Casework Totals by Year/Category



Grand Total for Year	192	215	259
Planning Consultns	45	37	49
Forestry Consultns	22	32	36
Access Rights	25	40	40
Funding	1	1	14
Land Ownership	1	0	0
Obstruction	23	19	19
Other	38	40	55
Path Maintenance	11	15	20
Signage	13	14	11
Tourism	13	17	15

Legend: Grand Total for Year (Green), Planning Consultns (Blue), Forestry Consultns (Yellow), Access Rights (Dark Green), Funding (Dark Blue), Land Ownership (Brown), Obstruction (Light Green), Other (Light Blue), Path Maintenance (Orange), Signage (Light Green), Tourism (Dark Blue)