
CAIRNGORMS LOCAL OUTDOOR ACCESS FORUM

- Title:** Update on access casework from 2018-2020
- Prepared by:** Doug 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 indicative forecasts based on relevant factors and the post-Covid 19 environment.**

Background

1. The National Park Authority has a range 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. 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

2. 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

3. A new casework logging procedure was implemented during June 2018 therefore records for the first 6 months of that year are incomplete, reason being the previous recording system did not maintain a full log, including not recording certain internal casework handling such as general ad-hoc enquiries. Data for 2018 has however been included in this reporting exercise in order to allow comparison over those months where records are complete.

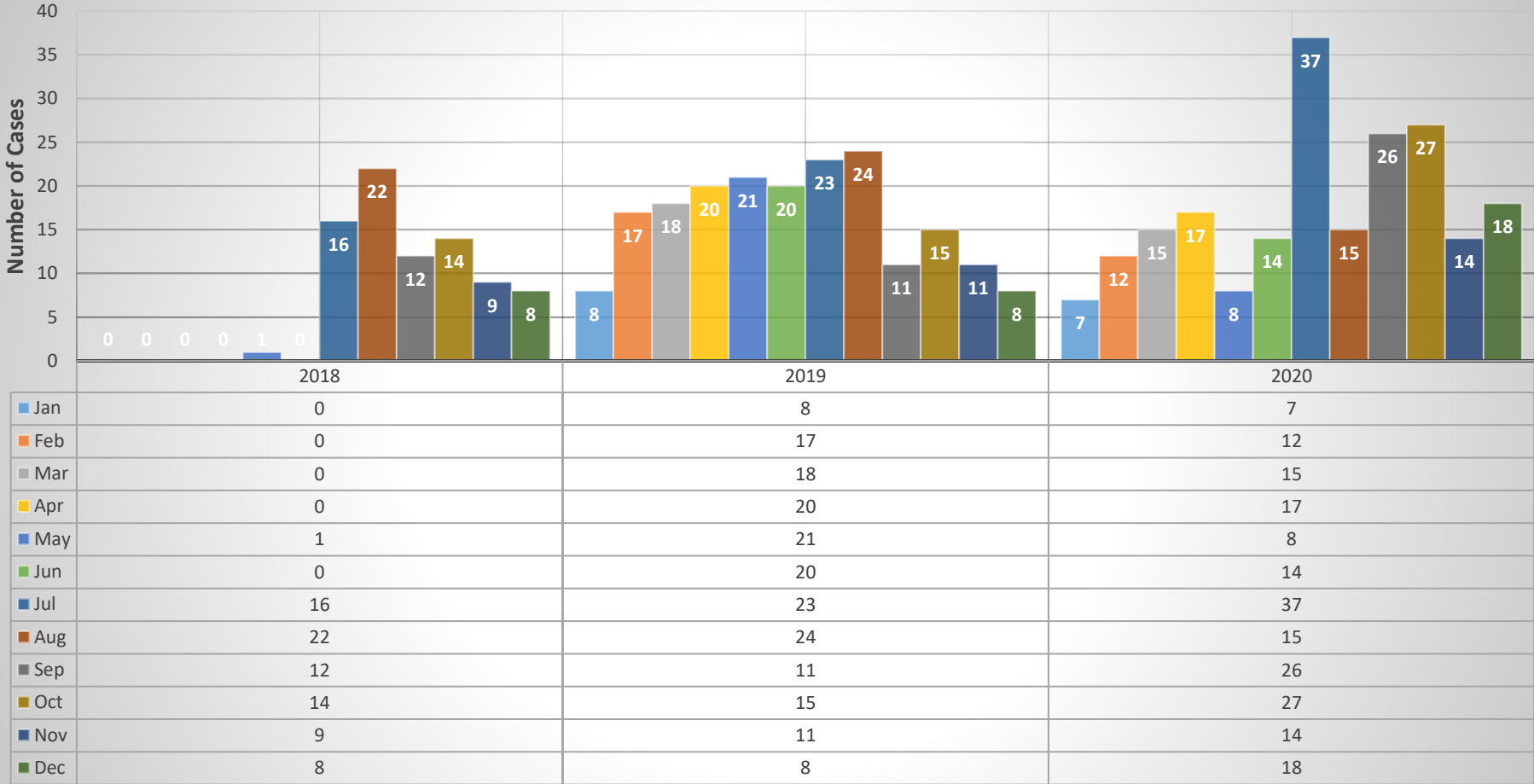
4. To date records demonstrate a gradual upward trend over the review period which is also supported if an average of 2019/20 totals is used to fill the gaps present in the 2018 record.

5. Last year (2020) showed an increase in all types of casework post-lockdown during the second half of the year. This increase arose despite the period of full lockdown preventing all but once-daily outdoor activity for two months and thereby reducing most outdoor visits significantly. The increase in casework originating from the public is very likely to be as a result of greater numbers of people visiting and recreating in the outdoors following easing whilst also impacted by national/global travel restrictions.

6. Planning and Forestry casework also showed higher than average volumes post lockdown, this is presumed due to an abatement in business activity during full lockdown leading to a reduction and, following easing, a resumption in activity again probably also precipitated by the lifting of travel restrictions.

Doug Stewart
11/02/20

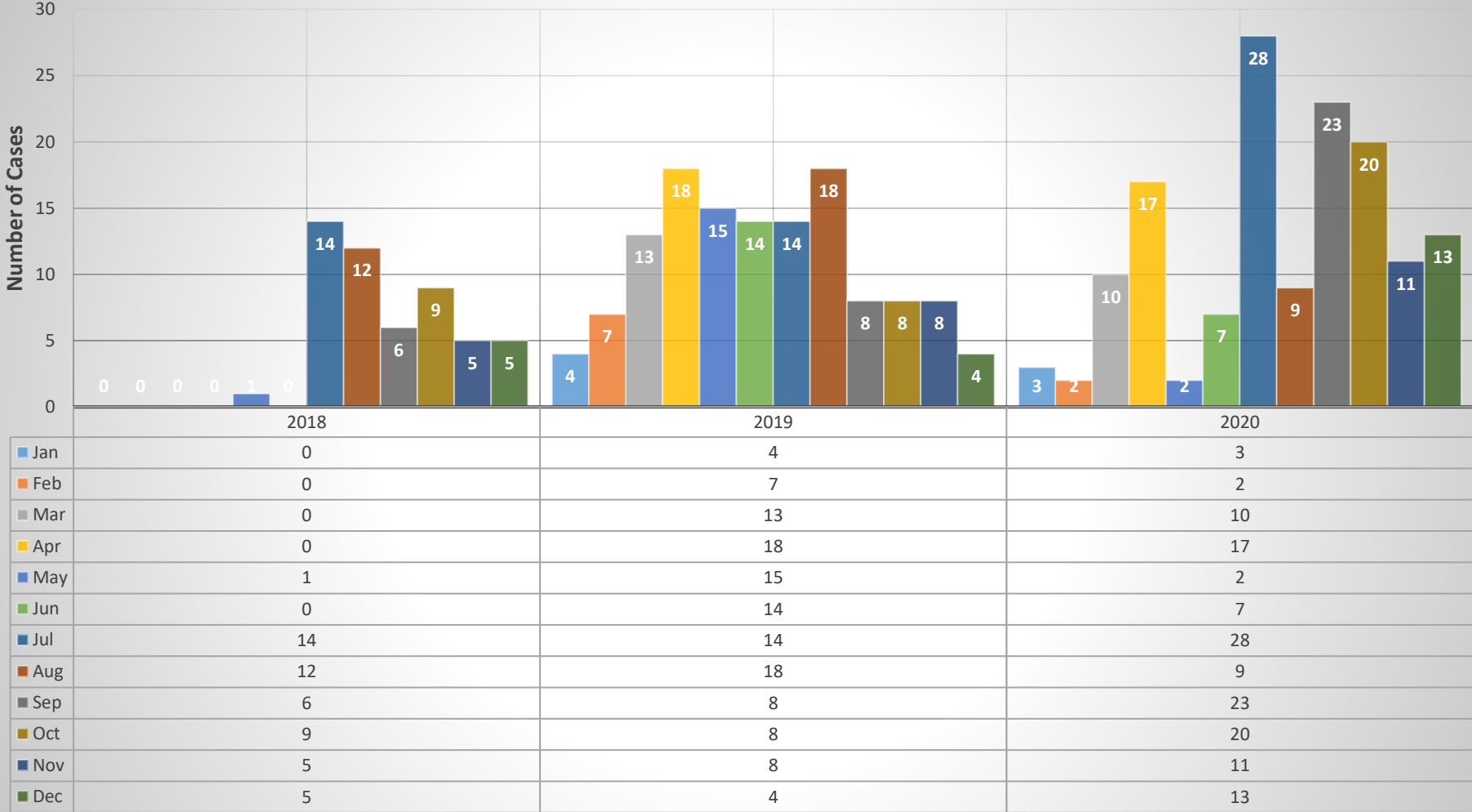
Casework Totals by Month/Year: all Categories



Month & Year

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

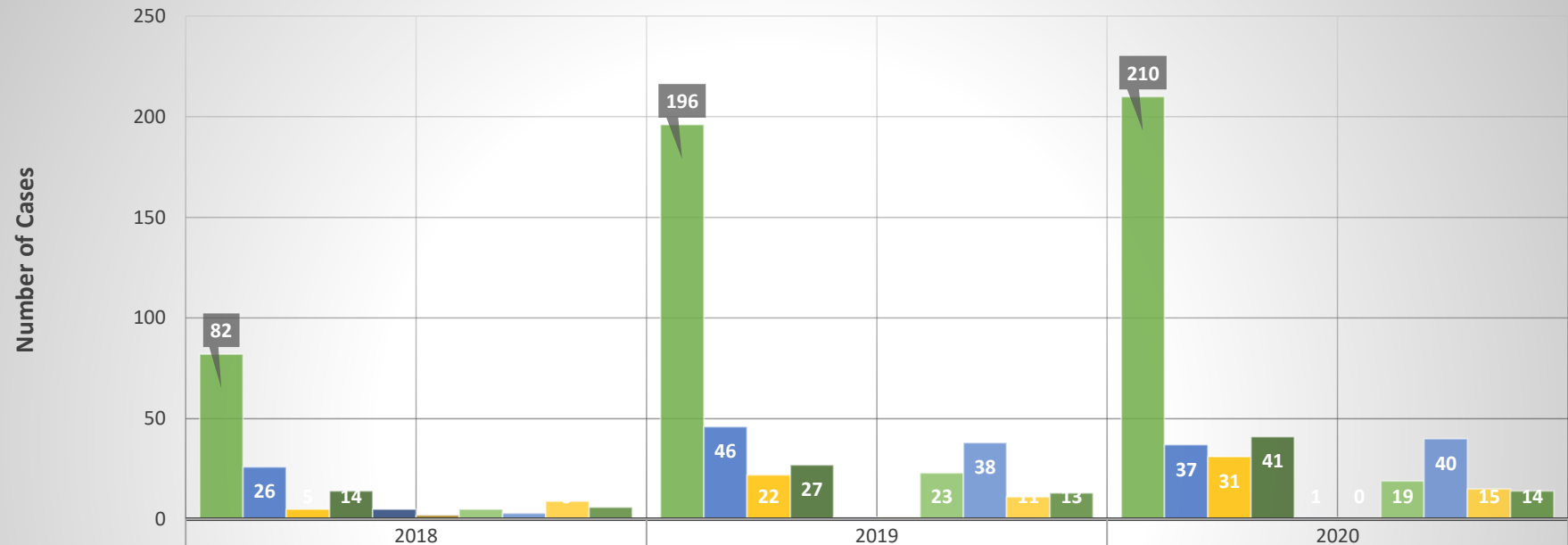
Casework Totals by Month/Year: all Categories ex. Planning & Forestry



Month & Year

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

Casework Totals by Year/Category



Grand Total for Year	82	196	210
Planning Casework	26	46	37
Forestry Casework	5	22	31
Access Rights	14	27	41
Funding	5	1	1
Land Ownership	2	1	0
Obstruction	5	23	19
Other	3	38	40
Path Maintenance	9	11	15
Signage	6	13	14

- Grand Total for Year
- Planning Casework
- Forestry Casework
- Access Rights
- Funding
- Land Ownership
- Obstruction
- Other
- Path Maintenance
- Signage