
CAIRNGORMS LOCAL OUTDOOR ACCESS FORUM

- Title:** Update on casework volumes and types over period 2019-2021
- 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 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.

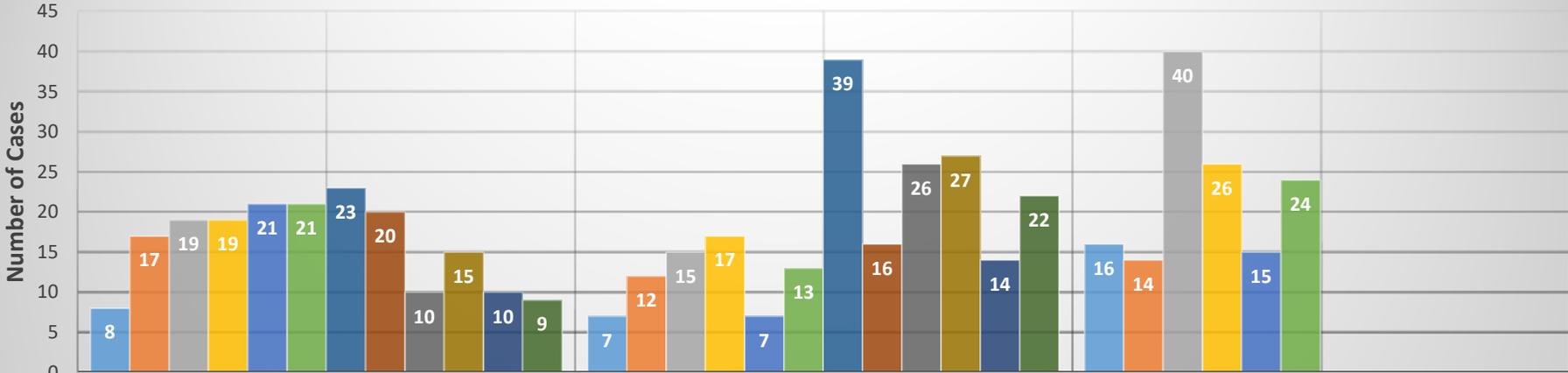
Analysis of Annual Records

4. The current record shows a relative increase in casework for the 6 month review period (first half of the calendar year) which correlates with a gradual upward trend over the same period since 2019.
5. Records for the 6 month review period compare as follows:

- 2021 - 136
 - 2020 – 71(lockdown)
 - 2019 – 105
6. Planning and Forestry consultations contributed to a spike in casework during March with relative increases during January and February also evident.
7. Casework handling capacity and procedures have proven resilient to fluctuations in numbers and types of issues.
8. Notable cases over the period are as follows:
- Case 532 Glen Muick Deer Farm
 - Case 453 Farr, Loch Insh

D. Stewart
11/08/21

Casework Totals by Month/Year: all Categories

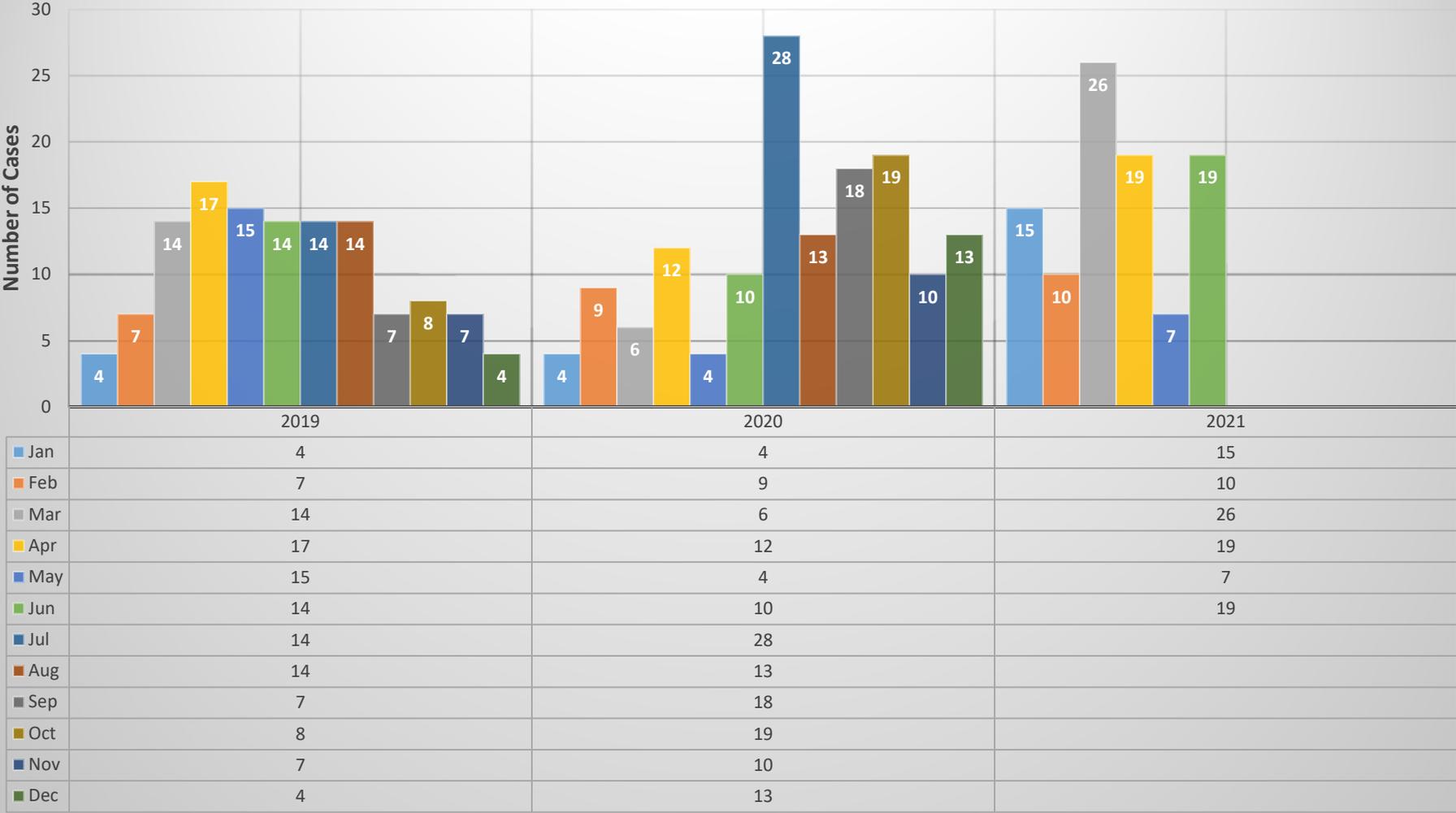


	2019	2020	2021
Jan	8	7	16
Feb	17	12	14
Mar	19	15	40
Apr	19	17	26
May	21	7	15
Jun	21	13	24
Jul	23	39	
Aug	20	16	
Sep	10	26	
Oct	15	27	
Nov	10	14	
Dec	9	22	

Month & Year



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

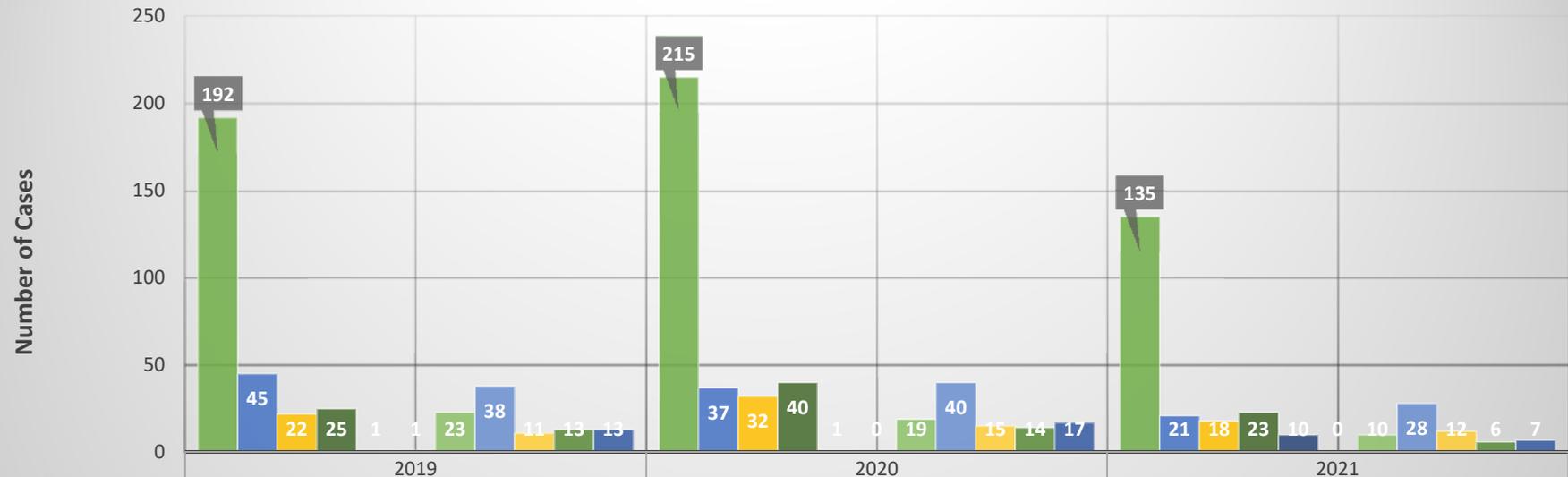


- Jan
- Feb
- Mar
- Apr
- May
- Jun
- Jul
- Aug
- Sep
- Oct
- Nov
- Dec

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	135
Planning Consultns	45	37	21
Forestry Consultns	22	32	18
Access Rights	25	40	23
Funding	1	1	10
Land Ownership	1	0	0
Obstruction	23	19	10
Other	38	40	28
Path Maintenance	11	15	12
Signage	13	14	6
Tourism	13	17	7

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)