

hello

***Luss & Arden***  
***Local Place Plan***







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Community survey results



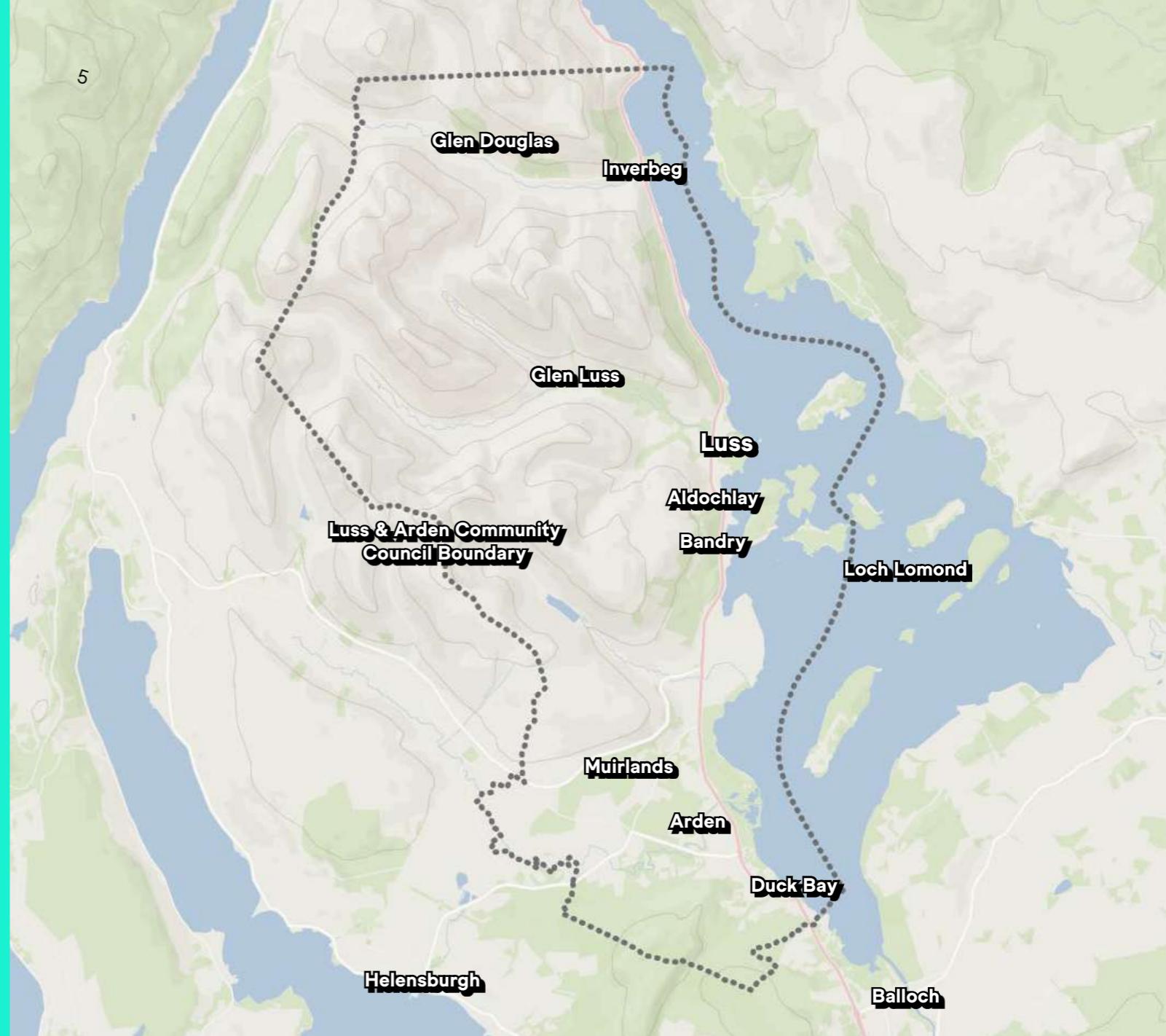
We have prepared an online summary of this Local Plan Plan. To view this summary, visit the URL below, or scan the QR code.

→ [www.bit.ly/luss-arden-LPP](http://www.bit.ly/luss-arden-LPP)





# Introduction



This Local Place Plan contains our local community's vision for the Luss and Arden Community Council area (see above map), and priority actions to turn our vision into reality.

The plan is rooted in our local community's own aspirations, gathered through comprehensive engagement activities during 2022 and early 2023.

The purposes of this Local Place Plan are:

- To provide an up-to-date statement of current issues we face and our aspirations for the future, to help public bodies, landowners, businesses and funders consider how they can best support positive change in the area (see section 2).
- To express the community's vision, and priorities, aims and actions to deliver that vision collaboratively with other partners (see sections 3 and 4).
- To inform the ongoing review of the Local Development Plan being led by the National Park (see summary at end of section 5).
- To inform public service delivery and investment by the National Park Authority, Argyll and Bute Council, Transport Scotland and other Community Planning Partners (see sections 4 and 5).
- To guide investment and action by local landowners, businesses and community organisations (see sections 4 and 5).

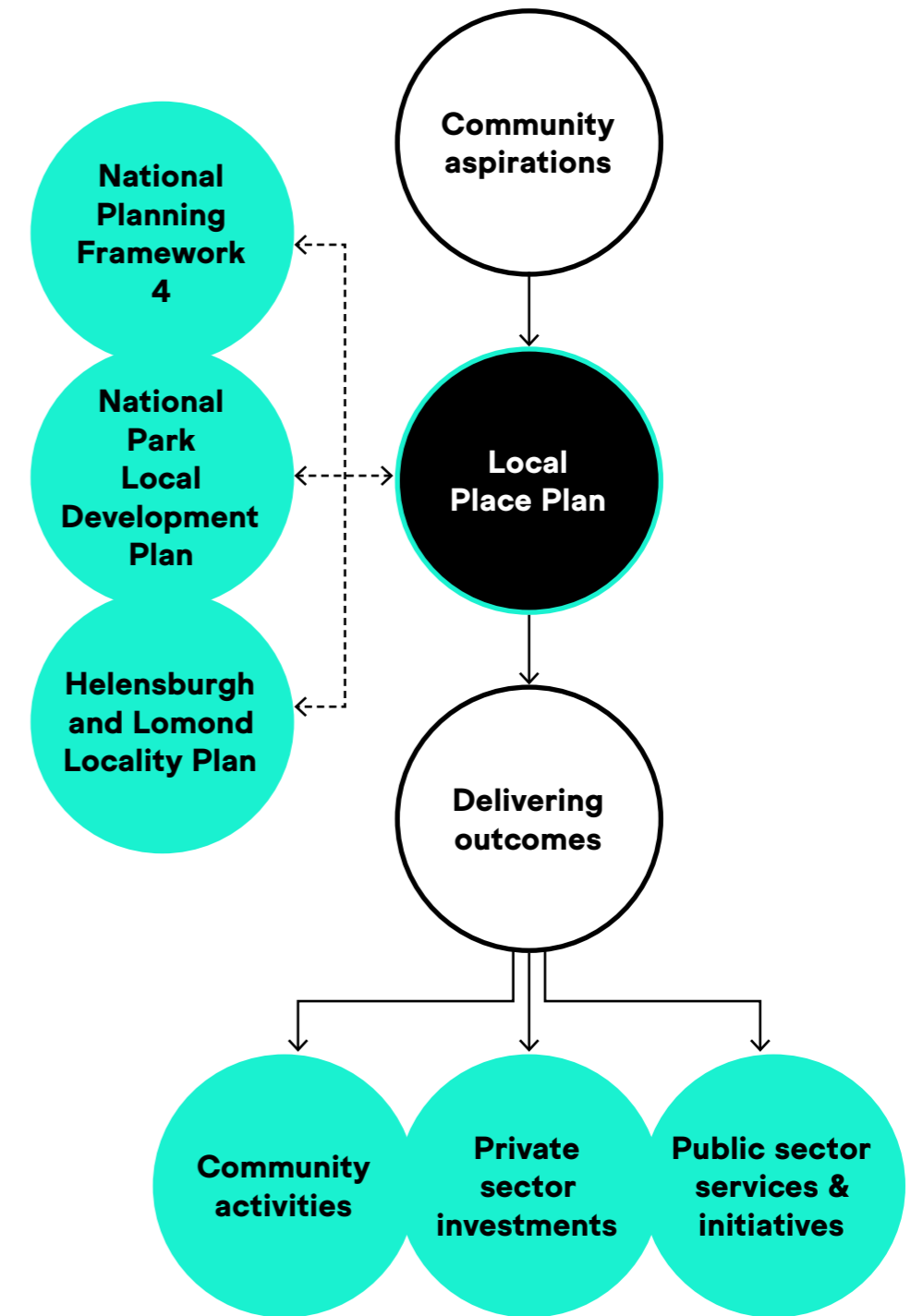
The plan is envisaged as covering a 5-10 year period until approximately 2030. Delivery of the plan must be collaborative, with public bodies, private sector and local community working together for common purpose. Everybody needs to be involved if the plan is to become a reality. Section 5 contains more information about this.

Preparation of this Local Place Plan has been facilitated by Luss and Arden Community Council on behalf of the local community. We are grateful to Luss Estates Company and Loch Lomond and the Trossachs National Park for their financial support in preparing this Plan, to the many local people and organisations who have contributed to the plan's preparation, and to Page\Park Architects and Nick Wright Planning for their professional support.

The plan also reflects national planning policy aims of creating sustainable, liveable and productive places as expressed in [National Planning Framework 4](#), as well as taking account of:

- [Loch Lomond and the Trossachs Local Development Plan](#) adopted in 2016
- [West Loch Lomondside Rural Development Framework: Supplementary Guidance, 2017](#)
- [Helensburgh and West Lomond Locality Plan 2017-18](#)
- [Loch Lomond and the Trossachs National Park Plan 2018-2023](#)
- [West Loch Lomond Strategic Tourism Infrastructure Development Framework 2022](#)

The content of these documents has been taken into account in developing the vision, priorities, aims and actions contained in sections 3 and 4 of this Local Place Plan, alongside the community issues and aspirations summarised in section 2.







(above) examples of the public consultation materials prepared and distributed in summer 2022.

The first step in public consultation was the distribution of a survey in summer 2022. The content and appearance of the survey was guided by an independent steering group, made up of Community Council and Development Trust members, young parents, older people, teenagers, and business owners – among others.

The result was a paper survey that was delivered to every house in the community, with extra copies in public places, and post-boxes to return them in multiple locations. This was accompanied by an online version, which was distributed by QR codes on buses, in shops, on social media, and in the local newspapers.

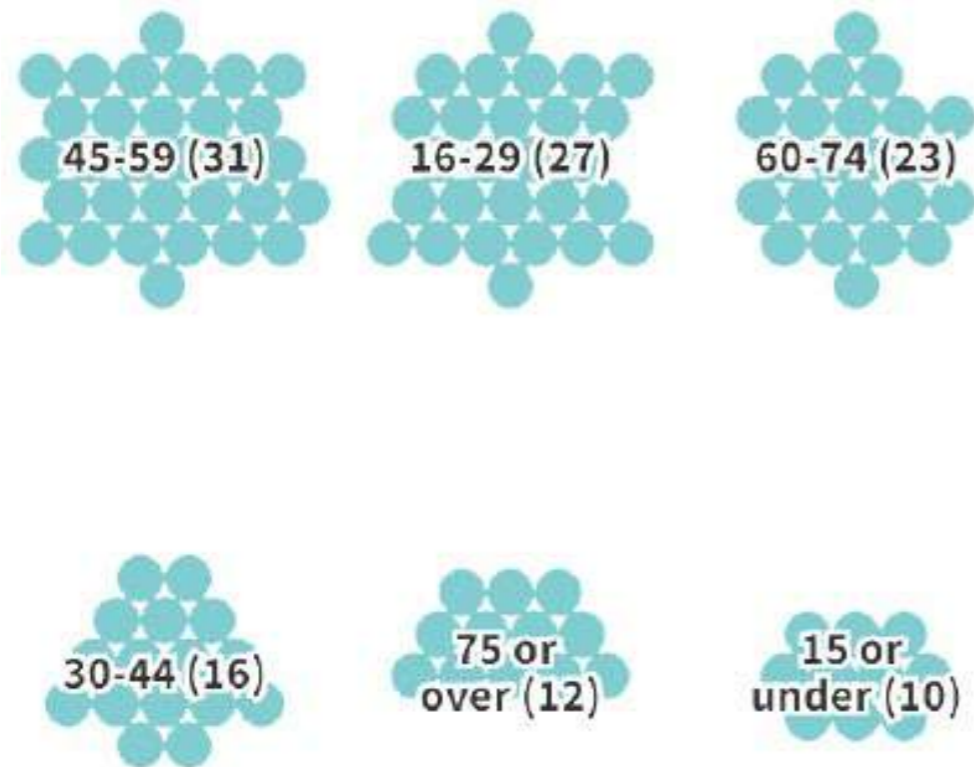
## Community issues & aspirations

### In total, 120 people shared their aspirations for Luss & Arden.

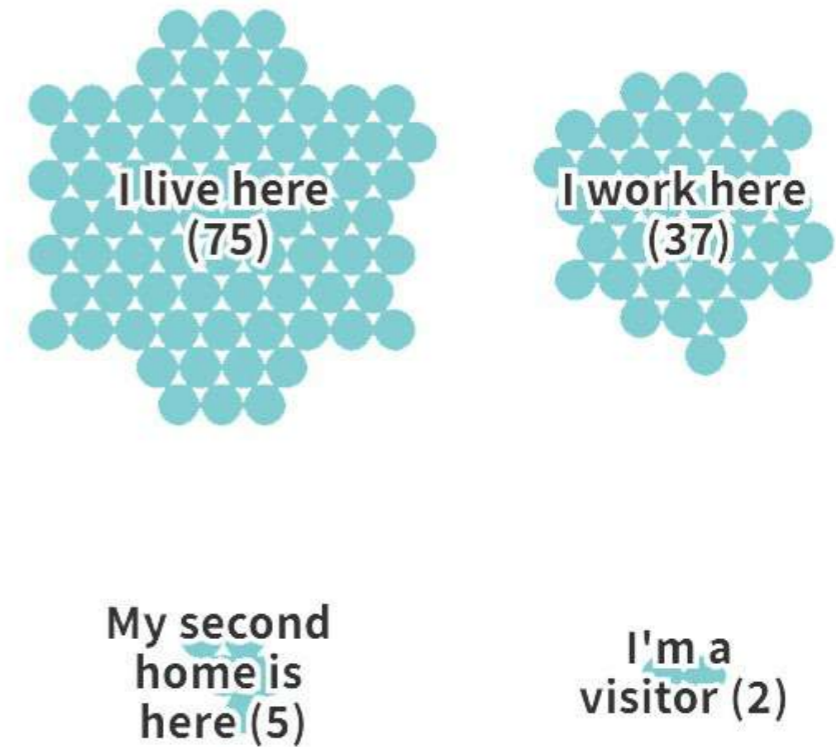
Of those 120, 75 live in the local community. That means **28%** of the local population answered the survey, which is high for a survey of this nature.

The breakdown of responses by age demographic and location within the community council area can be explored in the following diagrams. Each dot represents one survey respondent.

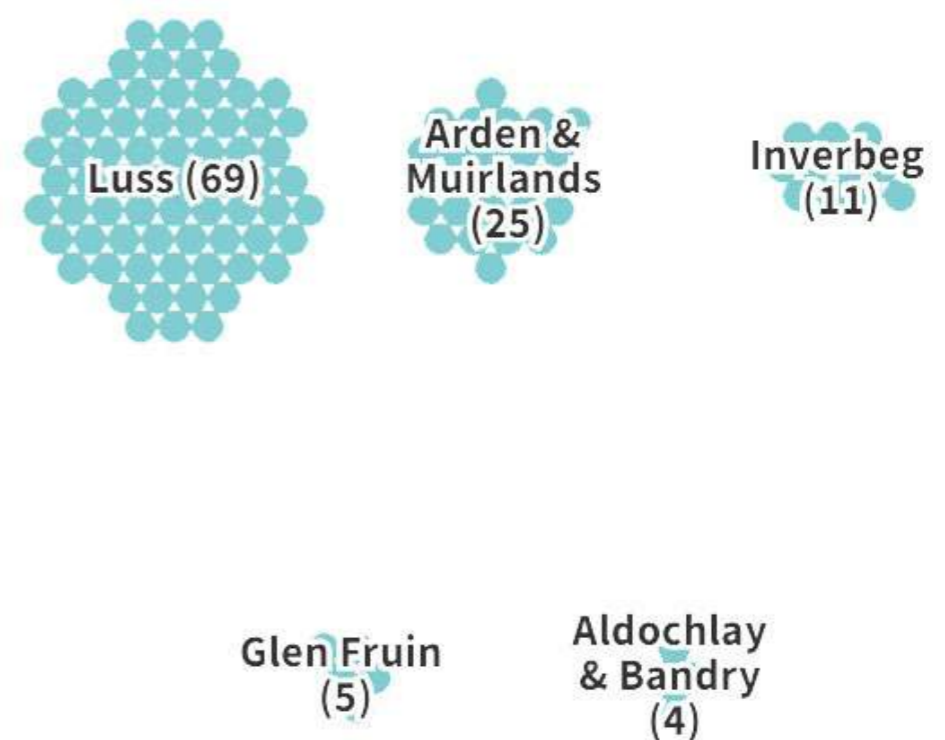
#### Question 1 What age are you?



#### Question 2 Which of these describes you?



#### Question 3 Where do you live/work?



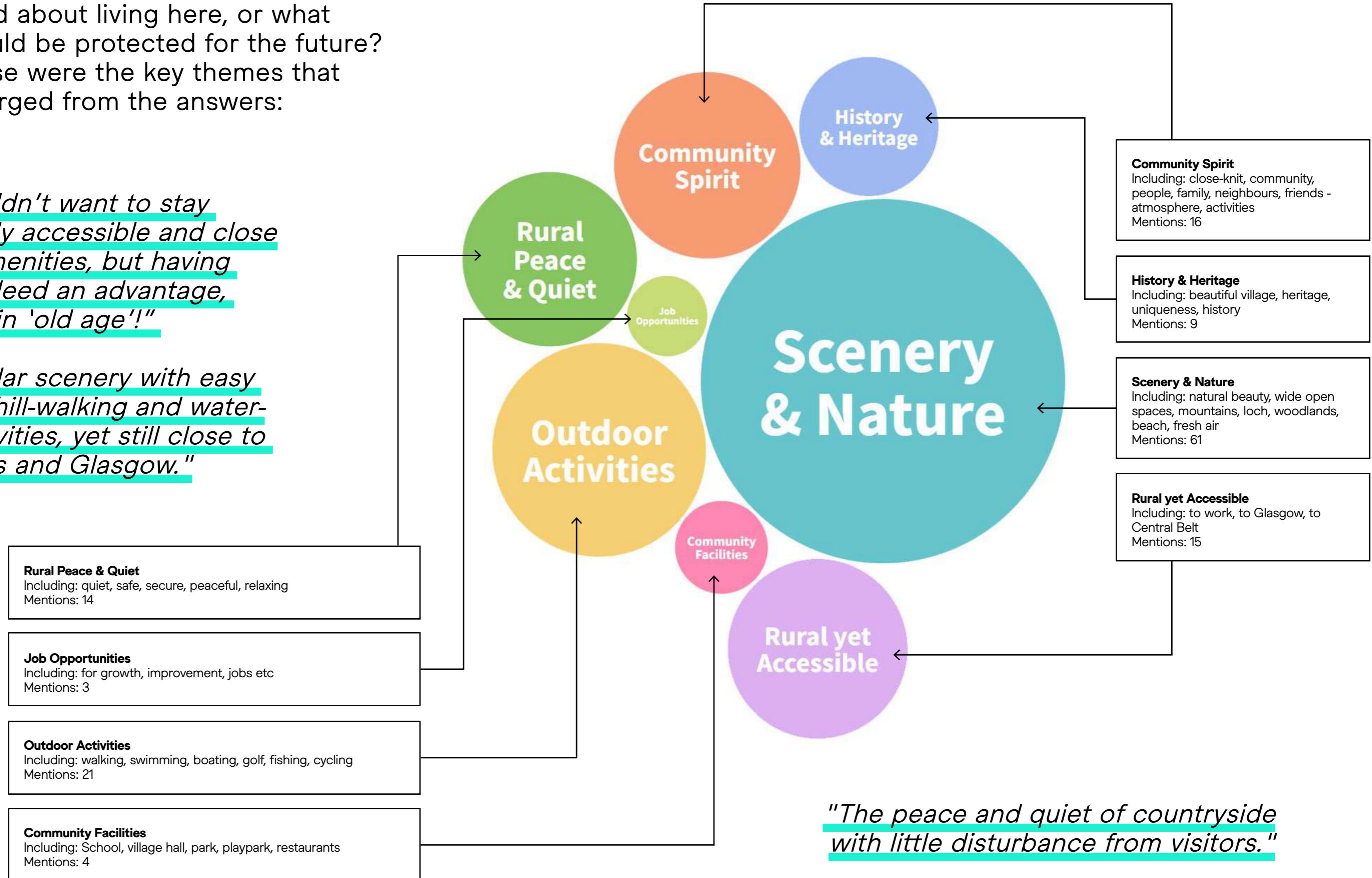


We asked **'what do you like about where you live?'**, for example, what's good about living here, or what should be protected for the future? These were the key themes that emerged from the answers:

*"It is nice to live in the countryside, with nature on our doorstep."*

*"Who wouldn't want to stay here? Easily accessible and close to most amenities, but having a car is indeed an advantage, especially in 'old age'!"*

*"Spectacular scenery with easy access to hill-walking and water-based activities, yet still close to local towns and Glasgow."*

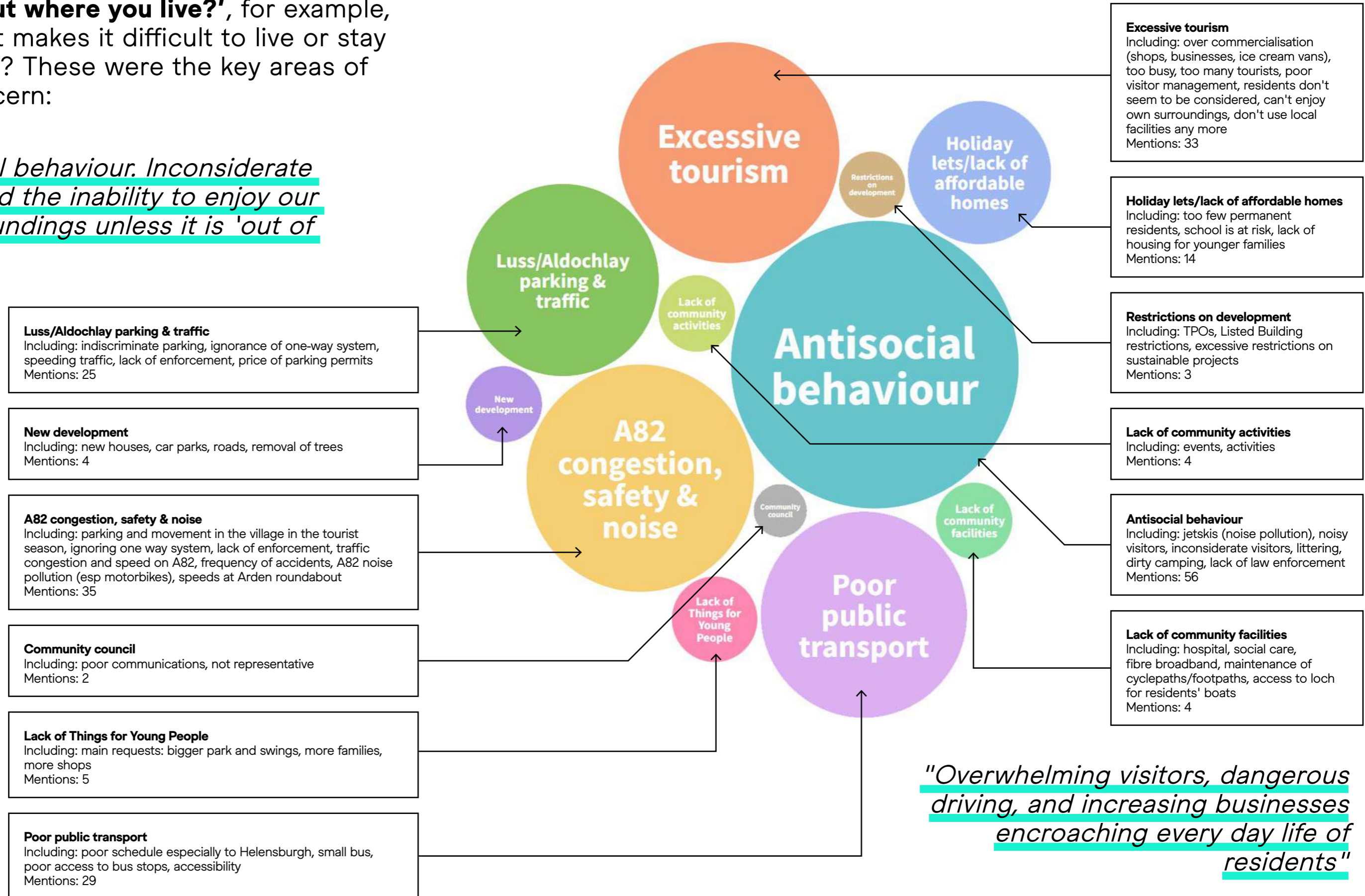


*"The peace and quiet of countryside with little disturbance from visitors."*

We asked 'what do you NOT like about where you live?', for example, what makes it difficult to live or stay here? These were the key areas of concern:

"Anti social behaviour. Inconsiderate visitors, and the inability to enjoy our own surroundings unless it is 'out of season'."

"Poor public transport especially to Helensburgh! So bad for us young people to get to places and return home."



"Overwhelming visitors, dangerous driving, and increasing businesses encroaching every day life of residents"

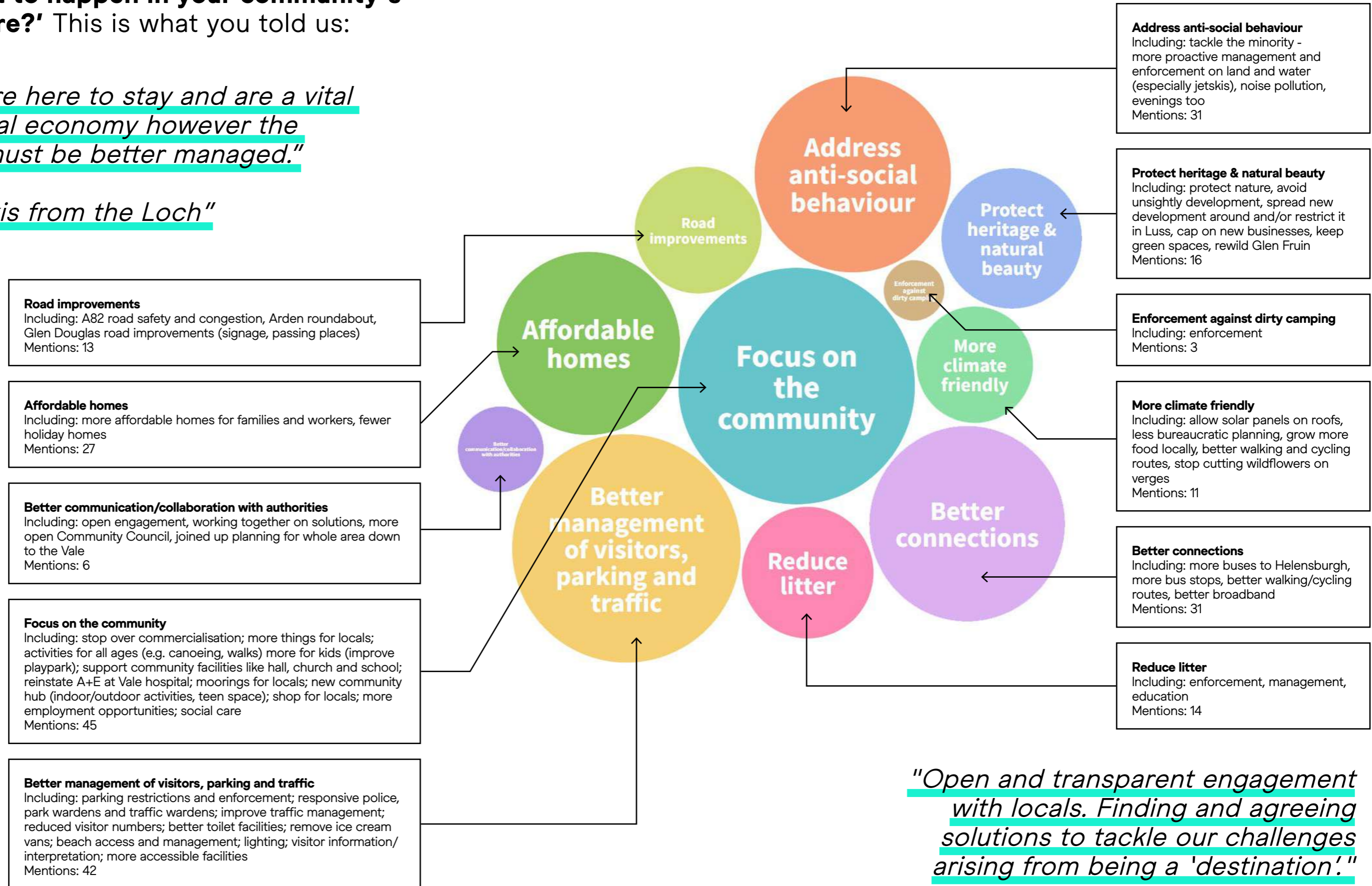


To conclude, we asked **'what do you want to happen in your community's future?'** This is what you told us:

"Visitors are here to stay and are a vital part of local economy however the numbers must be better managed."

"Ban jet skis from the Loch"

"Let the community get its village back. Lockdown was amazing, I met folks I had not seen/spoken to in years, locals started talking again."



"Open and transparent engagement with locals. Finding and agreeing solutions to tackle our challenges arising from being a 'destination'."





At a classroom session with **Luss Primary School** pupils to help them think about the future of the area, popular topics of discussion were the lack of things to do, and of other families and children.

The children's responses included:

"More things for locals rather than the tourists."

"I would like a bigger slide and swings"

"More stuff for kids to do, better bus times to Helensburgh, more houses for locals, less holiday homes."

The most common suggestions from the children were:

- Encourage more families to the area - there aren't many kids here.
- Improve the playpark - specifically, bigger slide and swings.
- Pay more attention to what kids suggest - the ideas above and other suggestions like more things to do outdoors, basketball court, cinema and library.
- Better transport to Helensburgh to see friends and do things.





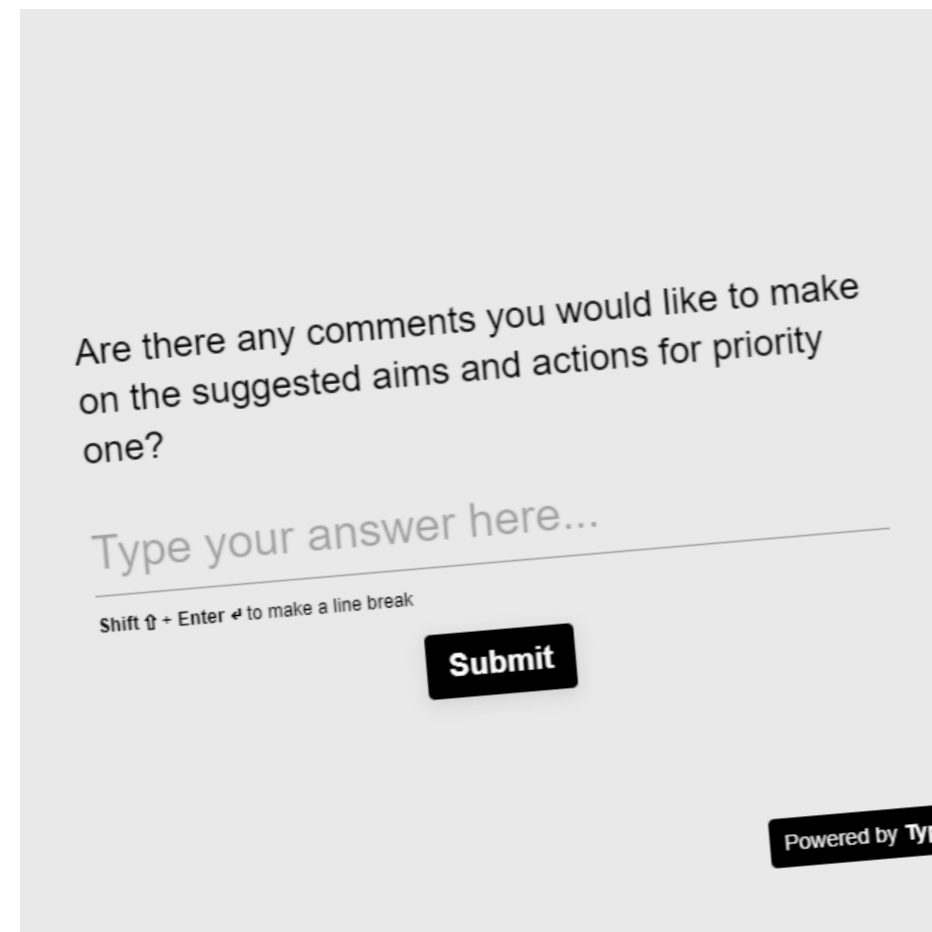


February 2023

### Consultation on the draft Plan

Community consultation on the draft Local Place Plan ran from the 3rd of February until the 6th March with the public being invited to comment using a dedicated website.

In addition, printed copies of the full plan were placed at key locations, and a copy of a plan summary was delivered to every house in the Community Council area.



People were asked if they would like to make any comments on the suggested aims and actions for each of the five priority areas. There were 258 visits to the webpage containing the draft Plan during the consultation period, and the priorities themselves received 11 comments.

This Local Place Plan has been updated from the draft iteration to reflect comments received on its content.

In parallel with the community consultation, statutory Information Notices were emailed by the Community Council to local Ward Councillors, adjacent Community Councils and others on Thursday 2 February. Recipients were given until Sunday 5th March to comment (slightly longer than the statutory 28 day minimum period). One supportive response was received; no specific parts of the draft Plan were referred to.



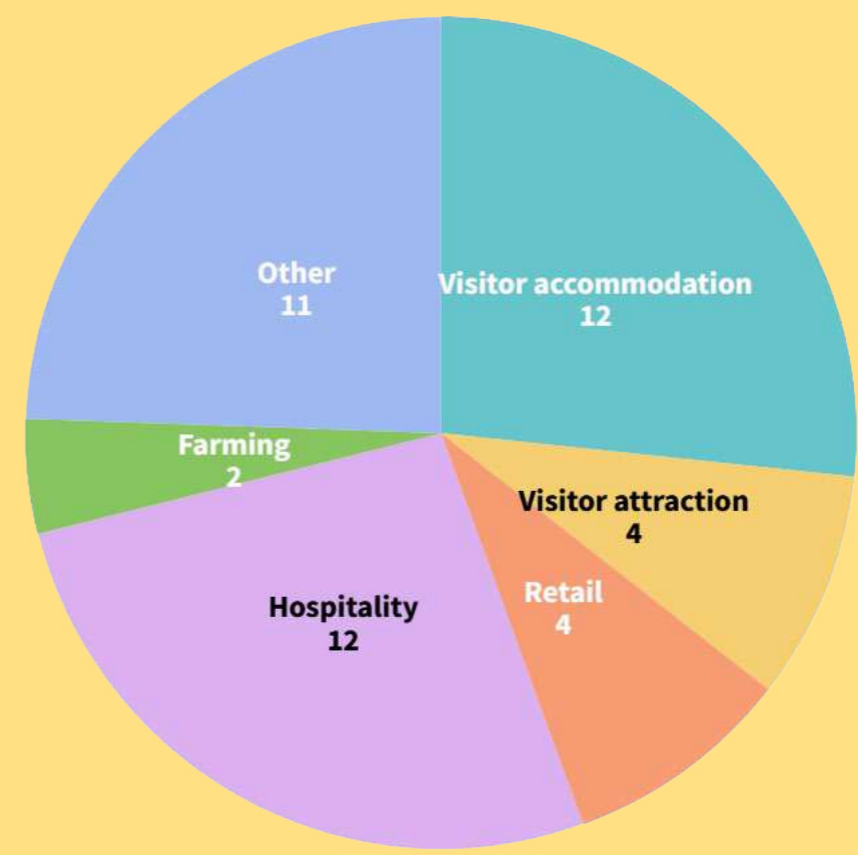
# business

# survey

In parallel with the community survey, a separate survey was distributed to businesses in West Loch Lomond. The survey asked business owners and operators a range of questions, on subjects including: staffing, recruitment, COVID, and how their business might be better supported in the future.

We have received **38 responses** in total. The responses are a vital insight into the challenges faced by business operators in the area, and their prospects and aspirations for the future.

Responses have been received from a variety of business types, most of whom (75.4%) are in the tourism sector (i.e. visitor attraction, accommodation, retail, and hospitality):



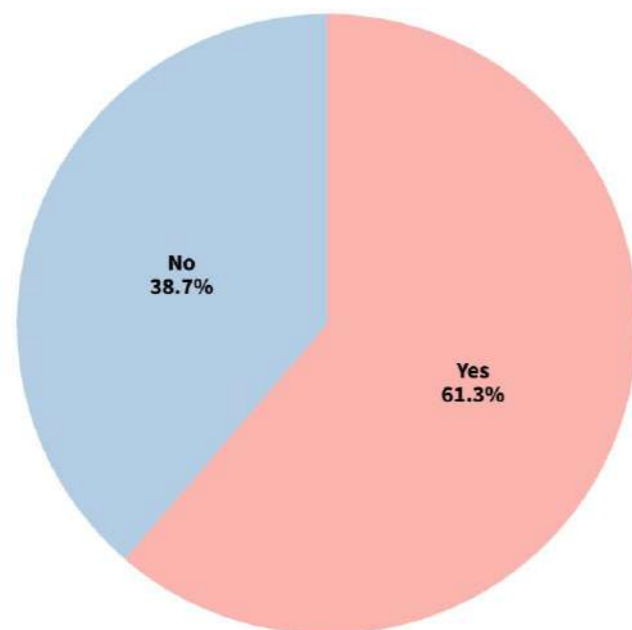
**Other includes:**  
Forestry/landscape; Trade/construction/building services; Consultancy; Care/social services; Renewable energy; Village Hall; Fuel Station; Artist; Diversified rural estate; Private Club; and Carpark

# Staffing & Recruitment

'Out-of-season', the businesses who responded employ a total of **564** people. This number increases to **988** 'in-season'.

Only 26% of staff working in these businesses live within the villages of Luss, Arden, Arrochar, Tarbet and Ardlui. Around half of staff live within 10 miles of their place of work.

We asked businesses 'Have you experienced issues in staff recruitment and availability recently?'



**61.3% of businesses answered yes, and 38.7% answered no.**

40% of businesses said that they can't find staff locally which is linked to the lack of available local workforce.

30% of business respondents said that the remoteness of the location and poor public transport were factors in recruiting staff.

22% of business respondents said that the lack of local, affordable housing was a factor in recruiting staff.

Comments from owners and operators included:

"People unwilling to travel up the lochside."

"Lack of local staff and other people to take up positions."

"They think the location is remote, no train service or regular bus service."



# Turnover, COVID Impact & Growth

Of the businesses who responded, 25% generate a turnover in excess of £1m and 75% are a range of smaller/medium sized businesses generating turnover of less than £1m.

Interestingly some businesses have traded better since COVID whilst others have suffered. This may be down to some businesses being able to be flexible and trade outdoors and take advantage of increased outdoor visitors since COVID.

**34%** of businesses surveyed have experienced an **increase** in trade since COVID.

**42%** of businesses surveyed have experienced a **decrease** in trade since COVID.

There is a positive and healthy outlook in terms of future business' growth.

Of the survey results, 65% of the businesses said they were planning to invest and develop in their business in the next 3-5 years

40% of business plan to increase staff in the next 3-5 years.

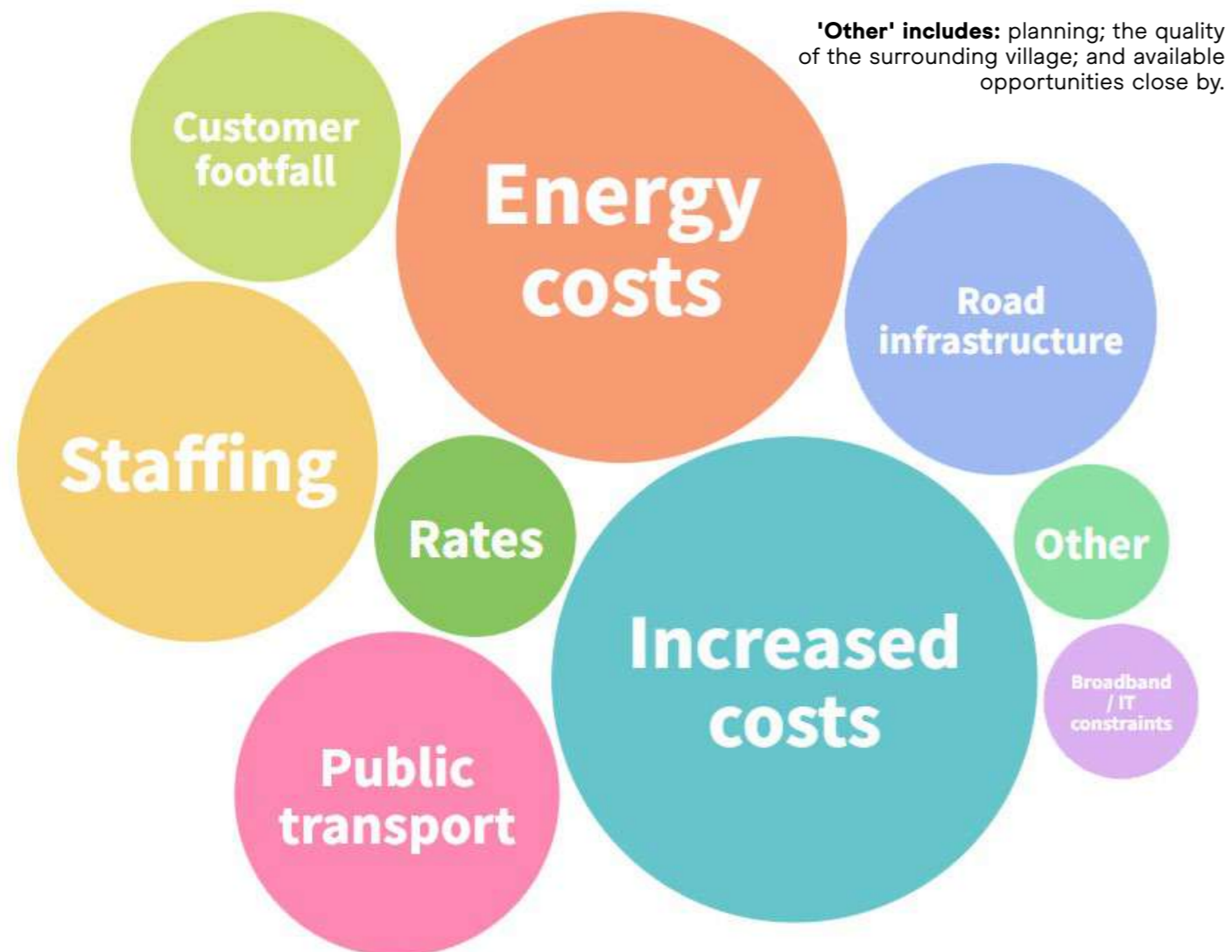
## Confidence in the future

**Generally, most businesses felt confident about their future in this location.** When asked to rate their confidence on a scale from 1 (not confident) to 5 (very confident), 67.7% ranked it 4 or 5.

Nobody ranked it as a 1.

# Challenges & Help

**We asked businesses what the main challenges or constraints facing the business were?**



The size of the circles is proportional to the number of responses

Increased running costs and the rising costs of energy are key challenges to businesses.

90% of businesses highlighted increased running costs as a key challenge.

79% of business highlighted increased energy costs as a key challenge.

**And finally, we asked businesses what would help them?**



**Other includes:** more taxis for guests; more volunteers; an increase in the number of surrounding businesses; and grant funding.

53% of businesses said changes in visitor management. This is of particular relevance to the Luss area. 47% of businesses said that Business Support would help their business.



# what's the story in Luss & Arden today?

We've combined what you told us in the survey with our economic research, and what local businesses told us, to draw the bigger picture of the issues within the community, and how they interact ...

**HIGH PROPORTION OF HOLIDAY LETS**  
 25.5% of properties in Luss village core are holiday lets. This increases to 35% in the wider Community Area (excluding Arden) There are over 250 self-catered lets within Community Council boundary.

**HOUSE PRICE INCREASES**  
 The average value of property transactions between 2019 and 2021 increased by 14% (to £309k). The increase in wider Argyll & Bute was 6% (£194k).

**FEW HOMES ON THE MARKET**  
 Only 20 homes were sold through the open market between 2018-21.

contributing to ...

contributing to ...

**VISITOR NUMBERS IN LUSS**  
 Visitor numbers in Luss have been calculated to be at least **850k** per annum. This would place Luss as the no.8 most visited attraction in Scotland, paid or free.

This figure is based on numbers of visitors to Luss using the the following sources: Estate car park; local authority car parks; on-street parking; coach tours; local bus services; waterbuses; and local hotels and campsites.

**INSUFFICIENT VISITOR MANAGEMENT MEASURES AND POLICING**  
 42 survey respondents (35%) said better management of visitors, parking and traffic is needed.

contributing to ...

**INCONVENIENCE TO RESIDENTS**  
 Excessive tourism was a concern for 38% of survey respondents in Luss.  
*"[we are unable] to enjoy our own surroundings unless it is 'out of season!'"*

**ANTI-SOCIAL BEHAVIOUR**  
 52% of respondents who live locally mentioned 'anti-social behaviour', including noisy/ inconsiderate visitors, littering, dirty camping, and lack of policing- especially in Luss itself. **Jetskis were mentioned negatively 23 times.**

**PARKING ISSUES & ROAD SAFETY CONCERNS**  
 were mentioned 35 times in the survey, including parking and movement in the village in the tourist season, lack of enforcement, and congestion, noise, and speed on the A82.  
*"Ever-increasing traffic jams and inconsiderate parking cause huge problems e.g. for emergency services, delays for business deliveries, bus services and key workers."*

contributing to ...

**IS LUSS BECOMING A LESS DESIRABLE PLACE TO LIVE?**

contributing to ...

**A82 TRAFFIC LEVELS**  
 5.1 million cars travelled on the A82 past Luss in 2019 (pre-covid). This is 53% more than travelled on the A9 between Inverness and Aviemore

**BALANCING THE NEEDS OF RESIDENTS AND VISITORS**  
*"Luss is now a resort not a village for residents. Lockdown reminded me of what it was like in the village when I was a kid - it was fantastic. It should be remembered that Luss welcomes visitors when it is properly managed and has the infrastructure to cope. There are very few places in Scotland where the areas of car parks are about 3 times bigger than the village itself."*

**AN AGEING COMMUNITY**  
 The population is ageing and the number of families and children is declining.  
 In the 2011 census - the most recently available - 34.2% of Luss's residents were of pensionable age, which is a much higher percentage than Argyll & Bute Council (22%) and Scotland (17%).

**SCHOOL AT RISK**  
 The present school roll of 12 equates to an occupancy rate of 24%, down from 40% a decade ago.

**IMPACT ON THE OFFER FOR YOUNG PEOPLE**

**HARDER TO MAINTAIN COMMUNITY FACILITIES**  
 45 survey respondents (37.5%) want more focus on the community and facilities.

contributing to ...

**THE CHALLENGE OF GETTING AROUND WITHOUT A CAR**  
 29 survey responses (24%) said 'poor public transport' was an issue.  
*"[It is] so bad for young people to get to places and return home."*

contributing to ...

contributing to ...

contributing to ...

contributing to ...

contributing to ...

contributing to ...

contributing to ...

**ACCOMMODATING WORKERS LOCALLY AND AFFORDABLY IS AN ISSUE**  
 said that the lack of local, affordable housing was a factor in recruitment. The community mentioned housing 14 times in total, with more than 50% (8) of mentions coming from respondents who work in the area.  
 This is exacerbated by inflation outstripping pay particularly in the lower-paid and tourism sector. 22% of business respondents

**POOR DIVERSITY IN JOB OPTIONS**  
 75% of business survey respondents are in the tourism sector (i.e. visitor attraction, accommodation, retail, and hospitality).

**IMPACT ON BUSINESSES AND RECRUITMENT ISSUES**  
 61.3% of businesses surveyed said that they've had issues with staff recruitment and availability recently.  
 30% said that the remoteness of the location and poor public transport were factors.  
*"[applicants] think the location is remote, with no train service or regular bus service."*

contributing to ...

contributing to ...

contributing to ...

contributing to ...

contributing to ...



**A vision for 2030**

The most significant challenge facing the local community is how to cope with a massive number of visitors each year whilst also offering good quality of life and opportunities for local residents.

Tackling that challenge and the vicious cycles described earlier, and creating a more sustainable, balanced and thriving community into the future, requires positive interventions designed to:

**1. RETAIN & ATTRACT FAMILIES**

**2. STRENGTHEN THE LOCAL COMMUNITY**

**3. MANAGE VISITOR PRESSURE**

The following spread illustrates how the aims and actions of the Local Place Plan might tackle some of the issues identified by the community, and start to break the cycle currently happening.

The **AIMS & ACTIONS** on the yellow notes are expanded upon in the next section (4), 'priority actions'.



# how can the aims and actions put forward by the Local Place Plan break the cycle that's currently happening?

## HIGH PROPORTION OF HOLIDAY LETS

25.5% of properties in Luss village core are holiday lets. This increases to 35% in the Luss Community Area (excluding the 250 self-catered holiday homes within the Council boundary).

**RESTRICT AND REDUCE NUMBER OF HOLIDAY LETS AND SECOND HOMES**

## VISITOR NUMBERS IN LUSS

Visitor numbers in Luss have been calculated to be at least

**950k** per annum

This figure is based on numbers of visitors to Luss using the the following sources: Estate car park; local authority car parks; on-street parking; coach tours; local bus services; waterbuses; and local hotels and campsites.

## WE THINK THERE ARE 3 KEY PRINCIPLES OF THE LOCAL PLACE PLAN:

- 1. RETAIN & ATTRACT FAMILIES**
- 2. STRENGTHEN THE LOCAL COMMUNITY**
- 3. MANAGE VISITOR PRESSURE**

WHAT DO YOU THINK?

## INSUFFICIENT VISITOR MANAGEMENT MEASURES AND POLICING

42 survey respondents (35%) said better management of visitors, parking and traffic

**BETTER MANAGE EXCESSIVE VISITOR NUMBERS AND ANTI-SOCIAL BEHAVIOUR OF A MINORITY**

## ACCOMMODATING WORKERS LOCALLY AND AFFORDABLY IS AN ISSUE

This is exacerbated by inflation outstripping pay particularly in the lower-paid and tourism sector. 22% of business respondents

**MORE AFFORDABLE HOUSING FOR LOCAL PEOPLE AND WORKERS**

said that the lack of local, affordable housing was a factor in recruitment. The community mentioned housing 14 times in total

## POOR DIVERSITY IN JOB OPTIONS

75% of business survey respondents

**MORE WORK AND BUSINESS OPPORTUNITIES FOR LOCAL PEOPLE**

## IS LUSS BECOMING A LESS DESIRABLE PLACE TO LIVE?

### SCHOOL AT RISK

The present school roll of 100 equates to an occupancy rate of 24%, down from 40% a decade ago.

### IMPACT ON THE OFFER FOR YOUNG PEOPLE

## FEW HOMES ON THE MARKET

**MORE ENERGY EFFICIENT HOMES**

## AN AGEING COMMUNITY

**ULTIMATELY, SUSTAIN THE COMMUNITY AND SERVICES/FACILITIES**

Residents were of pensionable age, which is a much higher percentage than Argyll & Bute Council (22%) and Scotland (17%).

## INCONVENIENCE TO RESIDENTS

Excessive tourism was mentioned 22% of

**IF WE FOLLOW THROUGH WITH OUR AIMS, WE MIGHT BE ABLE TO BREAK SOME OF THESE CYCLES, AND MAKE REAL CHANGE FOR OUR FUTURE**

## ANTI-SOCIAL BEHAVIOUR

52% of respondents who live locally mentioned 'anti-social behaviour', including noisy/inconsiderate visitors, littering, dirty camping, and lack of policing especially in Luss itself. 10% of respondents mentioned 'antisocial' behaviours were mentioned 23 times.

## PARKING ISSUES & ROAD SAFETY CONCERNS

were mentioned 35 times in the survey, including parking issues, road safety, and

**SAFER WALKING AND CYCLING IN AND AROUND LUSS**

"Ever-increasing traffic jams and inconsiderate parking cause huge problems e.g. for emergency services, delays for business deliveries, bus services and key workers."

## IMPACT ON BUSINESSES AND RECRUITMENT ISSUES

61.3% of businesses

**CAREFULLY CONTROL RESPONSIBLE BUSINESS EXPANSION IN THE VILLAGE**

## HARDER TO MAINTAIN COMMUNITY FACILITIES

**MORE COMMUNITY ACTIVITIES AND EVENTS**

**MAKE MORE OF LOCAL FACILITIES**

## A82 TRAFFIC LEVELS

5.1 million cars travelled on the A82 past Luss in the past 12 months. 53% more between 2010 and 2020.

**IMPROVE SAFETY ON THE A82**

## BALANCING THE NEEDS OF RESIDENTS AND VISITORS

"Luss is now a resort town for many residents. Lockdown has made it more attractive. It should be a balance between the needs of residents and visitors. The infrastructure for visitors, such as car parks are a

**BETTER BALANCE THE NEEDS OF LOCALS AND VISITORS**

**IMPROVE COMMUNICATION BETWEEN AUTHORITIES, BUSINESSES AND RESIDENTS**

## THE CHALLENGE OF GETTING AROUND WITHOUT A CAR

"[applicants] think the remoteness of the location and poor public transport were factors."

**EASIER ACCESS TO HELENSBURGH AND THE VALE FOR THOSE ON LOW INCOMES OR WITHOUT A CAR**

**IMPROVE PUBLIC SPACES AND PATHS**



## Priority actions

This section of the plan contains five priority areas, each with aims and actions. The five priority areas directly reflect the concerns and aspirations expressed in the community survey:

1. *Life in the community*
2. *Population and homes*
3. *Visitor management*
4. *Getting about*
5. *Jobs and business*

(note: these priority areas are not listed in order of importance)

There are many overlaps between the priority areas, all of which are closely inter-related. For example:

- Improving the play park in Luss will benefit visitors as well as residents, even though it is noted under Priority 1: life in the community. Similarly, improving the path network will benefit residents as well as visitors, despite being noted under Priority 3: visitor management.
- The lack of affordable homes for families, young people and workers impacts on life in the community by threatening the sustainability of the school, other public services and volunteer-run groups, and makes it difficult for businesses to find workers and for local people to find jobs.
- Restricting access and parking in the centre of Luss will contribute to visitor management, improve life in the community and make getting about easier for businesses and residents.

The actions proposed under each priority should be seen as flexible. If opportunities present themselves for additional actions, they should be supported if they contribute to the plan's strategic vision in section 3.

To help guide implementation of the actions proposed below, each one is accompanied by notes that should be used as a 'brief'. For example, the action to improve the play area in Luss contains notes relating to regular repairs, selective replacement of equipment, catering for all ages and abilities, and involving local children in the process.



# priority one life in the community

For many years, the local community feels that action and investment has focussed on visitors, with too little attention on sustaining the local community. We need to redress the balance and place more focus on the needs of the local community.

*"Luss is now a resort not a village for residents ... It should be remembered that Luss welcomes visitors when it is properly managed and has the infrastructure to cope. There are very few places in Scotland where the areas of car parks are about 3 times bigger than the village itself."*

[comment from the public consultation]



- WHAT WE WANT TO ACHIEVE:**
- 1. MORE COMMUNITY ACTIVITIES AND EVENTS.**
  - 2. RETAIN AND MAKE BETTER USE OF LOCAL FACILITIES.**
  - 3. IMPROVE PUBLIC SPACES, PLAY PARKS AND PATHS.**
  - 4. BETTER BALANCE THE NEEDS OF LOCALS AND VISITORS TO CREATE A STRONGER COMMUNITY.**
  - 5. IMPROVE COMMUNICATION BETWEEN AUTHORITIES, BUSINESSES AND RESIDENTS.**



# WHAT ACTIONS WE NEED TO TAKE ...

**WHAT WE WANT TO ACHIEVE:**

- 1. MORE COMMUNITY ACTIVITIES AND EVENTS.**
- 2. RETAIN AND MAKE BETTER USE OF LOCAL FACILITIES.**
- 3. IMPROVE PUBLIC SPACES, PLAY PARKS AND PATHS.**
- 4. BETTER BALANCE THE NEEDS OF LOCALS AND VISITORS TO CREATE A STRONGER COMMUNITY.**
- 5. IMPROVE COMMUNICATION BETWEEN AUTHORITIES, BUSINESSES AND RESIDENTS.**



## Retain vital community facilities

- Primary School – vital to keep and attract families to the area: use it or lose it!
- Village Hall.
- Church.
- Highland Games public open space.

## Make more use of Luss Village Hall

- Encourage more use and support of the recently refurbished hall with activities, events and clubs for all ages.
- E.g. Christmas party, summer BBQ, youth club, chill night for teenagers, quiz nights, music, indoor bowling.

## Improve Luss play park and green spaces

- Play park - regular repairs, selective replacement of equipment to increase the variety of equipment for all ages from toddlers to teenagers and create opportunities for disabled children (involving local children in the process).
- Village green - more recreational facilities for different ages, such as kickabout area, basketball hoop, more seating, natural play.
- Maintain Luss churchyard (Council-owned).

## Provide local childcare

- Explore feasibility of wrap-around childcare to help parents into work and attract working families.

## Improve communications

- Improve communications between National Park | Council | other public bodies | Community Council | residents | businesses.
- E.g. make greater use of Community Council meetings and community noticeboard to share information locally.

## Establish community fund

- To contribute to implementation of this plan.
- Explore different sources of income such as visitor tax and parking levy in the National Park, renewable energy generation, contributions from businesses and developers.
- Distribution of the fund should be managed by the local community, for example through the local Community Council or Development Trust.

## Explore potential for increased renewable energy generation in the Community Council area

- To generate renewable energy locally, provide affordable energy to the local community, and generate income for the community.

## Favour development which provides clear community benefit

- Incorporate into future planning policy and development management decisions..

# WHO NEEDS TO BE INVOLVED, AND HOW QUICKLY CAN IT HAPPEN?

Action	Key players	Timeline (years)
<b>Retain vital community facilities</b>	Argyll and Bute Council Village Hall Committee Church of Scotland Luss Estates Company National Park Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Make more use of Luss Village Hall</b>	Village Hall Committee Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve Luss play park and green spaces</b>	Local community Argyll and Bute Council National Park Luss Estates Company	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Provide local childcare</b>	Local community Argyll and Bute Council	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve communications</b>	Community Council National Park Argyll and Bute Council Helensburgh & Lomond Area Community Planning Group Argyll and Bute Third Sector Interface Transport Scotland Police Scotland Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Establish community fund</b>	Local community National Park Friends of Loch Lomond Businesses and landowners Argyll and Bute Council	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10



# priority two

## homes & population

44

Second homes and holiday lets have been eroding the housing stock for many years, to the extent that 1/3 of residential properties in the Community Council area are now holiday lets. The cost of housing has increased massively in recent years\*. The consequences are that younger people, local workers and families are priced out of the market, the population is ageing, and community facilities and spirit are threatened. Action is needed to avert this vicious cycle.

*"More accessible housing is needed to make it a sustainable community ie. keep the school alive. Something needs to be done to reduce the number of properties being bought for holiday homes – it is killing the community."*

[comment from the public consultation]



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\* House prices increased 14% in the Community Council area between 2019 and 2021 to an average of £309,000, compared to an increase of 6% across Argyll and Bute as a whole to an average of £194,000.



### **WHAT WE WANT TO ACHIEVE:**

- 1. MORE AFFORDABLE HOUSING FOR YOUNG PEOPLE, FAMILIES AND WORKERS.**
- 2. ULTIMATELY, TO SUSTAIN THE COMMUNITY AND LOCAL SERVICES/FACILITIES.**
- 3. MORE ENERGY EFFICIENT HOMES.**



## WHAT ACTIONS WE NEED TO TAKE ...

### Restrict and reduce number of holiday lets and second homes

- Create a Short-Term Let Control Area, where planning permission will normally be required before an existing dwelling can be used as a short-term let (as approved across [Edinburgh](#) and proposed in [Badenoch and Strathspey](#) in 2022).
- Resist planning permission for changes of use from residential to short-term lets in line with [Policy 30\(e\)](#) of National Planning Framework 4.
- Support planning consent for changes of use from short-term lets to residential.
- Prevent new homes being used for holiday lets and second homes, e.g. through use of primary residence restrictions on planning consents and [Rural Housing Burdens](#).
- Request local authority to purchase homes for sale to prevent them becoming second homes or short term lets, as [piloted by Highland Council](#).
- Support legislative and taxation changes to reduce attractiveness of second homes and conversion of existing residential properties to holiday lets.
- Adopt a maximum percentage target of second homes and holiday lets of the total local housing stock to work towards, for example 10%.

### Develop affordable homes for young people, families and workers in and around Luss

- Focus on low-cost ownership or rental and staff accommodation for young people, families and workers.
- Prioritise new housing and re-use of existing vacant and derelict property as affordable accommodation for young people, families, local people and workers (1-3 bedrooms).
- New homes should retain 'affordable housing' status in perpetuity, as required by current planning policy.
- Build on locations in or on the edge of Luss in line with 20 Minute Neighbourhood principle ([Policy 15](#) in National Planning Framework 4), focussing initially on completion of sites already designated for development (H1 and MU1).
- Build for local need only, and do not swamp the village with new housing.

### Prioritise local people and workers for local social housing

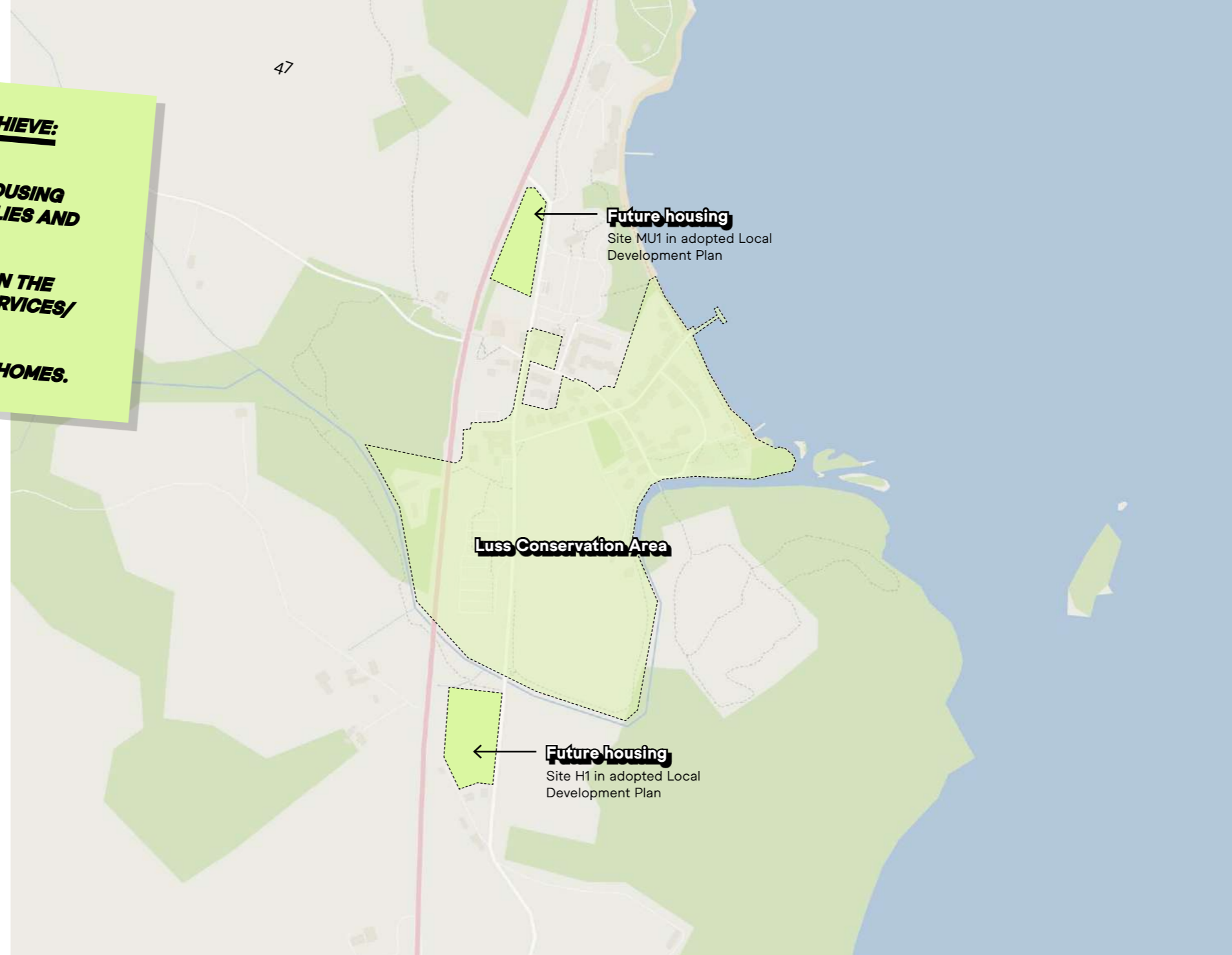
- Prioritise local people and workers on [Home Argyll waiting list](#) for social housing which becomes available in the Community Council area.
- Encourage local residents to join the Home Argyll waiting list if they are looking for housing and are already eligible, or will soon become so.

### Improve energy efficiency of existing homes

- Allow solar panels and other emissions-saving improvements which improve the [EPC ratings](#) of existing homes in Luss Conservation Area.
- Support and make available grants and information for improving the EPC ratings of existing housing stock (e.g. insulation, ground source heat pumps)

**WHAT WE WANT TO ACHIEVE:**

- 1. MORE AFFORDABLE HOUSING FOR YOUNG PEOPLE, FAMILIES AND WORKERS.**
- 2. ULTIMATELY, TO SUSTAIN THE COMMUNITY AND LOCAL SERVICES/FACILITIES.**
- 3. MORE ENERGY EFFICIENT HOMES.**



## WHO NEEDS TO BE INVOLVED, AND HOW QUICKLY CAN IT HAPPEN?

Action	Key players	Timeline (years)
<b>Restrict and reduce number of holiday lets and second homes</b>	National Park Argyll and Bute Council Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Develop affordable homes for young people, families and workers in and around Luss</b>	National Park Landowners Argyll and Bute Council	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Prioritise local people and workers for local social housing</b>	Argyll and Bute Council Registered Social Landlords (e.g. Link, Argyll Community Housing Association)	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve energy efficiency of existing homes</b>	Scottish Government Argyll and Bute Council Property owners and landlords	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10



# priority three

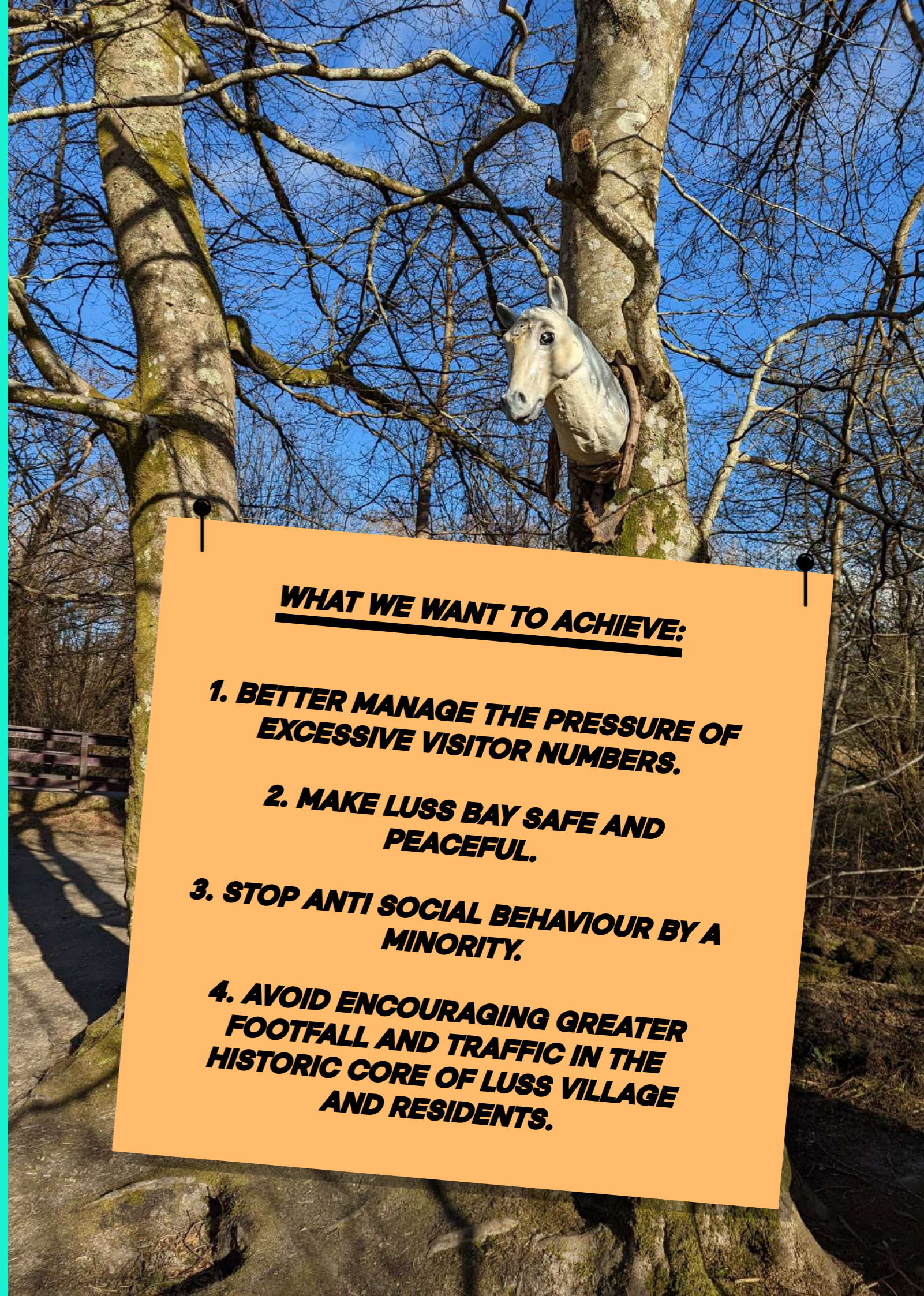
## visitor management

48

"Luss is full" is a sentiment heard repeatedly whilst preparing this plan - hardly a surprise when the village receives over 850,000 visitors annually, overwhelming it for large parts of the year. To enable a better experience for both visitors and residents, this plan proposes better management of visitor numbers, anti-social behaviour on land and loch, visitor facilities and litter.

"Visitors are here to stay and are a vital part of the local economy, but the numbers must be better managed."

[comment from the public consultation]



### **WHAT WE WANT TO ACHIEVE:**

- 1. BETTER MANAGE THE PRESSURE OF EXCESSIVE VISITOR NUMBERS.**
- 2. MAKE LUSS BAY SAFE AND PEACEFUL.**
- 3. STOP ANTI SOCIAL BEHAVIOUR BY A MINORITY.**
- 4. AVOID ENCOURAGING GREATER FOOTFALL AND TRAFFIC IN THE HISTORIC CORE OF LUSS VILLAGE AND RESIDENTS.**



# WHAT ACTIONS WE NEED TO TAKE ...

## Restrict parking and vehicular access in Luss

- Implement, enforce and monitor Traffic Regulation Order and walking/cycling improvements in Luss village (for more information, see Priority 4: Getting About).
- Extend car parking restrictions south on old A82 from Luss through Aldochlay and Bandy (for more, see Priority 4: Getting About).
- Manage parking at bottom of Glen Luss road.

## Manage access to Luss from the A82

- Signpost Luss village from A82 at northern access only (not via Bandy), and improve junction safety (see also Priority 4: Getting About).
- Improve information for visitors arriving on A82 relating to parking, loch access, restrictions etc (e.g. electronic car park signage on A82).
- Create safe pedestrian access and crossings to/from Luss bus stops on A82 (see also Priority 3: Visitor Management)

## Improve visitor behaviour in Luss village

- Sign and enforce noise restrictions in Luss village and on beach and pier between 8am and 6pm.
- Prevent vehicular access to north car park at night to reduce antisocial behaviour.
- Improved enforcement and presence to prevent antisocial behaviour.
- Improve signage and enforcement of byelaw prohibiting public consumption of alcohol in Luss and the wider area.
- Keep byelaw signage clear and up to date.
- Increase capacity and extend opening hours of public toilets.
- No further ice cream vans and street trading in the village core.
- Discourage further commercial development in Luss Conservation Area east of the old A82 (see also Priority 5: Jobs and Business).

## Ban powered watercraft from Luss Bay

- Except for a navigation area around the pier and operation of the rescue boat.
- Provide National Park with appropriate legal powers and resources to control activity on the loch.

## Better manage Luss beaches and Pier

- Prevent access to pier at night.
- Ban any additional commercial activities operating from/on Luss beaches.

**WHAT WE WANT TO ACHIEVE:**

- BETTER MANAGE THE PRESSURE OF EXCESSIVE VISITOR NUMBERS.**
- MAKE LUSS BAY SAFE AND PEACEFUL.**
- STOP ANTI SOCIAL BEHAVIOUR BY A MINORITY.**
- AVOID ENCOURAGING GREATER FOOTFALL AND TRAFFIC IN THE HISTORIC CORE OF LUSS VILLAGE.**

- Install monitored CCTV.
- Improve access to beach for disabled people and create viewing area.
- Create managed slipway access for the local community.

## Improve public spaces, path network and litter management throughout the area

- Enhanced maintenance of public spaces including benches, picnic tables, landscaping and signage in and around Luss and elsewhere along A82.
- More bins and better litter management in public places and path networks, including Luss village and beach, A82 laybys.
- Invest in high capacity efficient waste management network such as underground storage at modern litter/recycling stations.
- Improve views of loch from lochside cycle track (e.g. 'Windows on the Loch' initiative).
- Maintain [Luss village paths](#).
- Consider reducing size of north car park to create additional public green space, once Traffic Regulation Order has been implemented.

## Re-use vacant Luss visitor centre

- Upgrade building and return to use as a facility which will benefit both locals and visitors (complementary to existing facilities, no Class 3 cafe/restaurant use unless ancillary to main use, include hub for rangers, wardens and police).

## Improve Duck Bay visitor facilities

- Improvements to toilets, seating, picnic areas, play areas etc.
- Ban powered watercraft (except emergency vessels and scheduled waterbuses).

## Designate 'Area of Pressure'

- Designate the Community Council area or a wider area as an 'area of [visitor] pressure' as described in the [preamble to Policy 30](#) of National Planning Framework 4



# WHO NEEDS TO BE INVOLVED, AND HOW QUICKLY CAN IT HAPPEN?

Action	Key players	Timeline
<b>Restrict parking and vehicular access in Luss</b>	Argyll and Bute Council National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10 (years)
<b>Manage access to Luss from A82</b>	Argyll and Bute Council National Park Transport Scotland	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve visitor behaviour in Luss village</b>	National Park Argyll and Bute Council Visitors	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Ban powered watercraft from Luss Bay</b>	National Park Scottish Government	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Better manage Luss beaches and pier</b>	National Park Argyll and Bute Council Visitors	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve public spaces, path network and litter management throughout area</b>	Argyll and Bute Council Luss Estates Company Church of Scotland National Park Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Re-use vacant Luss visitor centre</b>	National Park Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve Duck Bay visitor facilities</b>	Argyll and Bute Council National Park Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Designate 'area of pressure'</b>	National Park Argyll and Bute Council Scottish Government	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10



# priority four getting about

Moving around can be problematic in different ways for residents, workers, visitors and emergency services. Problems are most acute at weekends and in the summer due to the numbers of visitors and the volumes of traffic along the A82. The poor pedestrian infrastructure in Luss itself creates hazards throughout the year.

"It is very hard to get here  
if you can't drive"

"We need to take the wheelchair onto  
the road to move around the village  
because of lack of dropped kerbs and  
parking on pavements"

[comments from the public consultation]



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## **WHAT WE WANT TO ACHIEVE:**

**1. IMPROVE PEDESTRIAN SAFETY AND DISABLED ACCESS IN LAND AROUND LUSS.**

**2. REMOVE UNNECESSARY TRAFFIC FROM THE CENTRE OF LUSS.**

**3. BETTER PARKING MANAGEMENT IN AND AROUND LUSS.**

**4. IMPROVED CYCLING INFRASTRUCTURE ALONG THE LOCHSIDE AND OLD A82.**

**5. SAFETY ON THE A82, PARTICULARLY AROUND LUSS ITSELF.**

**6. QUICKER ACCESS FOR EMERGENCY VEHICLES ALONG THE A82 CORRIDOR.**

**7. EASIER ACCESS TO HELENSBURGH AND THE VALE FOR THOSE ON LOW INCOMES OR WITHOUT A CAR.**

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# WHAT ACTIONS WE NEED TO TAKE ...

## Implement traffic management proposals in Luss village

- As a matter of urgency, implement the [Traffic Regulation Order](#) approved in 2022 to restrict vehicle access and parking in the village core to residents, disabled, service and emergency vehicles.
- Implement accompanying enforcement measures as outlined by the [Scottish Government Reporter](#).
- Implement ongoing monitoring as outlined by the [Scottish Government Reporter](#) to ensure scheme is effective and parking permit system is working for residents on low incomes and businesses.
- Relates also to Priority 3: Visitor Management.

## Create accessible pedestrian-priority zone in Luss village

- Aims should be to ensure pedestrian priority, disabled access, safer walking and cycling, good lighting and reduced vehicle speeds throughout the village core.
- Design and implement physical changes to roads and footways in the village, including the old A82, Primary School and access to beach (see plan).
- Reduce speed limit in Luss from 40mph to 20/30mph
- Complement the Traffic Regulation Order (see above), and build on National Park's [West Loch Lomondside Supplementary Guidance 2017](#) and [2016 traffic management options appraisal](#).
- Proposals should include pedestrian priority zones, redesign of roads and footways, reallocation of roadspace, signage, speed reduction measures, lighting, street furniture, dropped kerbs and beach access.
- See also Priority 3: Visitor Management.

## Improve safety and emergency access along A82

- Work with Transport Scotland and other authorities to ensure urgent action is taken, citing [STPR2](#) (2022) recommendation 37 relating to the impact of trunk roads on communities.
- Ensure emergency services have safe and rapid access along A82 corridor.
- Create safe pedestrian access and crossings to/from Luss bus stops on A82 (see also Priority 3: Visitor Management).
- Signpost Luss village from A82 at northern access only (not via Bandry), and improve junction safety (see also Priority 3: Visitor Management).
- Ensure planting on road verges is managed to maintain visibility.

## Maintain and improve bus services

- Especially to/from shops, health facilities, rail connections etc in the Vale and Helensburgh.
- Create shuttle bus for staff, visitors and locals along A82 corridor south and north.
- Consider improvements for wider area including Arrochar and Tarbet.

## Improve access for elderly and disabled people

- At footways, crossings, car parks, pier, beaches and public spaces in Luss, and footways, footpaths, bus stops, crossings, car parking etc throughout the area.
- Attention should be paid to safe, barrier-free, accessible design and maintenance, including lighting and surface quality.

**WHAT WE WANT TO ACHIEVE:**

- 1. IMPROVE PEDESTRIAN SAFETY AND DISABLED ACCESS IN AND AROUND LUSS.**
- 2. REMOVE UNNECESSARY TRAFFIC FROM THE CENTRE OF LUSS.**
- 3. BETTER PARKING MANAGEMENT IN AND AROUND LUSS.**
- 4. IMPROVED CYCLING INFRASTRUCTURE ALONG THE LOCHSIDE AND OLD A82.**
- 5. SAFETY ON THE A82, PARTICULARLY AROUND LUSS ITSELF.**
- 6. QUICKER ACCESS FOR EMERGENCY VEHICLES ALONG THE A82 CORRIDOR.**
- 7. EASIER ACCESS TO HELENSBURGH AND THE VALE FOR THOSE ON LOW INCOMES OR WITHOUT A CAR.**



# WHO NEEDS TO BE INVOLVED, AND HOW QUICKLY CAN IT HAPPEN?

Action	Key players	Timeline (years)
Implement traffic management proposals in Luss village	Argyll and Bute Council National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
Create pedestrian- priority zone in Luss village	Argyll and Bute Council National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
Upgrade Loch Lomond walking and cycling route	Transport Scotland Sustrans Argyll and Bute Council National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
Improve safety and emergency access along A82	Transport Scotland Emergency services Argyll and Bute Council National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
Maintain and improve bus services	Strathclyde Partnership for Transport Argyll and Bute Council National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10



# priority five jobs & business

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This includes avoiding encouraging further business and footfall in the core of Luss village, whilst also recognising that the local community needs jobs and business opportunities in order to be a sustainable, thriving community.

*"too many businesses taking over the village and now another business from Glasgow ... is wanting to run a business in the middle of an already over-run village, not caring about the noise and obstructing the locals."*

*"allow new businesses to develop out of the village to attract people away from the village"*

[comment from the public consultation]



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## **WHAT WE WANT TO ACHIEVE:**

- 1. ENABLE EXISTING BUSINESSES TO CONTINUE TO THRIVE AND CREATE OPPORTUNITIES FOR LOCAL PEOPLE, BUT WITHOUT DAMAGING THE QUALITY OF LIFE FOR VILLAGE RESIDENTS OR THE ENVIRONMENT.**
- 2. CLOSER CONTROL OF OUTDOOR TRADING LICENCES IN LUSS.**
- 3. CREATE BUSINESS AND WORK OPPORTUNITIES FOR LOCAL RESIDENTS, ESPECIALLY YOUNG PEOPLE.**
- 4. ENABLE BUSINESSES TO SECURE WORKERS FROM OUTWITH THE AREA IF NEEDED.**



## WHAT ACTIONS WE NEED TO TAKE ...

### Restrict and manage new businesses to protect Luss residential core

- Retain and support existing business premises.
- Prevent development of new tourism-related businesses and change of use / conversion of existing dwellings or other properties to tourism-related businesses in Luss residential core.

### Better control commercial activities in public spaces

- Prevent new outdoor trading licences and renewals of existing licences except where operated by existing businesses which have permanent premises in Luss village, or which are operated by local residents.
- Prevent commercial activities on Luss pier and beach (e.g. paid-for classes or mobile vending).

### Improve mobile phone signal

- Essential communications infrastructure for businesses and customers.

### Create more apprenticeships and work experience for local community

- Maximise opportunities and education experience for young people in particular; for example, partnership between Luss Estates and schools.

### Improve transport for workers from outwith the community

- Please refer to Priority 4: Getting About.

### Create local accommodation for workers

- Provide Park-wide solution for seasonal workers, such as affordable hostel- or student-type accommodation and/or travel.

#### **WHAT WE WANT TO ACHIEVE:**

- 1. ENABLE EXISTING BUSINESSES TO CONTINUE TO THRIVE AND CREATE OPPORTUNITIES FOR LOCAL PEOPLE, BUT WITHOUT DAMAGING THE QUALITY OF LIFE FOR VILLAGE RESIDENTS OR THE ENVIRONMENT.**
- 2. CLOSER CONTROL OF OUTDOOR TRADING LICENCES IN LUSS.**
- 3. CREATE BUSINESS AND WORK OPPORTUNITIES FOR LOCAL RESIDENTS, ESPECIALLY YOUNG PEOPLE.**
- 4. ENABLE BUSINESSES TO SECURE WORKERS FROM OUTWITH THE AREA IF NEEDED.**



## WHO NEEDS TO BE INVOLVED, AND HOW QUICKLY CAN IT HAPPEN?

Action	Key players	Timeline (years)
<b>Restrict and manage new businesses to protect Luss residential core</b>	National Park Scottish Enterprise Argyll and Bute Council	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Better control commercial activities in public spaces</b>	Argyll and Bute Council National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve mobile phone signal</b>	Landowners Telecoms operators National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Create more apprenticeships and work experience for local community</b>	Local businesses and community Argyll and Bute Council Scottish Enterprise Skills Development Scotland Argyll College UHI National Park	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Improve transport for workers from outwith the community</b>	Local businesses Strathclyde Partnership for Transport Argyll and Bute Council	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10
<b>Create local accommodation for workers</b>	National Park Argyll and Bute Council Scottish Enterprise Local community	1 > 2 > 3 > 4 > 5 > 6 > 7 > 8 > 9 > 10

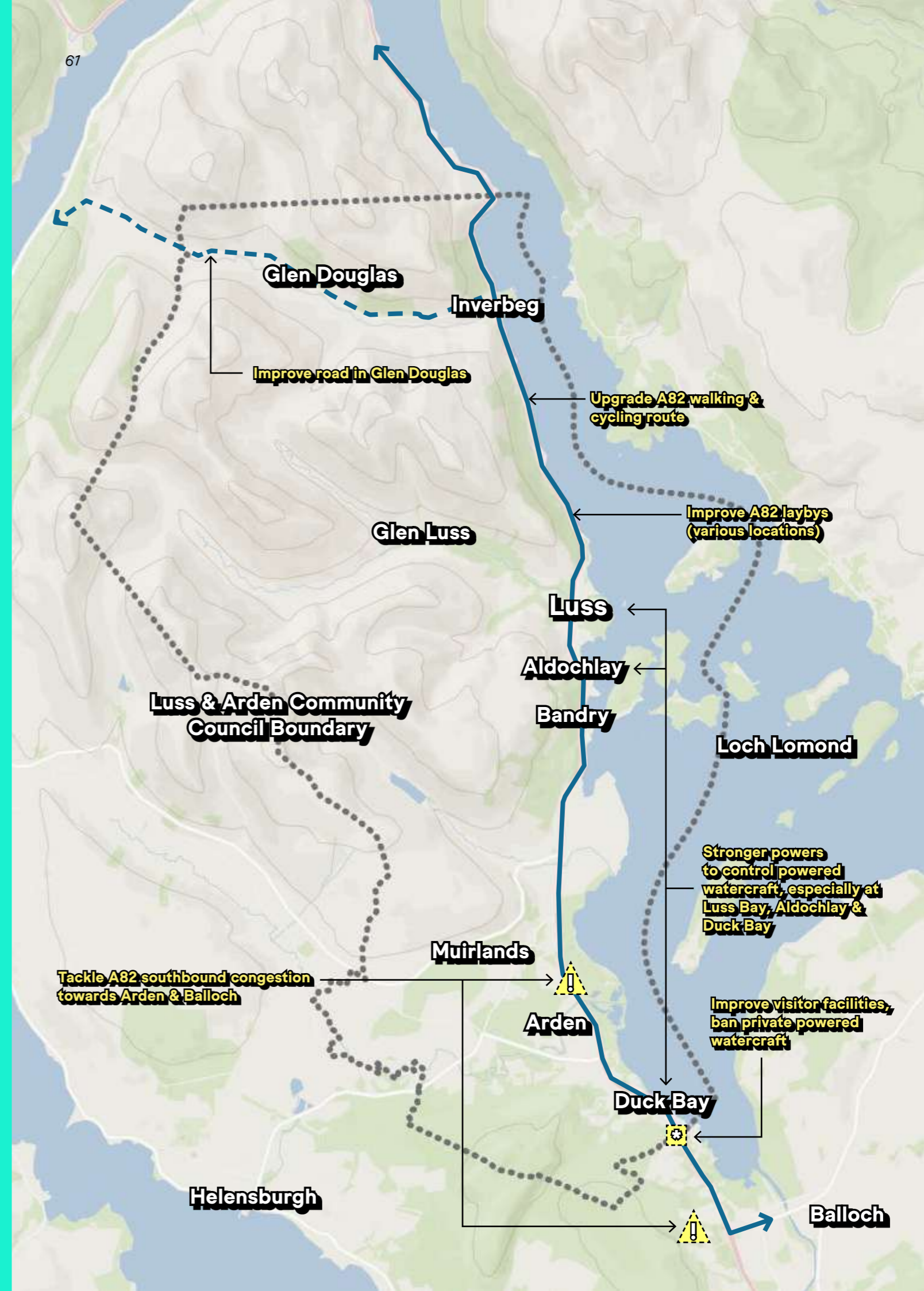


# the area as a whole

Some of the proposals in this Plan extend beyond the immediate environs of Luss village. These are summarised on the map opposite.

*"Traffic on Tulloch Rd (Glen Douglas) has increased significantly in the last 10 years with hardly any improvements made. Passing places have no signage and are almost unusable, road signs damaged or have never been replaced."*

[comment from the public consultation]





**Next steps**

Turning the whole of this plan into reality is likely to take at least 5 years. Some actions can be done very quickly, such as implementing the Luss Traffic Regulation Order and better maintaining public spaces. Other things will take longer, like building new affordable housing. But work needs to start now on everything if we are to succeed.

Making change happen will need a concerted effort from the local community, the National Park, the Council and others, as explained in the 'Roles and responsibilities' section on the next page. We all need to work together for common purpose.

When we say the local community, we mean everyone that lives and works here. This plan captures the priorities of the community as a whole. But if individuals don't step up to help, those priorities won't happen. So, if you want to see change happen, get involved: the Community Council and the Development Trust are more than willing to assist.

We have a similar message for public authorities: the National Park, Argyll and Bute Council, the Scottish Government, and others listed under 'Roles and responsibilities' below:

***WE NEED YOUR SUPPORT.***



# Roles & responsibilities

**The local community:** each of us individually, as local residents and businesses, needs to play our part as explained above. In terms of organisations, there are a few key organisations that have important roles:

- Local landowners' and businesses' investment and operations.
- Community bodies including the Community Council, Development Trust, Village Hall Committee and Church - noting that they have limited capacity because they are staffed by volunteers and have limited funds.

**The National Park** has a fundamental role in supporting and delivering many elements of the plan, particularly those that link to planning policy, development management, placemaking and visitor management; and in helping the local community to develop capacity and source funding.

**Argyll and Bute Council** has powers and responsibilities to support and implement many elements of the plan, including housing, transport, roads, public spaces, economic development and licencing; and in helping the local community to develop capacity and source funding.

**Other local and national government bodies** have important roles in enabling and supporting specific elements of the plan, as noted throughout section 4, including:

- Helensburgh and Lomond Area Community Planning Group in relation to communications and overall co-ordination
- Transport Scotland in relation to the A82
- Police Scotland in relation to anti-social behaviour and traffic management
- Strathclyde Partnership for Transport in relation to public and community transport
- Scottish Enterprise, Skills Development Scotland and Argyll College UHI in relation to jobs and business

# Resources

Resources will be critical in delivering the plan. The challenge of securing public sector resources is well known; but, the public sector does still have staff and resources, even if their capacity and budgets are increasingly restricted.

The local community has no staff and extremely limited financial resources. Working with the local community to increase capacity and resources is therefore an essential investment to enable implementation of the plan, particularly through the Community Council and Development Trust.

# Policy & management changes

Not every action described in section 4 requires capital investment. Some relate to changes in policy and management, such as in relation to housing waiting lists, visitor management and planning policy.

The content of this plan should be considered by all organisations mentioned in the plan in planning their future service delivery, projects and operations:

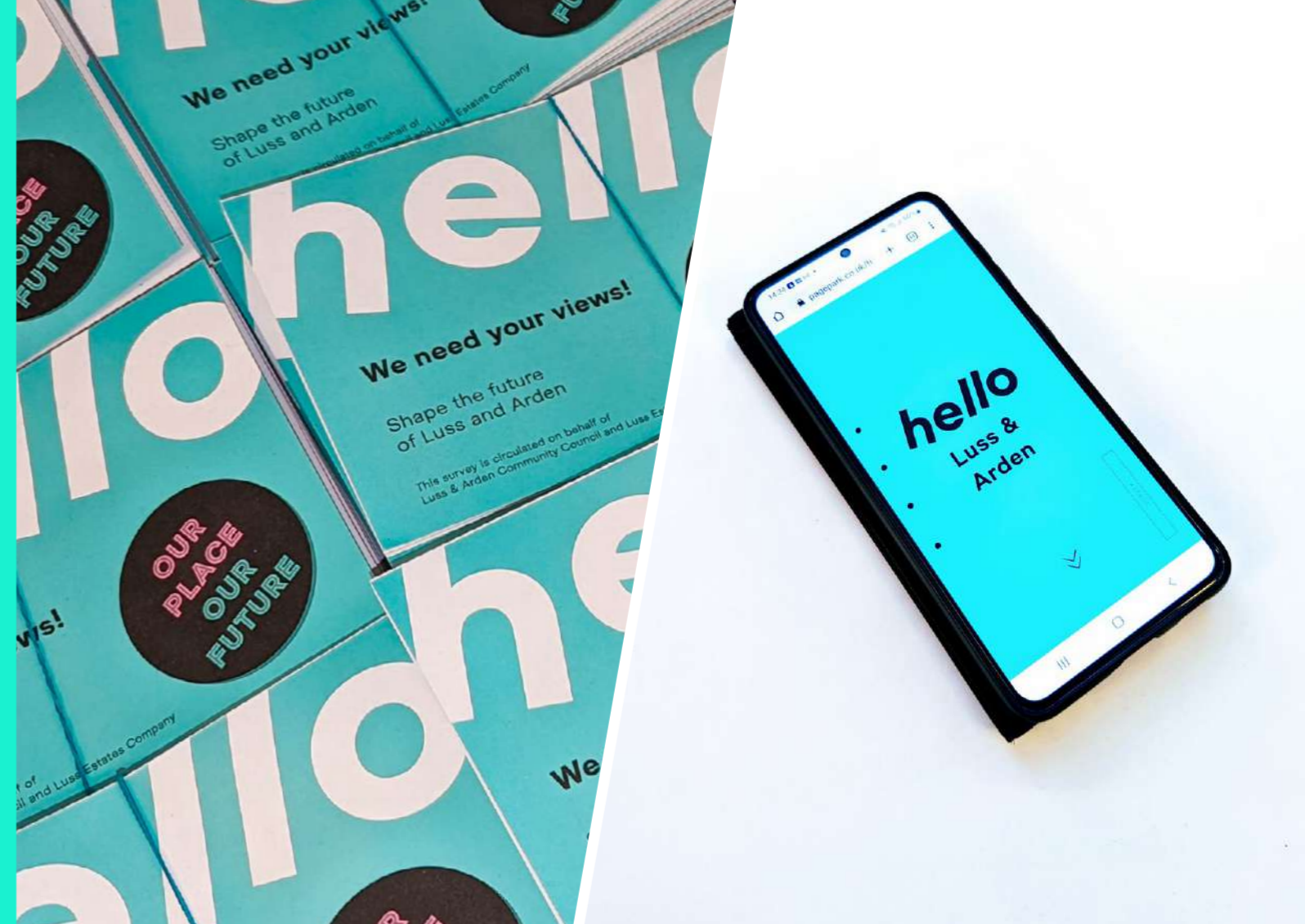
- Argyll and Bute Council
- Argyll and Bute Third Sector Interface
- Argyll College UHI
- Friends of Loch Lomond
- Helensburgh and Lomond Area Community Planning Group
- Loch Lomond and the Trossachs National Park (including related organisations)
- Police Scotland and other emergency services
- Registered Social Landlords
- Scottish Enterprise
- Skills Development Scotland
- Strathclyde Partnership for Transport
- Sustrans
- Transport Scotland
- local landowners, businesses and community organisations

## Changes to existing plans & policies

The Local Place Plan proposes some changes to the current local planning and policy framework. Scottish Government guidance suggests that reasons should be given why. The proposed changes and reasons are summarised in the table below:

Location in section 4	Suggestion	Rationale
Priority 1: Life in the community	<b>Retain vital community facilities</b>	To retain and make better use of local facilities To improve public spaces, play parks and paths To better balance the needs of locals and visitors to create a stronger community
	<b>Improve Luss play park and green spaces</b>	<a href="#">To identify land or buildings which are significant for the local community (see Planning Circular 1/2022, para. 43)</a>
	<b>Establish community fund</b>	To generate resources to implement the Local Place Plan
Priority 2: Population and homes	<b>Restrict and reduce number of holiday lets and second homes</b>	To sustain the community and local services / facilities
	<b>Develop affordable homes for young people, families and workers in and around Luss</b>	To enable young people, families and workers to live locally, and ultimately to sustain the community and local services / facilities
	<b>Prioritise local people and workers for local social housing</b>	
Priority 3: Visitor management	<b>Restrict parking and vehicular access in Luss</b>	To better manage visitor pressure To avoid encouraging greater footfall and traffic in the historic core of Luss village
	<b>Ban powered watercraft from Luss Bay</b>	To improve public safety
	<b>Better manage Luss beaches and pier</b>	To better manage visitor pressure To stop anti social behaviour by a minority <a href="#">To identify land or buildings which are significant for the local community (see Planning Circular 1/2022, para. 43)</a>
	<b>Improve public spaces, path network and litter management throughout the area</b>	To better manage visitor pressure
	<b>Re-use vacant Luss visitor centre</b>	To better manage visitor pressure
	<b>Improve Duck Bay visitor facilities</b>	<a href="#">To identify land or buildings which are significant for the local community (see Planning Circular 1/2022, para. 43)</a>
	<b>Designate 'area of pressure'</b>	To reduce emissions and contribute to achieving net zero To better manage visitor pressure To generate resources to implement the Local Place Plan
Priority 4: Getting about	<b>Create pedestrian-priority zone in Luss village</b>	To improve pedestrian safety and disabled access in Luss village core To remove unnecessary traffic from the centre of Luss
	<b>Upgrade Loch Lomond walking and cycling route</b>	To improve cycling infrastructure along the lochside and old A82 To better manage parking in and around Luss
	<b>Improve safety and emergency access along A82</b>	To improve safety on the A82, particularly around Luss itself To enable quicker access for emergency vehicles along the A82 corridor
Priority 5: Jobs and business	<b>Restrict and manage new businesses to protect Luss residential core</b>	To enable existing businesses to continue to thrive and create opportunities for local people, but without damaging the quality of life for village residents or the environment.
	<b>Better control commercial activities in public spaces</b>	To more closely control outdoor trading licences in Luss.
	<b>Create local accommodation for workers</b>	To enable existing businesses to continue to thrive, and to enable local workers to stay locally





**The following pages contain the complete community survey results, as made publically available online following the completion of the survey part of the consultation.**

**In total, 120 people shared their aspirations for Luss & Arden.**

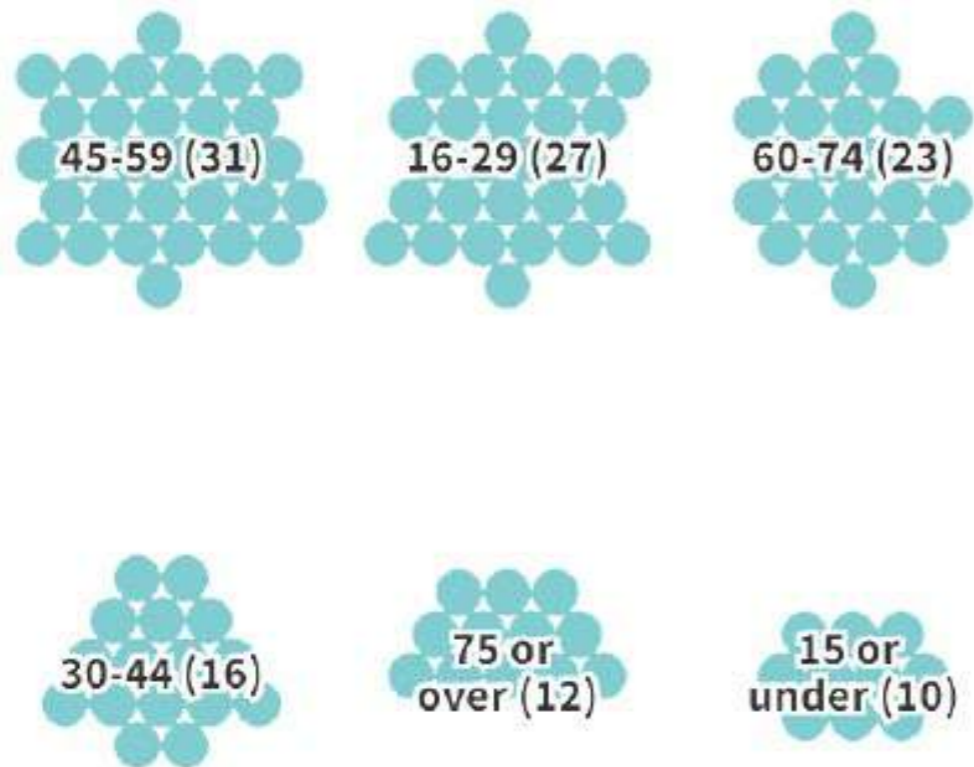
Of those 120 people, 75 live in the local community. That means **28%** of the local population answered the survey, which is high for a survey of this nature.

**Appendix:**  
Community survey results

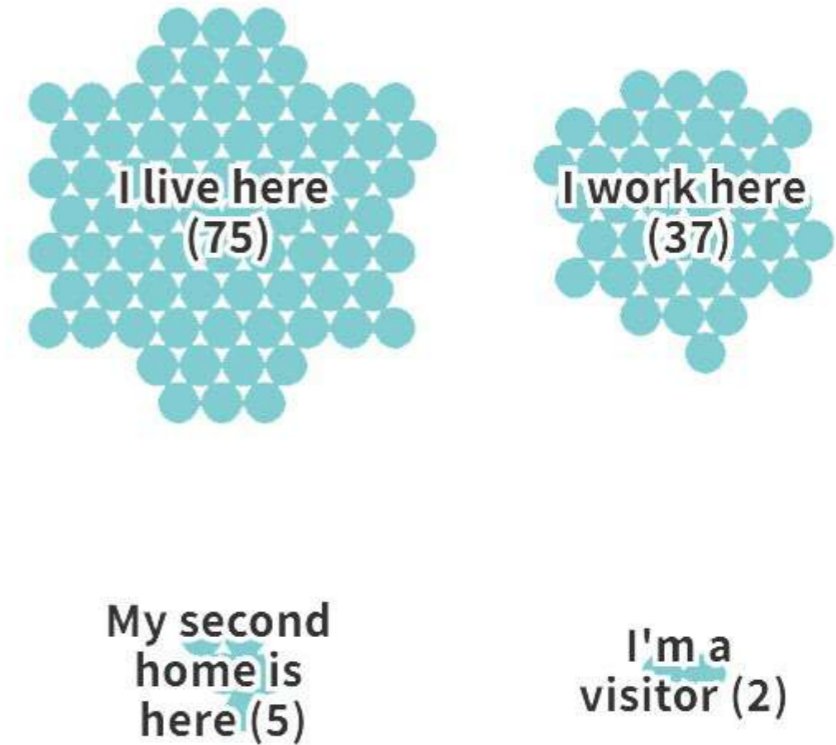
# Q1-3

The breakdown of responses by age demographic and location within the community council area can be explored in the following diagrams. Each dot represents one survey respondent.

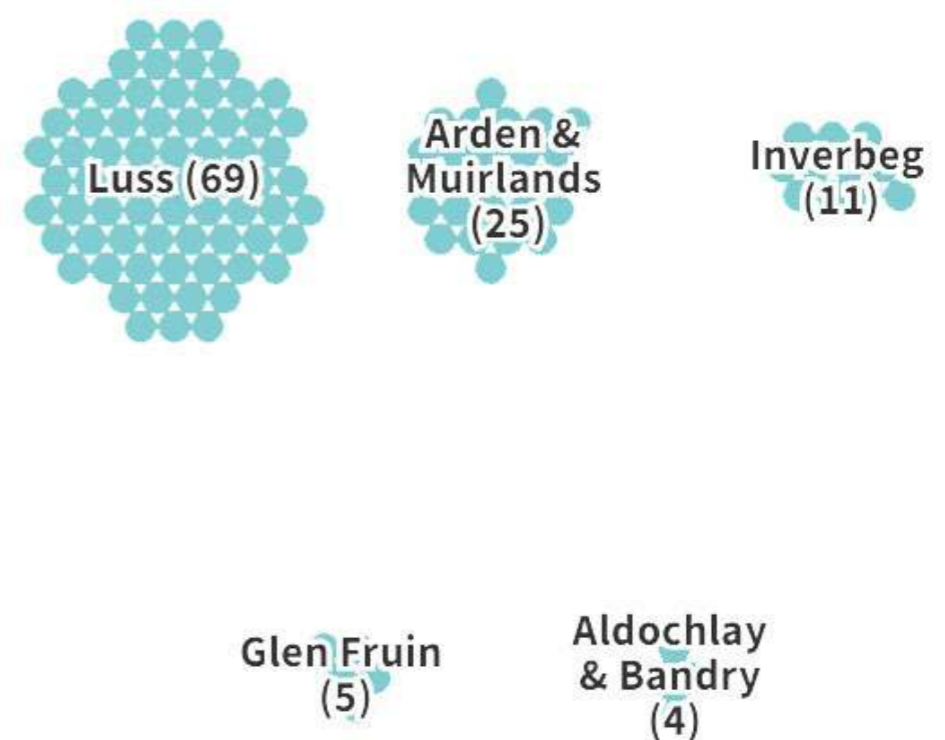
## Question 1 What age are you?



## Question 2 Which of these describes you?



## Question 3 Where do you live/work?

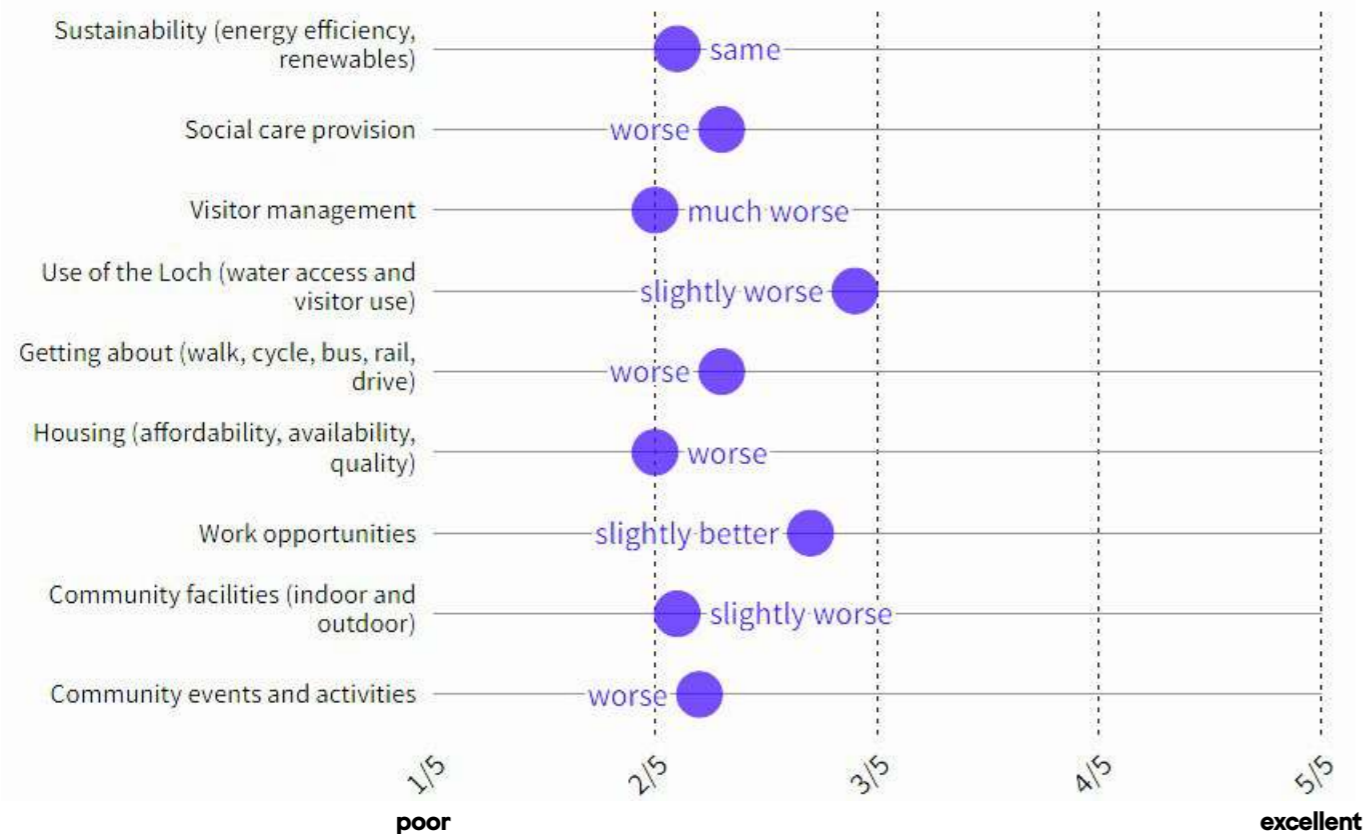




# Q4

We asked respondents to consider how they would rate each of the following categories out of 5 today. The average responses received in each category are plotted on the chart below as purple dots. We also asked respondents how they felt these categories had changed in the last 10 years. The average response accompanies each dot.

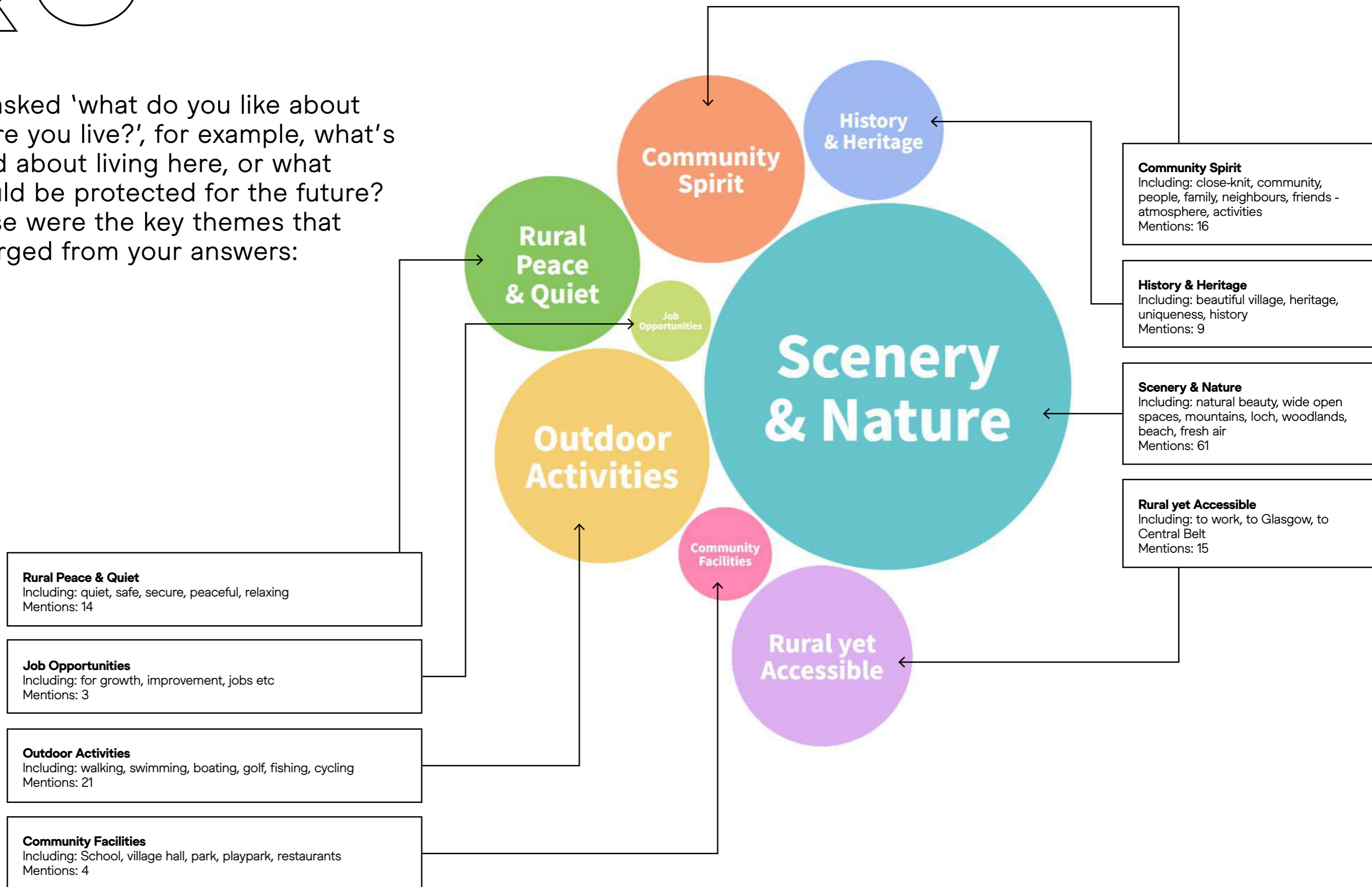
(so for example, on average respondents ranked sustainability about 2/5, and considered it to be approximately the same as it was 10 years ago)





# Q5

We asked 'what do you like about where you live?', for example, what's good about living here, or what should be protected for the future? These were the key themes that emerged from your answers:





# Q5

contd.

Excerpts from the written responses:

*"Spectacular scenery with easy access to hill-walking and water-based activities, yet still close to local towns and Glasgow. Still has community spirit including many families who have been here for decades or more."*

*"Who wouldn't want to stay here? Easily accessible and close to most amenities, but having a car is indeed an advantage, especially in 'old age'!"*

*"Loch views, peace and quietness usually."*

*"Glen Fruin is serene and peaceful."*

*"We live in a most beautiful place with ancient history. Our home faces the loch. There is woodland all around. It feels rural, but is 2 miles from the nearest town for shops and groceries. There are wonderful walks nearby. We have good neighbours. My husband grew up locally - and knows all the special places."*

*"It is nice to live in the countryside, with nature on our doorstep."*

*"Living in a rural community with like minded friendly neighbours"*

*"The incredible unspoilt scenery"*

*"Stunning views and wildlife. Good atmosphere and activities."*

*"It's a lovely place to be!"*

*"Using Luss Village Hall for community events for all members of the community."*

*"Location, views, loch, woodland, fairy walk, cycle paths, water sports, hills, pier, beach, job opportunities for young local people in local hotels, neighbours, visitors"*

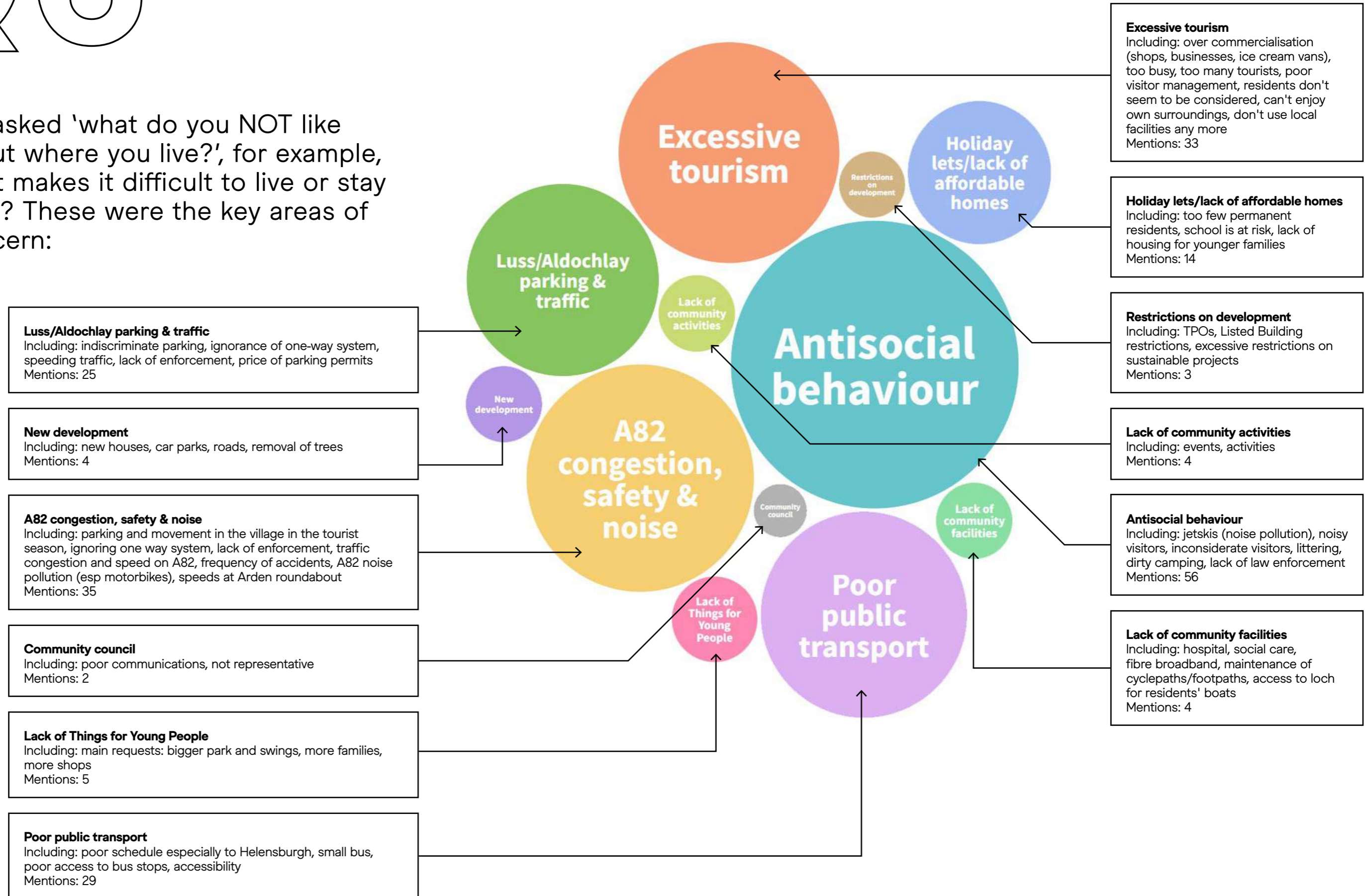
*"The peace and quite of countryside with little disturbance from visitors."*

*"I love the feeling of being in the country but being a short drive or train trip to Glasgow. I love the natural beauty of the area."*

*"Its beauty, and uniqueness"*

# Q6

We asked 'what do you NOT like about where you live?', for example, what makes it difficult to live or stay here? These were the key areas of concern:





# Q6

contd.

Excerpts from the written responses:

*"Anti social behaviour. Inconsiderate visitors, and the inability to enjoy our own surroundings unless it is 'out of season!'"*

*"Ever-increasing traffic jams and inconsiderate parking cause huge problems e.g. inability of emergency services to reach this area and return to hospitals, long delays for business deliveries, bus services and key workers."*

*"Too many houses are being used as holiday lets with no permanent residents, impacting on school numbers and general community activities."*

*"Luss is now a resort not a village for residents. Lockdown reminded me of what it was like in the village when I was a kid – it was fantastic. It should be remembered that Luss welcomes visitors when it is properly managed and has the infrastructure to cope. There are very few places in Scotland where the areas of car*

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*parcs are about 3 times bigger than the village itself."*

*"How difficult it is to move around when the visitors are here"*

*"Overwhelming visitors, dangerous driving, and increasing businesses encroaching every day life of residents"*

*"Poor public transport especially to Helensburgh! So bad for us young people to get to places and return home."*

*"Noise, litter, people not respecting the environment. Smouldering barbecues being left, can large containers be provided where they can be disposed of. Modern benches and tables that aren't burnt out like currently near Duck Bay Marina, have fire resistant sitting facilities. Need more visibility of National Park staff providing information and talks on how the Park works and the environment."*

*"It is very hard to get here if you can't drive"*

*"Traffic management could be better at or on the Arden roundabout. Vehicles are passing through at too high a speed. Should have traffic management measures approaching the roundabout both ways on the A82."*

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# Q6

contd.

Issues were shared to a degree across demographics, however there were instances where a particular demographic felt more or less strongly about something:

**Anti-social behaviour** was raised by all demographics, but most commonly among 30-44 and 45-59 year olds. It was mentioned by more than 50% of people who responded in Luss (51%) and Arden & Muirlands (56%). 38% of respondents who work in the area (rather than residents) identified anti-social behaviour as an issue.

Issues around the **A82**, including congestion, safety and noise were raised most frequently by residents of Arden and Muirlands (76% of residents mentioned this), than Luss (13%). This was also mentioned most by people aged 45-59 or older.

**Excessive tourism** was a concern for 28% of all survey respondents. In Luss, the percentage increased to 38% of respondents.

**Poor public transport** was mentioned 29 times in total, with more than 50% (15 mentions) of those mentions coming from respondents who work in the area. More than 50% of mentions (15 mentions) were also from respondents aged 16-29.

Issues around excessive **holiday lets and lack of affordable housing** were mentioned 14 times in total, with more than 50% (8) of mentions coming from respondents who work in the area. Only 1 of the 14 mentions came from a respondent who didn't live or work in Luss.

The issue of **jetskis** and general behaviour on the loch is included in the theme of 'antisocial behaviour' above, but is also notable for the number of responses it received in its own right.

**The word 'jetski' was mentioned negatively in 23 written responses.**

*"The loch is out of control – ban jetskis and get speedboats out of the bay."*

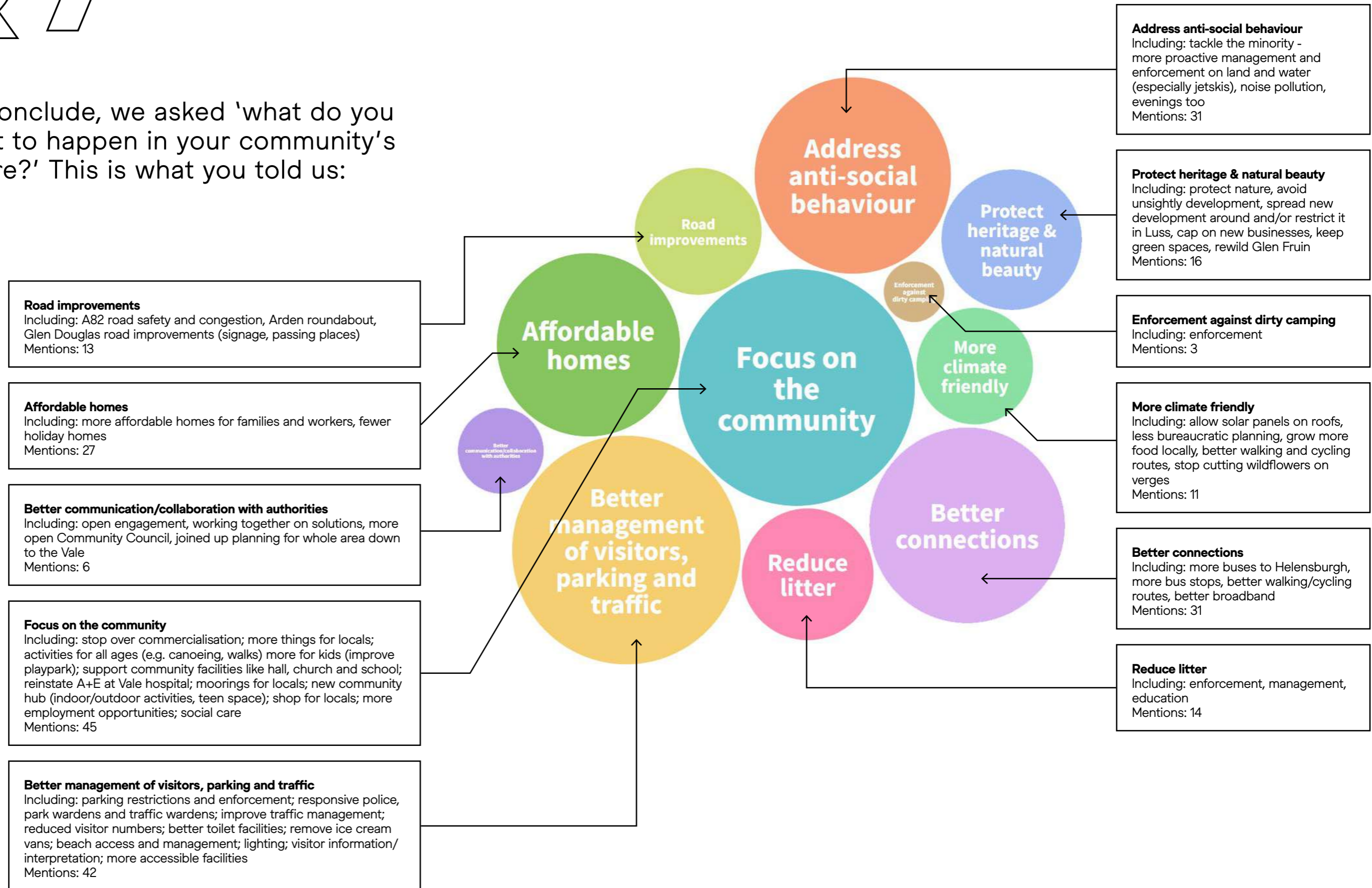
*"Jetskis spoil the tranquillity – very noisy and most do not abide by the speed limit."*

*"Fast boats and jetskis ignore the rules of the water, maybe unaware of the danger they are causing to themselves and others."*



# Q7

To conclude, we asked 'what do you want to happen in your community's future?' This is what you told us:



# Q7

contd.

Excerpts from the written responses:

*"Visitors are here to stay and are a vital part of local economy however the numbers must be better managed."*

*"More accessible housing is needed to make it a sustainable community ie. keep the school alive. Something needs to be done to reduce the number of properties being bought for holiday homes – it is killing the community."*

*"Ban jet skis from the Loch"*

*"Let the community get its village back. Lockdown was amazing, I met folks I had not seen/spoken to in years, locals started talking again."*

*"Open and transparent engagement with locals. Finding and agreeing solutions to tackle our challenges arising from being a 'destination'."*

*"Be more things for the locals rather than*

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*the tourists"*

*"Much more proactive law enforcement on the Loch and around residential areas."*

*"I want the village to be a lovely spot for genuine tourists to enjoy & I'd love to be able to sit in the garden & read a book without being overly distracted by the amount of noise pollution."*

*"A safer and more enjoyable environment for both residents and good, respectful tourists who contribute to the economy and don't cause trouble."*

*"Better public transport links, buses more frequent and the last bus to be later - particularly for people who work in the area. More policing especially during good weather. Housing available for people wanting to work in the area."*

*"Affordable housing for workers. More transport links - later last bus. More bins. Ban of jetskis."*

*"Put more buses on."*

*"Indoor and outdoor facilities for kids and teenagers."*

*"More nature awareness. Support for walkers and cyclists."*

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# Q7

contd.

Again, most desires and aspirations were shared across demographics, however there were instances where a particular demographic felt more or less strongly about something they wanted to see in the community's future:

Desire to see issues with **management of visitors, parking, and traffic** resolved was a view shared by the whole community, but most significantly in the 45-59 demographic (58% of whom mentioned it).

The desire to see **better connections**, including public transport and active travel, was most significantly held by the 16-29 and 30-44 demographics, between which make up 74% of the mentions for this. 21 of the 31 mentions of this (68%) were also made by those respondents working in the community, rather than living here. Only 12% of residents mentioned better connections as an aspiration.

Similarly, over 50% (14 of 27) of the mentions of **more affordable housing**

were made by respondents working in the community, rather than living here. 50% of respondents in the 30-44 demographic (both living and working) mentioned this as an aspiration.



At a classroom session with **Luss Primary School** pupils to help them think about the future of the area, popular topics of discussion were the lack of things to do, and of other families and children.

Excerpts from the children's responses:

"More things for locals rather than the tourists."

"I would like a bigger slide and swings"

"More stuff for kids to do, better bus times to Helensburgh, more houses for locals, less holiday homes."

# This is OUR PLACE and this is OUR FUTURE

Preparation of this Local Place Plan has been facilitated by Luss and Arden Community Council on behalf of the local community. We are grateful to Luss Estates Company and Loch Lomond and the Trossachs National Park for their financial support in preparing this Plan, to the many local people and organisations who have contributed to the plan's preparation, and to Page\Park Architects and Nick Wright Planning for their professional support.

