



Freedom of Information

The Scottish Natural Heritage (SNH) Publication Scheme Prepared in accordance with the Freedom of Information (Scotland) Act 2002

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PART A: INTRODUCTION AND BACKGROUND

INTRODUCTION

1.1 The Freedom of Information (Scotland) Act 2002 (the Act) gives a right of access to information held by public authorities. It also explains the circumstances where that right might not apply and places a number of obligations on public authorities. Any person who makes a request to a public authority for information is entitled to receive it unless the circumstances described apply.

1.2 SNH must adopt and maintain a publication scheme setting out the information we routinely make publicly available. Our publication scheme has been approved by the Scottish Information Commissioner. The Commissioner is responsible for enforcing the Act. We will review this scheme from time to time. In adopting (or reviewing) our publication scheme, we are required to consider the public interest in:

- Allowing public access to the information we hold; and
- Making public the reasons for the decisions we make

1.3 Our publication scheme must:

- Set out the classes of information which we publish or intend to publish;
- Say how we will publish the information in each class; and
- Say if we will provide the information free or charge for it.

1.4 The purpose of our publication scheme is to let you know what information is readily available from us. By readily available we mean that the information can be obtained from us on request or is published on our website.

ABOUT SNH

1.5 Scottish Natural Heritage (SNH) is a non-departmental public body, responsible through Ministers to the Scottish Parliament. We are funded by Government and our Board Members are appointed by Scottish Ministers. SNH remit comes from the Natural Heritage (Scotland) Act 1991. Our purposes are to promote the care and improvement, responsible enjoyment, greater understanding and appreciation, and sustainable use of natural heritage, now and for future generations. Scotland's natural heritage is its wildlife, habitats, landscapes and natural beauty and includes rocks, soils, landforms and water on which these are based.

- **Our Mission is:** To promote 'All of nature for all of Scotland'.
- **SNH works by:**
 - championing the natural heritage and its contribution to the social and economic well-being of Scotland's people;
 - undertaking research and review to understand the natural heritage and how it can best be managed;
 - advising others how to look after the natural heritage;

- regulating some of the activities that can affect special sites and protected species;
- funding the activities of land managers, communities and voluntary bodies to help people enjoy and enhance the natural heritage; and
- informing and explaining to others about the natural heritage, how it works and how it is changing.

1.6 We have over 40 offices throughout Scotland. A list of all our addresses is included in Part 3 of this document.

1.7 **This publication scheme** is a guide to the information which we routinely make available either through our website or our office network. It divides our information into different classes, which are listed in Part B of the scheme. The scheme doesn't include a list of individual published documents, as this will change when new items are published and out of date items are withdrawn. Our Publications Catalogue lists booklets, leaflets, reports and other documents that we produce, and if we charge, how much they cost.

1.8 To comply with the Freedom of Information (Scotland) Act 2002, we have designed this publication scheme to provide access to a wide range of the information collected, held and used by SNH. We are committed to openness and giving easy access to our information contributes to our goal of raising awareness and encouraging informed debate on the areas of public policy for which SNH is responsible.

1.9 If we cannot publish a class of information in full, this scheme tells you what information will be withheld and the reasons for this. We consider whether the public interest in withholding the information outweighs the public interest in releasing it when we decide to withhold information.

1.10 This scheme covers historical as well as current information. This includes information created or received by SNH since we were established in 1992, and information relating to our predecessor bodies the Countryside Commission for Scotland, Nature Conservancy Council for Scotland and Nature Conservancy Council.

1.11 We operate records management procedures that control how long we keep information and when we dispose of it. These times can vary between classes of information. For example, information is taken out of our Publications Catalogue and removed from the website if it is no longer accurate or relevant to our current work. If we receive a request that relates to information that has been disposed of we will make this clear and try to assist in any other way we can.

SUGGESTIONS AND COMPLAINTS PROCEDURES

1.12 Our Management Team is collectively accountable for the release of our information and for SNH adhering to this scheme. They instruct the publication, monitoring and review of the information contained in this scheme. The scheme will be reviewed in the light of public comment and feedback. We welcome suggestions

for additional classes of information that could be included. Any questions, comments or complaints about this scheme should be sent in writing to our Information Officer by e-mail to: foi@snh.gov.uk or letter at Battleby, Redgorton, Perth, PH1 3EW.

1.13 If you are unhappy with how we have handled your request for information you should contact the SNH Officer who sent your response to discuss your concerns. If you feel this has not addressed your concerns you can write directly to us at Battleby, Redgorton, Perth, PH1 3EW or email us at foi@snh.gov.uk explaining how we have not met the requirements of your request. Our Director of Strategy and Communications, John Thomson or his nominated delegate will carry out an independent, internal review of our response and aim to resolve any problems. If after these first two steps you feel we have not met your needs you can write to the Scottish Information Commissioner within six months of receiving the outcome of our review. The Scottish Information Commissioners contact details are:

Kevin Dunion
Scottish Information Commissioner
Kinburn Castle,
Doubledykes Road,
St Andrews,
Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
e-mail: enquiries@itspublicknowledge.info

1.14 We have a procedure for general complaints, compliments or comments. The details are available in the Customer Care section of our website, by clicking this [link](#) or by contacting your local SNH Office. For information on how to complain or comment on the designation of a Site of Special Scientific Interest (SSSI) click this [link](#).

HOW TO ACCESS INFORMATION

1.15 Most of the information covered by this scheme can be downloaded from our [website](#) at www.snh.org.uk . If not, we will be happy to provide hard copies on request. We routinely publish a large amount of information on the website, including guidance, information notes, copies of publications, consultation responses, statistics and explanatory material. This information is free to download. The search function and A-Z list on the website home page will help you to find information.

1.16 SNH publishes a lot of its information as printed books, booklets and leaflets. A full list of SNH publications, with pricing and ordering information, is available in our [Publications Catalogue](#) and on the [SNH website](#). The full text of many of our publications is included on the website in Portable Document Files (PDF) format and can be downloaded free of charge, printed and used without breaching copyright restrictions.

1.17 Some of the information covered by this scheme has not been formally published. These unpublished documents are clearly identified in Part B of the scheme. Requests for this information can be made by letter (to the office given in the relevant entry in Part B), or by e-mail to enquiries@snh.gov.uk

1.18 We will respond to requests that fall within the categories set out in this publication scheme in accordance with the requirements of the Freedom of Information Act and our Customer Care standards. That is within 20 working days. If we expect to take longer than that, we will provide an explanation as to why and provide a revised timescale for making the information available.

1.19 You may be aware that you can request information that relates to the environment under the Environmental Information (Scotland) Regulations 2004 (EIRs). Due to SNH's remit we respond to the majority of requests under this regime.

CHARGES

1.20 Most of the information made available under this scheme is available free of charge. Any information you might have to pay for has been clearly in each class. If you ask for lots of copies of documents or for copies of documents that are no longer available on the SNH website we may charge for the cost of retrieval, photocopying, postage etc. We will tell you if we intend to charge at the time of your request. Any charge will be payable in advance.

COPYRIGHT

1.21 Material will be clearly labeled if its copyright is owned by SNH. The supply of documents under Freedom of Information does not give the person or organisation that receives them the right to re-use them in a way that would infringe copyright. Infringements include making multiple copies, publishing and issuing copies to the public.

1.22 Brief extracts of the material may be reproduced under the fair dealing provisions of the Copyright, Designs and Patents Act 1988 (sections 29 and 30) for the purposes of research for non-commercial purposes, private study, criticism, review and news reporting.

1.23 Details of the arrangements for reusing the material owned by Scottish Natural Heritage are available by contacting our Information Officer, at our Battleby office, or via email at either foi@snh.gov.uk. Authorisation to re-use copyright material not owned by Scottish Natural Heritage should be sought from the copyright holders concerned.

PART B: CLASSES OF INFORMATION

CLASS 1: CORPORATE INFORMATION

2.1 This class contains information about SNH's corporate aims and objectives, its corporate governance, powers and duties, and performance. This scheme will say if and of the following information are not available on the website.

2.2 **Corporate Strategy**, setting out the goals and priorities that SNH will pursue over the next few years. More information can be obtained from Bill Band, Head of Strategic Direction at Battleby 2, Redgorton, Perth PH1 3EW or by email to bill.band@snh.gov.uk

2.3 **Corporate Plan**, describing what SNH plans to do and how it will deliver the outcomes set out in the Strategy. Further information can be obtained from Andy Dorin, Business Manager (Corporate Planning) Great Glen House, Inverness or by email to andy.dorn@snh.gov.uk .

2.4 **Corporate Publications**, including our Annual Review and Annual Report & Accounts which report on our work in the previous year and on our forward plans. Facts and Figures provides details of all natural heritage designations and our grant, management agreement and research expenditure. "Who we Are, Where we Are" contains contact details for all SNH offices and for our Board & Committee members. Information relating to the Corporate Plan and Facts and Figures can be obtained from our website at www.snh.org.uk as listed above. Specific queries about our wide range of publications can be obtained from Jim Jeffrey, Publications Manager at our Battleby Office.

2.4 **Corporate Governance Information**, including SNH's Management Statement, Financial Memorandum and Statement of Internal Control; the Code of Practice for Members of SNH's Boards and Committees; information about roles and responsibilities of Board Members and Officers; procedures for meetings of SNH's Boards and Committees. Any further queries can be addressed to Catriona Burns, the Corporate Services Manager, Great Glen House, Inverness or by e-mail to catriona.burns@snh.gov.uk

2.6 **Agendas, minutes and papers of our Main Board and Area Board meetings**. Agendas and papers for Board meetings are normally published on the website one week before the Board meeting. Minutes are formally approved at the next Board meeting and normally published within one week of that meeting. An indication of the expected publication date for closed session papers will be given where appropriate. Further information can be obtained from Julian Bishop, Board & Committee Co-ordinator, Great Glen House House, Inverness or by email on julian.bishop@snh.gov.uk . A small number of confidential papers that are discussed in closed sessions may be withheld. Decisions on closed session papers are taken with regard to the requirements of Freedom of Information and Data Protection legislation.

2.8 Information about Main Board and senior managers. This includes short biographical profiles of SNH's current Chair, Deputy Chair, Board and Committee Members, Chief Executive and Directors, and register of interests for Board and Committee members. Any further queries should be directed to Julian Bishop, Board & Committee Co-ordinator, Great Glen House, Inverness or by email on julian.bishop@snh.gov.uk .

2.9 Information about our Structure and Office Locations. SNH is a dispersed organisation with over 40 office locations across Scotland. Information about these can be obtained from our website at www.snh.org.uk . An address list is attached. More detailed information about our offices or the roles and responsibilities of SNH Units can be obtained from SNH Enquiries at enquiries@snh.gov.uk

2.10 Customer Care policies and standards, including details of our complaints procedure and reports on surveys of our customers' views. Further advice or information can be obtained from Andy Dorin, Business Manager (Corporate Planning), Great Glen House, Inverness or by email to andy.dorn@snh.gov.uk .

2.11 Gaelic Policy - that sets out our policies and commitments to make information available to Gaelic speaking communities. Further information can be obtained from Calum Macfarlane, Press and Public Relations Manager, Great Glen House, Inverness or by email at calum.macfarlane@snh.gov.uk .

2.12 Risk Management Manual and Risk Register are available in both electronic and hard copy. SNH recognises the need for the systematic evaluation of risk and to embed risk management into our existing management practices. Further information on our policies and procedures regarding risk can be obtained from Brian Dickson Corporate Planning Officer, brian.dickson@snh.gov.uk or you can write to him directly Great Glen House, Inverness.

2.13 Health and safety policies, procedures, good practice guides and lists of local SNH health and safety representatives are available from our [website](#) and on hard copy if requested. Further information can be obtained from Ian Collins, Health and Safety Manager, Great Glen House, Inverness or by email on ian.collins@snh.gov.uk

CLASS 2: CORPORATE NEWS

2.14 We publish a variety of magazines, newsletters, news releases and information about forthcoming events on our [website](#) or in hard copy format. For news about individual programmes and initiatives, and news from our local Areas, please refer to the relevant section of the [website](#). Please note that some publications may not be available in both electronic and hard copy.

2.15 News releases, briefings and press articles announcing new initiatives and events. Current and archived releases are available on the [website](#). Further information on any corporate news can be obtained from Calum Macfarlane, Press and Public Relations Manager, Great Glen House, Inverness or by email at calum.macfarlane@snh.gov.uk

2.16 **Information about events** organised by or involving SNH, including meetings of our Boards & Committees, is available on the [website](#).

CLASS 3: WORKING FOR SNH

2.17 Background information about working for SNH is published on SNH's [website](#). This information includes 'day in the life' profiles and other information of interest to people thinking of applying to work for SNH, such as information about equal opportunities, pay, rewards and benefits. In addition, the following classes of information are available:

2.18 **Recruitment advertisements.** A list of current job vacancies in SNH is available to external applicants and is published on the [website](#). Vacancies are advertised in the national press and on our vacancy website <http://www.snhjobs.co.uk/> . Advice on overall recruitment policy can be obtained by contacting our Head of HR, Ross Jones at Great Glen House, Inverness or by email at ross.jones@snh.gov.uk .

2.19 **Staff Handbook** - containing staff management policies, procedures and guidance is available on the website. An index to the Handbook and copies of individual papers are available (as hard copy or electronic documents) from by contacting our Head of HR, Ross Jones at Great Glen House, Inverness or by email at ross.jones@snh.gov.uk .

CLASS 4: FINANCIAL AND AUDIT INFORMATION

2.20 **Financial Memorandum and Financial Management Handbook**, setting out the details of SNH's financial relationship with the Scottish Executive, and providing the corporate framework for the financial activities of SNH, including policies and procedures which are designed to meet the requirements of public accountability and to guide and protect staff in pursuit of their duties. Copies of these documents are available (either as hard copy or electronic documents) from: Sarah Munro (Finance recording system) at sarah.munro@snh.gov.uk , David Boyes (Payments) at david.boyes@snh.gov.uk , Louise Davidson (Budgets) at louise.davidson@snh.gov.uk all at Great Glen House, Inverness and Bruce Brown (Business cases) bruce.brown@snh.gov.uk at our Galashiels office, Andersons Chambers, Market Street, Galashiels, TD1 3AF.

Any queries relating to Requisitions, sales invoicing/receipts should be addressed to Carol McGoldrick, at our Clydebank, or at carol.mcgoldrick@snh.gov.uk

2.21 **Procurement Strategy**, explaining SNH's approach to purchasing and contracting for the provision of goods and services with the objective of achieving value for money. Any queries and further information can be obtained from Peter Tysoe at Great Glen House, Inverness or contact him directly at peter.tysoe@snh.gov.uk

2.22 **Greening the Workplace Strategy**, explaining the actions taken and planned by SNH to demonstrate compliance with legal requirements, approved technical standards, and the UK's commitment to sustainable development and achievement

of national environmental targets. Further information can be obtained from our Greening Officer, Sheila Currie, at Great Glen House, Inverness, or via email at sheila.currie@snh.gov.uk

2.23 **Internal Audit** - information about Internal Audit and Risk Management process and procedure in SNH, and terms of reference of the Audit and Risk Management Committee. Further information can be obtained from Malcolm Lowrey, the Head of Internal Audit, based at our offices in Battleby, or via email at malcolm.lowrey@snh.gov.uk

2.24 **Land Holdings** – financial records relating to SNH’s management of land, which we own or lease (normally as part of a National Nature Reserve) will be made available on request. Information may be withheld where commercial in-confidence or Data Protection Act issues are involved. Further information, advice or guidance can be obtained by writing to John Burlison , Managed Sites Manger at our Lanark office, 30 Hope Street, Lanark, ML11 7NE or via email at john.burlison@snh.gov.uk

CLASS 5: RESEARCH

2.25 We have published a 5 year [Research Strategy](#) and publish annually details of our research programme. Please see our Publications Catalogue for details of currently available research titles. We are happy to make available other research findings, designed as part of a wider process of policy development, where these findings are free-standing and readily understood. We are working towards routine publication of the results of all research, either in full or in summary.

2.26 In addition, the following classes of information are available.

- **Database of current and planned research**, containing descriptions and aims for current and planned research projects, planned outputs, bidding opportunities, names of contractors undertaking current research etc, is available on our website.
- **Commissioned reports**, providing details of the findings research projects carried out on behalf of SNH by external contractors. These are available on our website and in hard copy.
- **Research notes** providing summaries of recent research, with suggestions for further reading are available on the website.
- **Results of surveys and other environmental data**

2.27 Any additional information about the SNH research programmes and outputs should initially be addressed to Rob Threadgould, Advisory Services Co-ordination Group Manager Great Glen House, Inverness or via email at rob.threadgould@snh.gov.uk

2.28 For further information and results of **surveys and other environmental data**, you should contact Alan McKirdy, based at our Battleby offices, or via email at alan.mckirdy@snh.gov.uk

CLASS 6: POLICY DEVELOPMENT

2.29 The following information is available on the website unless otherwise stated.

- **Public consultation documents**, for instance outlining proposals on designated areas (National Parks, National Nature Reserves, National Scenic Areas, etc), access proposals, and reports on outcomes of consultations, with summaries of responses received. These are normally available both on the website and as hard copy documents.
- **Policy statements and summaries** on issues such as renewable energy, planning, sustainable development, maritime aquaculture and access. These are available on the website and as printed publications (some of which may be priced).

2.30 Any further queries about Public Consultation Documents or Policy statements and summaries should initially be addressed to Bill Band, Head of Strategic Direction at Battleby 2, Redgorton, Perth PH1 3EW or by email to bill.band@snh.gov.uk

2.31 • **Formal responses to consultations** - formal responses will be placed on our website. However if customers require further information, they should contact Karen Wright, Head of Government Team, at our Edinburgh office, Silvan House, 3rd Floor East, 231 Corstorphine Road, Edinburgh EH12 7AT or by email Karen.wright@snh.gov.uk

- **Submissions to Committees of the Scottish Parliament** for further information, they should contact Karen Wright, Head of Government Team, at our Hope Terrace office or by email Karen.wright@snh.gov.uk

- **Speeches** - formal drafted speeches delivered by the Chief Executive, Chairman and Deputy Chair to a wide range of national audiences on SNH policy, strategy and initiatives (further information can be obtained from Melissa Wall, Management Team Co-ordinator, Great Glen House, Inverness or by email on Melissa.wall@snh.gov.uk

- **Natural Heritage Futures** – setting out our vision of future management of the natural heritage towards 2025. Reports are available for Scotland as a whole – with separate reports on farmland, forests & woodland, hills & moors, fresh waters and coasts & seas – and for 21 bio-geographic zones. These reports are available on our website, in hard copy and in CD Rom format. Information can also be obtained from Mary Christie, Strategy and Communications Manager at Battleby, or via email at mary.christie@snh.gov.uk

- **European and International Strategy** – setting out our policies and programmes for engaging with organisations and issues beyond the UK. Further advice can be obtained from Karen Wright, Head of Government Team, at our Edinburgh office or by email Karen.wright@snh.gov.uk

CLASS 7: GUIDANCE AND ADVICE ON GOOD PRACTICE

2.31 This class covers guidance and advice on good practice, designed to promote sustainable use of the natural heritage, encourage people to conserve the natural heritage, raise awareness of natural heritage issues, encourage people to enjoy the countryside and urban greenspace and to promote sustainable use. This information is normally made available both on the website and as hard copy documents (some of which are priced). Current examples include:

- **Guidance on renewable energy**, including information about locational guidance for offshore wind farms, environmental impacts, and good practice for visual assessment when siting wind farms.
- **Advice for land and site managers**, for instance practical advice on access to the countryside; guidance on site management; guidance on preparation of management plans for designated areas.
- **Guidance on promoting awareness and enjoyment of the natural heritage**, for example, leaflets about National Nature Reserves, teaching packs, and interpretative leaflets.
- **Good practice guides** for instance on the design and construction of recreation routes, siting and design of marine aquaculture developments; grouse moor management.
- **Case studies** that demonstrate ideas and guidance in practice.

2.32 It is possible that some information falling in this category may cut across the roles and responsibilities of several units and a response will need to be coordinated. If customers cannot find the relevant information, then they are encouraged to approach their local SNH office initially, or to write to SNH's Information Officer, at foi@snh.gov.uk or at our Battleby office.

CLASS 8: INFORMATION ABOUT OUR GRANTS, NATURAL CARE AND MANAGEMENT AGREEMENT PROGRAMMES

Grants

2.33 SNH works with others to conserve Scotland's natural heritage, and to help people understand, enjoy and care for it. We offer grants to help individuals and organisations to carry out projects that support our aims. Grants are available for a wide range of projects which:

- conserve species, habitats and landscapes;
- promote the public's enjoyment, awareness and understanding of the natural heritage.

2.34 The following information is available on the website and in hard copy:

- information about the range of grants available, describing what sort of project can receive financial support, who can apply and how an application should be made <http://www.snh.org.uk/about/ab-grants.asp> ;
- summary information about all projects which we have grant aided by SNH. This information is published in our annual Facts & Figures which is now interactive and available on our website <http://www.snh.org.uk/snhi/> . Back copies of the older paper reports are available via our Publications unit <http://www.snh.org.uk/pubs/> .

Natural Care

2.35 Natural Care is a financial incentive scheme run by SNH working with landowners, which aims to:

- improving the condition of SSSI and Natura 2000 sites by helping farmers and other land managers to manage them for wildlife;
- using the knowledge and skills of land managers to help develop our schemes, and to reward them for their commitment to the positive management of their SSSIs and Natura 2000 sites;
- helping more people manage land for its natural heritage interest; and
- encouraging wider recognition that conserving the natural heritage brings social and economic benefits as much as other land uses.

2.36 From 2007, Natural Care will be integrated into the [Scotland Rural Development Programme 2007-2013](#). This will become the primary source of funding for land management in Scotland, including funding for management on SSSIs and Natura sites.

2.37 The following information on Natural Care Schemes and financial support for land management is available:

- SNH's Natural Care Strategy, setting out the purpose and objectives of the scheme;
- information on individual Natural Care schemes that have been established;
- information about the range of incentives available, describing what sort of project can receive financial support, who can apply and how an application should be made;
- summary information about all payments made by SNH under the Natural Care scheme. This information is published in our annual Facts & Figures publication, available in both hard copy and on the website.

Information about Natural Care Schemes can be obtained from Jenny Johnson, at our Stirling Office or via email at jenny.johnson@snh.gov.uk .

CLASS 9: INFORMATION ON THE NATURAL HERITAGE

2.37 This class covers the major natural heritage information which SNH holds and makes available and also contact details of SNH staff who customers should contact:

- descriptions of the various national natural heritage designations (or by contacting john.burlison@snh.gov.uk ; see also paragraph 2.24); for information on international designations, you should contact Nigel Smith at our Clydebank office, Caspian House, 2 Mariner Court, 8 South Avenue Clydebank Business Park Clydebank G81 or via e-mail at nigel.smith@snh.gov.uk .
- designated site boundary data either in digital format (for use in a Geographic Information System) by emailing data_supply@snh.gov.uk or in hardcopy by contacting Mark Robson, Geographic Information Group Manager at Great Glen House Inverness or by email at mark.robson@snh.gov.uk).
- Site Condition monitoring information (*in accordance with the Data Protection Act names of individual owners and occupiers are removed unless permission has been given to release this information*). Requests should generally be made to your local office regarding local sites. Further information and a national level can be obtained from Brian Eardley Site Condition Monitoring Manager, Great Glen House, Inverness or by email on brian.eardley@snh.gov.uk
- Site Documentation explaining the reasons for designation for all national and international natural heritage designations. Requests should generally be made to your local office. However, more general information should be directed to our Information Officer (see paragraph 1.11 for contact details).
- Species and habitat distribution trends and inventory data (*some data may be withheld where there is a possibility that release would result in environmental damage, and this danger outweighs the public benefit in releasing the information. In these cases, summary information will normally be provided*). More general information should be directed our Information Officer (see paragraph 1.11 for contact details) as the information may cut across several Units in SNH.
- Natural heritage trend information (for further information contact Ed Mackey, Head of Environmental Audit, based in our Anderson Place offices, or via email at ed.mackey@snh.gov.uk).
- The status of biodiversity plans, and progress towards meeting biodiversity targets for further information contact John Baxter, Head of Habitats & Species, based in our Anderson Place offices, or via email at john.baxter@snh.gov.uk).
- Lists of protected species in Scotland. For further information, contact John Baxter (see above).
- Details of the SNH licensing systems and examples of the types of licences we authorise. For further information, you should contact Ben Ross, Species Adviser – Licensing, Great Glen House, Inverness, or via email at ben.ross@snh.gov.uk .

- Geological, geomorphological, land cover and landscape information. Further information should be directed to Greg Mudge, Head of Terrestrial Ecosystems at Great Glen House, Inverness or on greg.mudge@snh.gov.uk .
- Information on the Scottish Outdoor Access Code; and the Scottish Access Forum; access and recreational use of the natural heritage. Further information can be obtained from Ron McCraw, Access Project Leader, based at our Stirling office or via email at ron.mccraw@snh.gov.uk .
- Information on educational and interpretative projects to raise public awareness of the natural heritage and of SNH's work. Further information should be directed to Richard Davison Head of Communications and Promotions at our Battleby office or on Richard.davison@snh.gov.uk .

2.38 This information is available on the SNH website and in hard copy on request. Through our Natural Heritage Data Management and Delivery project we are working to increase public accessibility to our natural heritage data and information, and to make most of our data holdings available through our website. SNH also contributes data to the National Biodiversity Network which co-ordinates the collection and dissemination of biodiversity information across the UK. Information from the NBN is available on their website: www.nbn.org.uk .

SUMMARY STATEMENT

2.39 As already indicated, our overall aim is to be open and accountable. However there may be areas which are not covered by this Publication Scheme either because the information sought is at a high level of detail, the information requested spans more than one Class of information, new information has been made available, or for some other reason. In these circumstances, we will do everything we can to help those seeking the information. In the first instance contact should be made with our Information Officer at foi@snh.gov.uk or at our Battleby office.

PART C: LIST OF LOCAL SNH OFFICES AND ADDRESSES

Aberdeen	Wynne Edwards House 17 Rubislaw Terrace Aberdeen AB10 1XE	Tel. 01224 642863 Fax. 01224 643347
Airlie	West Lodge Lindertis, Airlie, by Kirriemuir Angus DD8 5NP	Tel. 01575 530333 Fax. 01575 530220
Aviemore	Achantoul Aviemore Inverness-shire PH22 1QD	Tel. 01479 810477 Fax. 01479 811363
Ayr	19 Wellington Square Ayr KA7 1EZ	Tel. 01292 261392 Fax. 01292 269493
Battleby	Battleby Redgorton Perth PH1 3EW	Tel. 01738 444177 Fax. 01738 458611
Bowmore	Main Street Bowmore Isle of Islay Argyll PA34 7JJ	Tel. 01496 810711 Fax. 01496 810665
Caerlaverock	Caerlaverock Reserve Hollands Farm Road Caerlaverock Dumfries DG1 4RS	Tel. 01387 770275 Fax. 01387 770275
Cairnsmore	Cairnsmore of Fleet NNR Reserve Office, Dromore Farm Gatehouse of Fleet Castle Douglas DG7 2BP	Tel. 01557 814435 Fax. 01557 815044
Clydebank	Caspian House Mariner Court, Clydebank Business Park Clydebank G81 2NR	Tel. 0141 951 4488 Fax. 0141 951 4510
Creag Meagaidh	Aberader Kinlochlaggan Newtonmore Inverness-shire PH20 1BX	Tel. 01528 544265 Fax. 01528 544265
Cupar	46 Crossgate Cupar	Tel. 01334 654038 Fax. 01334 656924

	Fife KY15 5HS	
Dalkeith	Laundry House Dalkeith Country Park Dalkeith Midlothian EH22 2NA	Tel. 0131 654 2466 Fax. 0131 654 2477
Dingwall	Dingwall Business Park Strathpeffer Road Dingwall Ross-shire IV15 9XB	Tel. 01349 865333 Fax. 01349 865609
Dinnet, Muir of Dinnet	New Kinord House Dinnet Aboyne AB34 5LQ	Tel. 01339 881022 Fax. 01339 881022
Dumfries	Carmont House The Crichton, Bankend Road Dumfries DG1 4ZF	Tel. 01387 247010 Fax. 01387 259247
Dunoon	Ballochyle Sandbank Dunoon Argyll PA23 8RD	Tel. 01369 705377 Fax. 01369 705788
Edinburgh, Silvan House	3rd Floor East 231 Corstorphine Road Edinburgh EH12 7AT	Tel. 0131 446 2400 Fax. 0131 446 2405
Elgin	32 Reidhaven Street Elgin Inverness-shire IV30 1QH	Tel. 01343 541551 Fax. 01343 546406
Fort William	The Governors House The Parade Fort William Inverness-shire PH33 6BA	Tel. 01397 704716 Fax. 01397 700303
Forvie	Stevenson Forvie Centre Little Collieston Croft Collieston Ellon Aberdeenshire AB41 8RU	Tel. 01358 751330 Fax. 01358 751330
Galashiels	Anderson's Chambers Market Street Galashiels TD1 3AF	Tel. 01896 756652 Fax. 01896 750427
Golspie	Main Street Golspie Sutherland KW10 6TG	Tel. 01408 633602 Fax. 01408 633071

Inverness, Ardconnel Terrace	27 Ardconnel Terrace Inverness IV2 3AE	Tel. 01463 712221 Fax. 01463 712675
Inverness, Fraser Darling	Fraser Darling House 9 Culduthel Road Inverness IV2 4AG	Tel. 01463 723100 Fax. 01463 723119
Inverness, New Century House	New Century House Stadium Road Inverness IV1 1FF	Tel. 01463 706400
Kinlochewe	Beinne Eithe Anancaun Kinlochewe by Achnasheen IV22 2PD	Tel. 01445 760254 Fax. 01445 760301
Kinross	The Pier Loch Leven Kinross KY13 7UX	Tel. 01557 864439 Fax. 01557 865166
Kirkwall	54-56 Junction Road Kirkwall Orkney KW15 1AW	Tel. 01856 875302 Fax. 01856 876372
Lanark	30 Hope Street Lanark ML11 7NE	Tel. 01555 665928 Fax. 01555 661966
Lerwick	Ground Floor Stewart Building, Alexandra Wharf Lerwick Shetland ZE1 0LL	Tel. 01595 693345 Fax. 01595 692565
Lochgilphead	1 Kilmory Industrial Estate Kilmory Lochgilphead Argyll PA31 8RR	Tel. 01546 603611 Fax. 01546 602298
Newton Stewart	Holmpark Industrial Estate New Galloway Road Newton Stewart Wigtownshire DG8 6BF	Tel. 01671 401075 Fax. 01671 401078
Oban	Glencruitten Road Oban Argyll PA34 4DN	Tel. 01631 567228 Fax. 01631 567229
Portree	Bridge Road Portree Isle of Skye IV51 9ER	Tel. 01478 613329 Fax. 01478 613470
Rum	The Reserve Office White House	Tel. 01687 462026 Fax. 01687 462805

	Isle of Rum Inverness-shire PH43 4RR	
St. Cyrus	The Old Lifeboat Station Nether Warberton St. Cyrus, Montrose DD10 0DG	Tel. 01674 830736 Fax. 01674 830736
Stirling	The Beta Centre Innovation Park, University of Stirling Stirling FK9 4NF	Tel. 01786 450362 Fax. 01786 451974
Stornoway	32 Francis Street Stornoway Isle of Lewis HS1 2ND	Tel. 01851 705258 Fax. 01851 704900
Uist	Stilligarry South Uist Western Isles HS8 5RS	Tel. 01870 620238 Fax. 01870 620350
Ullapool	17 Pulteney Street Ullapool Ross-shire IV26 2UP	Tel. 01854 613418 Fax. 01854 613419

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