

Annex A

RANGER SERVICES IN SCOTLAND COMMUNICATING THE ACHIEVEMENTS

Background

In 2008, SNH produced its new policy statement on Rangers in Scotland (see http://www.snh.org.uk/pdfs/publications/heritagemanagement/ranger_booklet.pdf). This provides a national framework for the future development of all Ranger Services in Scotland. In recognition of this, the statement has been endorsed by COSLA, Loch Lomond & The Trossachs National Park Authority, Cairngorms National Park Authority, Forestry Commission Scotland, Historic Scotland, and the Scottish Countryside Rangers' Association.

In providing an agreed vision, a new set of core aims for Rangers, and the broad actions required to take the profession forward, the new statement will help Scotland's Rangers retain their common purpose and identity so that they continue to deliver benefits for the natural and cultural heritage, for their employers and for the public. One of the key actions flowing from this statement was for SNH to develop a mechanism to allow the better reporting and promotion of the benefits of Ranger Services and their achievements. This note outlines how this will be achieved through the roll out of a new reporting framework.

The Reporting Framework - Key Points

Each year Ranger Services will be asked to report on a selection of standard aspects of their work and to submit a return after the end of the financial year. We refer to these as 'national output measures'.

Using the information provided, SNH will collate the responses and prepare a short report summarising the data and describing any key trends. The report will be published annually on the SNH website.

Submission of this report is a condition of grant for SNH supported services. Ranger Services supported by the Cairngorms National Park Authority (CNPA) are also required to complete this.

For non SNH/CNPA grant supported Services provision of the information is voluntary, but the information provided will help SNH to ensure that the value and benefit of Rangers can be communicated at a national level. The more Services who provide this information, the more SNH will be able to report a true reflection of the benefits of all Ranger Services.

For Ranger Services which have some Rangers operating in the Cairngorms National Park (CNP) and funded by the CNPA, and some operating outwith the National Park, we recognise that the situation is slightly complicated. CNPA will supply SNH with the Ranger national reporting information that is submitted to them as a condition of their grant support. SNH would be grateful if the information for the Rangers operating outwith CNP could be submitted to us directly.

The national output measures in the reporting framework have been selected on the basis that they cover elements which most Ranger Services will be able to contribute to and which should avoid the need for new and complex recording systems to be established.

The reporting framework is set out in the table below. We have tried to make reporting as simple and straightforward as possible. The following key points should be noted:

- Not all national output measures will be applicable to all Ranger Services, and therefore, each Service should determine which measures it can report on annually.

SNH-grant-supported Services will need to agree with their Area office which monitoring measures are relevant before the start of the grant period.

- Having established which measures will be reported on annually, the Ranger Service should ensure that systems are in place at the start of the year to record necessary data on an on-going, consistent, basis, so ensuring easy collation and reporting each year.
- For SNH-grant-supported Services it should be noted that the local output measures ('Ranger Service Outputs' in the Annual Work Programme) will be reported on to the SNH Nominated Officer for the purposes of grant management, but will not form part of this national reporting.
- For the purpose of this reporting we define a 'Ranger Service' as detailed in 'Defining the role of Rangers' in the Rangers in Scotland statement on page 10, delivering across the Ranger Aims as detailed in Rangers in Scotland statement page 11 (link to this document is in Page 1, paragraph 1 above).

Each year we will review the effectiveness of the framework and the data it generates, so feedback on how we can best improve it is welcome.

Reporting Timescales

We ask that this table is submitted to SNH within one month of the end of year to which it applies, e.g. by 1 May 2010 for the year 1 April 2009 – 31 March 2010.

We would prefer an electronic version if possible.

Please send the completed table to your local SNH Area Officer. If you are unsure who this is, or how to contact them, please see the 'Contact Us' section of the SNH website <http://www.snh.org.uk/about/ab-hq.asp>

Annual Reporting Table

BEFORE COMPLETING PLEASE READ THE EXPLANATORY NOTES AT END OF THIS DOCUMENT

Name of Ranger Service					Reporting Year eg 2009/10	
Number of Rangers Posts & FTEs (220 days = 1 FTE)	Posts		FTEs		Contact details in case of query	
Area of land and water that the Ranger Service operates over:	hectares	Area of land and water with a national or international natural heritage designation*:	hectares	Area of land and water with a local natural heritage designation**:	hectares	

Ranger Aim	National output measures	<i>Please write your answers against the points A – S below (continue on a separate sheet if necessary).</i> <i>Before completing please refer to the explanatory notes at end of document</i>
1. To ensure a warm welcome and provide support for people to enjoy the outdoors	1. What did your Ranger Service do to promote opportunities to enjoy the outdoors?	A. Number of promotional opportunities = B. Key actions to promote opportunities (<i>list max. 10 main examples</i>): 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.
	2. How many people did your Ranger Service welcome ?	C. Number of people welcomed =

Ranger Aim	National output measures	<i>Please write your answers against the points A – S below (continue on a separate sheet if necessary).</i> <i>Before completing please refer to the explanatory notes at end of document</i>
	3. What did your Ranger Service do to increase participation by a broader range of people?	D. Audiences targeted: E. Key actions to encourage participation (<i>list max.5 main examples</i>): 1. 2. 3. 4. 5.

Ranger Aim	National output measures	Please write your answers against the points A – S below (continue on a separate sheet if necessary). <i>Before completing please refer to the explanatory notes at end of document</i>
2. To increase awareness, understanding and responsible use of the natural and cultural heritage	<p>4. How many events or activities that raise awareness of the natural and cultural heritage did your Ranger Service deliver? How many participants were involved?</p> <p>Of these, what was done in relation to formal education, and how many people benefitted?</p>	<p>F. Number of events/activities =</p> <p>G. The number of people attending the events/activities =</p> <p>H. The main events/activities (<i>list max. 5 main examples</i>):</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. <p>I. Number of formal education activities delivered =</p> <p>J. Number of people benefitting from formal education activities in I. above =</p> <p>K. The main formal education work (<i>list max. 5 main examples</i>):</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5.

Ranger Aim	National output measures	Please write your answers against the points A – S below (continue on a separate sheet if necessary). <i>Before completing please refer to the explanatory notes at end of document</i>
	5. How many different people were involved in volunteering with your Ranger Service and how many volunteer days did that amount to?	L. Number of people involved in volunteering = M. Number of volunteer half days = N. Number of volunteer days = O. The main volunteering opportunities (<i>list max.5 main examples</i>): 1. 2. 3. 4. 5.
3. To support the sustainable management and use of the outdoors to meet a range of social, economic and environmental objectives	6. How many different partnerships, projects and initiatives did your Ranger Service contribute to?	P. Number supported = Q. Please list the key ones (<i>list max.5 main examples</i>): 1. 2. 3. 4. 5.
	7. How did your Ranger Service contribute to the monitoring and management of BAP/LBAP species and habitats?	R. Number of UKBAPs and BAPs contributed to = S. Please list the key plans/actions supported:

Once completed please submit this monitoring report to your local SNH Area Officer. Please submit by 1 May following the Reporting Year to which it applies. Thank you.

Reporting framework – explanatory notes on how to complete each measure

Background Information

* As a subset of the 'Area of land and water that the Ranger Service contributes to the management of' please provide the total area, in hectares, the area of land / water that has any of the following **international or national** natural heritage designations: Special Protection Area, Special Area of Conservation, Site of Special Scientific Interest, National Park, Ramsar Site, Biosphere Reserve, World Heritage Site. Many of these designations will overlap and apply to the same area of ground; please detail the **total** area of land with any of these designations. If there is uncertainty as to the relevant areas, your local SNH Area office will be able to advise.

** As a subset of the 'Area of land and water that the Ranger Service contributes to the management of' please provide the total area, in hectares, the area of land / water has a **local** natural heritage designation such as: Site of Interest to Natural Science, Sites of Importance to Nature Conservation, Local Nature Reserve, Country Park, Regional Park etc. Please detail the total area of land with a local designation, rather than the total area of all of designations.

The Measures

- A. This measure will capture information on the quantity of promotional work done by Ranger Services aimed at encouraging people to enjoy the outdoors. Examples of promotional work to include could be: number of press releases issued, newsletter articles published, posters produced for events, leaflets published etc. If posters, leaflets and press releases have been developed count each separately (= 3 different promotional opportunities).
- B. Please list up to 10 key examples of the promotion work done by your Ranger Service.
- C. Please provide an annual estimate of the total number of people who have benefited from the sites, access infrastructure and promotional material provided and managed by your Ranger Service.

We recognise that regular / automated counting is not carried out in all Ranger Service areas, so this will need, in most cases, to be an 'informed estimate'. There is also the issue of many people being repeat visitors and the fact that most often the total number of visits is measured rather than the different number of visitors.

Please make it clear what the information you are providing is based on, and how robust or estimated it is, to help us with collation. Please provide an overall figure and explain how this has been reached.

For future reference, a Visitor Monitoring Manual will be available on the Paths for All website in Summer 2009.

- D. This measure aims to capture the key target audiences that Ranger Services have worked with during the year, for example with under-represented groups and individuals. This may include work within or with people from deprived areas, with members of equality & diversity groups (age, disability, race, gender, sexual orientation and religion/belief), or with other individuals experiencing disadvantage through poverty, poor health or other factors. Please provide a list of your key target audiences including any not listed above e.g. 'people with mental health problems', 'young offenders' etc.

- E. Please describe the work done under D above, by providing a maximum of 5 of the main examples of the actions taken by your Ranger Service to encourage participation.
- F. The aim of this measure is to capture the number of Ranger-led events run through the year that aimed to raise people's awareness of the natural and cultural (not the built historic environment) heritage.
- G. Please provide the number of people who have benefitted from the events offered by your Ranger Service. Please include only 'real contact' with participants eg if attending a large event with a Ranger staff, please count only the number of people that the Ranger interacts with, rather than the number of people at the whole event.
- H. Please list a maximum of 5 examples of the type of events in F above. We suggest not including formal education work in the examples you list here, as these can be detailed under K below.
- I. As a subset of F, please provide the number of **formal education** activities delivered by your Ranger Service. Please include all activity related to formal education groups (nursery, primary, secondary and tertiary education) where Rangers have a direct input to an agreed educational programme, for example:
- Delivering activities that contribute towards the implementation of the Curriculum for Excellence;
 - Eco-Schools;
 - Duke of Edinburgh and John Muir Awards when delivered by the formal education sector;
 - etc.

By 'activity' we mean the number of visits, as opposed to the number of messages delivered during one visit.

For ease of collation, where several visits combine to form one clear and co-ordinated programme eg the John Muir Award, please provide the number of visits rather than the number of programmes.

Please do not include playgroups, community groups or uniformed groups (as they are not formal education groups they should be included under F, G and H above). Please do not double count any information given here in the volunteering information asked below (L, M, N & O).

- J. Please provide the number of people involved with the formal education activities in I. above.
- K. Please list a maximum of 5 examples of the formal education work that your Ranger Service has been a major contributor to.
- L. Please provide the number of individuals taking part in volunteer activities run through the year by your Ranger Services, in direct support of Ranger Services, for example, carrying out practical conservation work, survey and monitoring work, volunteering as a Ranger, assisting with the operation of visitor facilities etc. Please avoid double counting with 'F/G' above by being clear from the outset about what you will count under 'educational event' and what you will count under 'volunteer activity'.

- M. Please detail the number of volunteer half days that resulted from the Ranger Service offering volunteering opportunities (assume an activity lasting up to 3.5 hours is a half day and over 3.5 hours represents one volunteer day).
- N. Please detail the number of volunteer days that resulted from the Ranger Service offering volunteering opportunities (assume an activity lasting up to 3.5 hours is a half day and over 3.5 hours represents one volunteer day).
- O. Please list a maximum of 5 examples of the type of volunteering opportunities offered by your Ranger Service.
- P. This measure will capture information about the number of ways that the local knowledge and skills of Ranger Services are put to wider use, through the provision of advice to the development of partnerships, strategies and plans, projects and initiatives. Examples to count could be Ranger input to work such as core path planning, community partnership planning, local access forums etc.
- Q. Please list a maximum of 5 examples of partnerships, projects and initiatives that your Ranger Services was involved in.
- R. This measure will capture the number of UK Biodiversity Action Plans and Local Biodiversity Action Plans that Ranger Services have contributed to the delivery of.
- S. This measure will demonstrate the important contribution that Ranger Services have in supporting (monitoring and management) the delivery of UKBAP/LBAPs by gathering information on the key Plans supported.

Further Information

For further advice on completing the reporting framework or more generally enquiries on Rangers, please contact your local SNH Area Officer, or alternatively Alison Matheson, Quality of Life Unit, in SNH's Policy and Advice Directorate (alison.matheson@snh.gov.uk 01463 725209) at our Inverness office, SNH, Great Glen House, Leachkin Road, Inverness, IV3 8NW.