

Appendix H FAQs



ABOUT
CONTACT US

FAQs

NEWS

CONSULTATION

COMMUNITY

FAQS

On this page you can find answers to many of the questions that have been asked about our plans for Lomond Banks. We will update this information on a regular basis, using factual information from our Masterplan as it develops and from the many independent reports we have commissioned to support our planning application.

▲ **Why are you making a further submission, what is different this time round?**

We are committed to working with the community to understand the importance of Loch Lomond to both local residents and visitors to

the area, as well as the local population, who value the area as an iconic setting within the country.

Following on from feedback we received during the 2019 planning process and further community consultation, our proposals will look to include the following:

- Review the size of the proposed buildings at the pierhead area
- Remove the lodges from Drumkinnon Wood
- Rework the proposals within and around Woodbank House, including proposals to renovate and refurbish the Grade A listed building and its attendant outbuildings.
- Review the proposals adjacent to the boat clubs so as to preserve access
- A minimum 12 metre wide landscape buffer will continue to be incorporated around Drumkinnon Gate Estate.
- Access to all key destinations and routes through the site are to be maintained during the construction phase. Any impacts on walking/cycle routes during the construction phase will be short term and localised diversions will be put in place.

We look forward to continuing to engage with the community as our plans progress.

^ Will there be theme park rides on site?

No. The vision for Lomond Banks is to create a world-class family holiday village, not a theme park. We are taking inspiration from Center Parcs and other adventure parks in Scotland, such as Landmark. Our proposals include an external activity area including tree top walk, events and performance areas, children's play areas, picnic and play areas.

^ What are your plans for Woodbank House?

We are committed to the conservation and redevelopment of Woodbank House and other listed structures within the site. These proposals will be subject to future application for planning and listed building consent. Our vision will be to restore the derelict outbuildings into high standard self-catered holiday apartments.

^ How many jobs will be created once the project is up and running?

The proposal is expected to see an investment of approximately £40 million. We anticipate the day to day running of the new resort will bring approximately 200 full-time, part-time and seasonal jobs to the area. There will also be many local jobs and apprenticeship

opportunities created during the early construction phase of the project

▲ What kind of jobs would be created when fully open?

There will be jobs across all levels, from management through to shop floor. Example of jobs could be anything from accounts staff, operational staff, catering staff, service staff, leisure staff, grounds staff and many more.

▲ Will there be zero hour contracts?

No, there are no zero-hour employment contracts.

▲ What will the basic rate of pay be?

We have agreed to sign up to pay the Scottish Living wage.

Our preferred main contractor will also be Scottish Living Wage accredited.

▲ What are your plans to use local firms?

We are currently working with and looking to engage a construction company, based in West Central Scotland, who is a trusted construction partner with a strong track record and has excellent working relationships with Scotland's construction supply chain. As our plans progress, there will be other supply chain opportunities available, and we are committed to using local firms wherever possible.

Our vision is to become a complementing and integral part of the local business community developing and building a working partnership for the benefit of all.

▲ Will there be a habitat wildlife biodiversity plan to protect the area?

Our proposals and respected conservation credentials will improve biodiversity through the creation of new habitat and strengthening existing habitat. A woodland development management plan will be put in place to safeguard and properly manage the existing woodland and wherever possible improved upon, in order to promote biodiversity and provide a habitat for wildlife. Lomond Banks had previously undertaken a number of wildlife surveys as part of these commitments, which at the time indicated:

- Red Squirrels, Badgers and Pine Marten

While there are some signs of red squirrel and pine martin in the wider landscape, there was no evidence of badger, red squirrel or pine marten recorded within the site boundary during the independent survey. These surveys are being completed again in 2021 ahead of the new planning application.

While the woodland and grassland present on the site offers suitable habitat for pine marten and badgers, the existing volume of visitors, dog walkers and general human presence in the locale has reduced the site's suitability for these animals.

- Otter and Water Vole

Two otter and water vole surveys were conducted along the banks of all watercourses within the site boundary, plus a buffer of approximately 250m downstream and upstream. No signs of otter were identified and no evidence or suitable habitat was identified for water vole within the site boundary during the surveys. Again the 2021 surveys will examine the site for the presence of these species.

- Bats

As noted within the Bat Survey Report Preliminary Roost Assessment from 2017, the majority of trees on site were observed to be semi-mature and in good condition with few features suitable to support roosting bats. They were therefore assessed as having negligible bat

roost suitability. Bat roost potential surveys of trees and structures within the site are being undertaken in 2021.

With our renowned conservation background, we are committed to improving the biodiversity of the area and the independent survey results found that increasing, enhancing and managing water quality and the connectivity of appropriate vegetation along watercourses could help to support future habitats within the site boundary.

▲ **How many trees will be lost as a result of the project?**

Attractive, sustainable woodlands are key to the overall character of the development, so retention of mature trees and their setting is essential.

Our proposals will utilise existing spaces or spaces created by the removal of invasive species, whilst ensuring all specimen trees are retained as far as possible. However, due to the nature of the development there may be some loss of woodland. A programme of compensatory planting may also be required as a result. At this outline stage of the Planning Permission in Principle application process, all designs are conceptual but are being progressed with the intention of avoiding negative impact on trees and woodland.

New woodland areas are being considered as part of the development in the Woodbank and Riverside areas. The proposed

compensatory woodland planting strategy could see more trees being planted than those being lost as a result of the proposed development.

▲ What mitigation plans are in place for traffic and parking?

Visitors will be encouraged to leave their car behind and use sustainable means of travel including the Scotrail service to Balloch. Arriving traffic will be managed to ensure the full potential of parking areas is utilised and pedestrian movement is incentivised and promoted throughout the site especially between Lomond Shores into Balloch. Proposals for traffic management will be developed in consultation with Transport Scotland and West Dunbartonshire Council.

▲ How will you ensure that scenic viewpoints are protected in the development?

Balloch Village and its surroundings are important elements of the landscape. They present an urban landform that whilst valuable, has little of the rugged and wild qualities that can be experienced elsewhere in the National Park. The landscape setting of the proposed area also includes more recent developments such as Drumkinnon Gate housing estate, the retail shopping mall at Loch Lomond Shores and the Queen of the Loch Hotel, which we will

consider as part of the forthcoming Landscape and Visual Impact assessment surveys.

▲ Will I still be able to access the site?

Absolutely. Under our proposals, the public will have the freedom to continue to walk through the site including the beach area at Drumkinnon Bay.



Appendix I Online Event Consultation Boards

Welcome to Lomond Banks

Welcome

Thank you for taking the time to visit the Lomond Banks Consultation. We are pleased to share with you the currently developing plans for Lomond Banks, located at West Riverside and Woodbank House Estate in Balloch, adjacent to Loch Lomond Shores.

The intention of Flamingo Land, the developer behind the plans for Lomond Banks, is to create:

- A waterfront development
- Sensitive to its position in the National Park
- Visitor accommodation led
- Incorporating scenic walkways
- Reflects the local environment
- Maintains freedom of public access throughout the site
- Secures the long-term future of the derelict Grade A listed Woodbank House, currently on the 'Buildings at Risk' Register
- Brings vacant, derelict land at Woodbank back into active use

We hope to convey our vision for a **£40m world-class accommodation-led tourism destination** that integrates itself with the current community of Balloch, bringing with it, much-needed investment and job creation in the village.

We have made a firm commitment to the local community to listen to feedback which will help shape our plans as we move forward. A second consultation event will take place at the end of the year to give you clearer detail on how your feedback has shaped the proposals before they are submitted to the National Park Authority.



West Riverside, C.1920



West Riverside, Present Day



Woodbank Hotel, pre-1940



Woodbank, Present Day



About Flamingo Land

Flamingo Land is a family owned Scottish Company who moved from Scotland to Yorkshire and in 1973 established a business which has since grown to be one of the UK's leading leisure resorts and zoo parks, attracting around 1.5 million visitors per year.

It has a strong commitment to welfare and biodiversity standards, and prides itself in its impressive track record in education and training with a full education programme recognised to align with the National Curriculum and supporting higher education opportunities within the resort.

It has become an integral part of the Yorkshire community and business landscape supporting many other local businesses and supply chain which form an important part of its successful operations.

Lomond Banks is major step away from Flamingo Land's traditional portfolio of theme parks with plans for a development including family accommodation, a craft brewery, leisure centre and swimming pool, restaurants, events area, pathways and landscaping, but no theme park rides and certainly no flamingos.

Being Scottish and truly understanding Scotland's countryside, the family hopes to use its decades of knowledge and expertise in biodiversity, conservation, employability, training and supporting local supply chain - to deliver a world-class tourism development sensitive to its Loch Lomond and National Park setting, that can bring big benefits to the local community.




Purpose of the Consultation:

To present our new plans informed by the feedback received on the previous application:

- Proposals that are rooted in the Local Development Plan and the outcomes of the Balloch Charrette
- Proposals that are a major step away from Flamingo Land's existing portfolio of theme parks, instead creating a new bespoke accommodation-led resort in a waterfront and woodland setting
- Proposals shaped by community, stakeholder and National Park Authority feedback, delivering:
 - A destination for tourists and locals alike that has been specifically designed to complement the scenic landscape and existing businesses in the area
 - A development inspired by the award-winning tourism forest adventure parks and woodland accommodation already on offer in Scotland's National Parks
 - A drive to become Scotland's most sustainable tourism resort
 - An accessible, affordable and family orientated resort
- To receive and understand local views and knowledge and to use that to develop the design proposals

How to Leave Feedback

You can leave feedback via any of the following 4 options:

1. Complete the online questionnaire available at www.lomondbanks.com/consultation
2. Access the form within the virtual consultation by clicking on the  button
3. Email us at support@lomondbanks.com
4. Write to us at Stantec UK Ltd, Lomond House, 9 George Square, Glasgow, G2 1DY

What will we do with the feedback?

- Feedback will be used to help shape design proposals
- Evolved designs will be presented at a further consultation event in November
- A pre-application consultation report demonstrating how feedback has been addressed will be submitted with the planning application



Lomond Banks site outlined in red.



Development Context

Loch Lomond and The Trossachs National Park

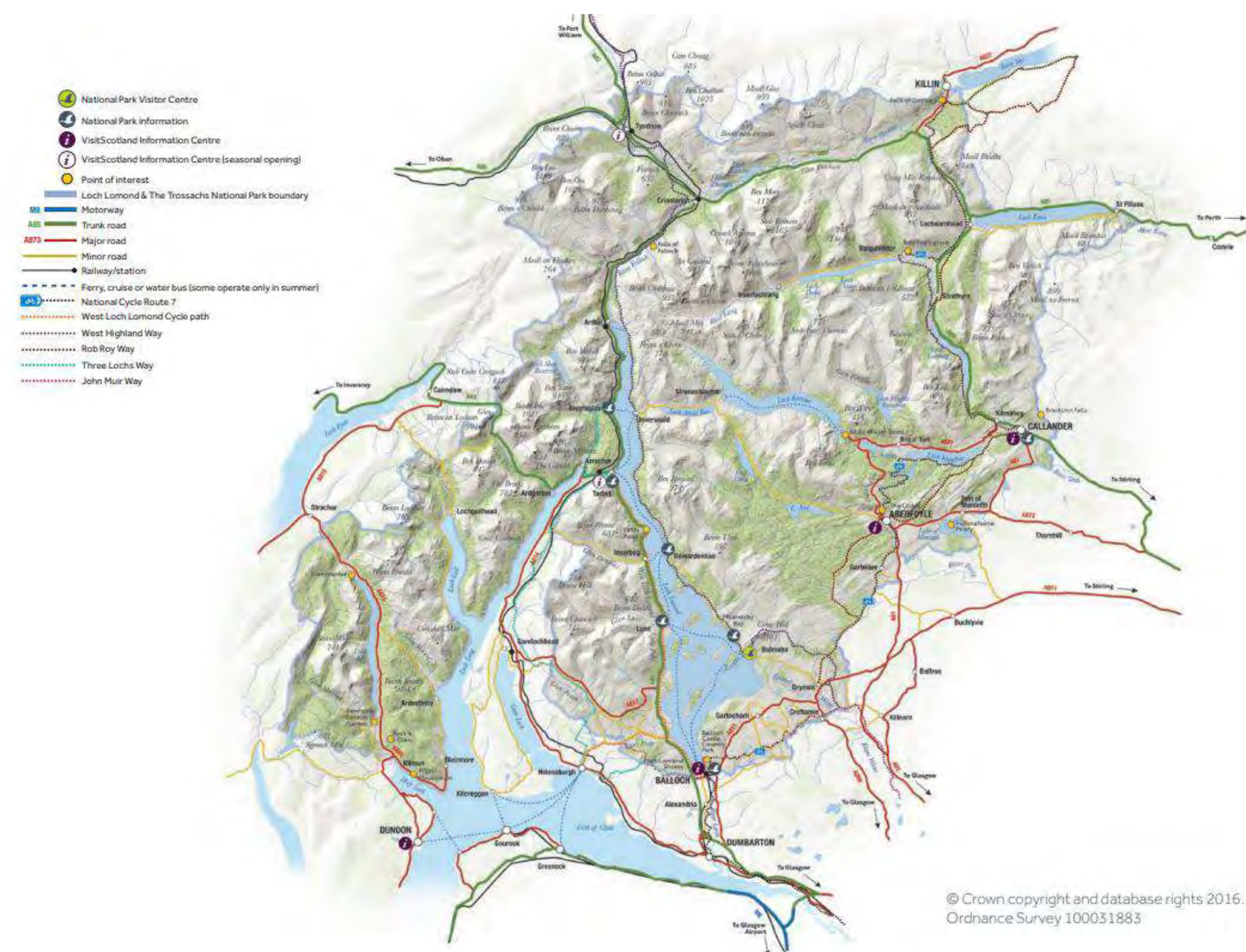
Loch Lomond and The Trossachs National Park (LLTNP) was established by the Scottish Parliament in 2002 recognising that, as a special area close to a large population centre, it required dedicated management to balance visitor use with conservation.

Tourism is the largest industry for the National Park and the benefits of and its impact need to be carefully managed. The LLTNP Aims as set out in the National Parks (Scotland) Act 2000, help to do this.

LLTNP Aims

To conserve and enhance the natural and cultural heritage of the area;

- To promote the sustainable use of the natural resources of the area;
- To promote understanding and enjoyment (including enjoyment in the form of recreation) of the special qualities of the area by the public; and
- To promote sustainable social and economic development of the area's communities.



Extract from Adopted LDP (2017)

How does the development contribute to the National Park's Aims?

The proposals being developed for Lomond Banks will respond to the LLTNP aims by:

- Protecting and conserving natural and cultural heritage sites including A-Listed Woodbank House and the ancient woodland at Drumkinnon Wood
- Providing year-round facilities for all ages and abilities creating an inclusive destination from which people can explore the National Park and learn about its special landscape setting
- Developing a sustainable resort
- Creating local jobs during the construction phase and long-term employment and training opportunities once operational. Opportunities to work with local businesses to provide services and activities will bring an economic boost to the whole area.

Why Invest in Balloch?

Balloch sits on the shores of Loch Lomond and is the southern gateway to the National Park. With easy road and rail access Balloch attracts a high number of tourists, especially day-trippers. Balloch is one of the most sustainable locations for new tourism development within the National Park and proposals for new accommodation and activities will encourage people to stay for longer and use Balloch as a base for exploring the National Park.

The future development of Balloch is guided by the Local Development Plan (LDP) which has identified West Riverside, Woodbank House and Station Square as sites suitable for tourism development.



£40m investment in Balloch

Job Opportunities

Managed Year-Round Visitor Facilities

Development in line with the LDP



The Local Development Plan (LDP) 2017-2021

The LDP identifies development sites within Balloch to enhance the tourism offer and improve the overall visitor experience which the LDP defines as:

A high quality, authentic experience for visitors, with many opportunities to appreciate and enjoy the natural and cultural heritage within an internationally renowned landscape that compares to the best on offer around the world.

Extracted from LDP Vision

The allocated sites in Balloch include:

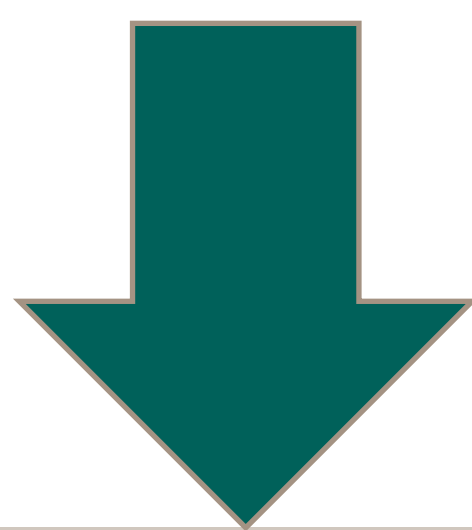
- **West Riverside (VE1)** allocated for Visitor Experience uses
- **Woodbank House (VE4)** allocated for Visitor Experience uses
- **The Old Station (MU1)** allocated for Mixed Use of Visitor Experience and Transport

West Riverside, Woodbank House and Station Square (The Old Station) make up the proposed Lomond Banks development area

The proposals have been guided by adopted policies:

- **Visitor Experience Policy 1** Location and Scale of New Development and
- **Visitor Experience Policy 2** Delivering a World Class Visitor Experience

The LDP promotes specific sites where tourism development can be accommodated to meet the tourism market demands while conserving and enhancing the natural environment.



How the proposals respond to the LDP

There is currently an inadequate supply of visitor facilities across the Park. The proposals seek to **develop sites allocated in the LDP**, including West Riverside, Woodbank House and Station Square, for uses that fully accord with the LDP policies. The proposals will increase supply of new facilities, accommodation and infrastructure in a sustainable location.

The **National Park Action Programme** notes that the Authority will “*encourage development on the site in accordance with the LDP*”, a welcome and positive statement of intent for Woodbank House and West Riverside.

The **Vacant & Derelict Land register** and the **Buildings at Risk register** both reference the Grade A listed Woodbank House and support its restoration and active use noting that the National Park Authority “*expect to see development come forward on these sites*”.

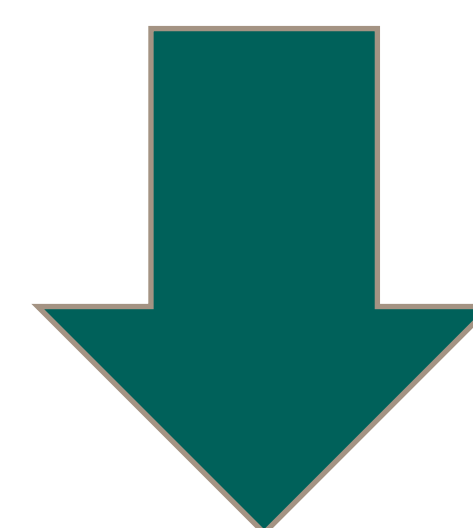


Extract from Adopted LDP (2017)

Balloch Charrette (2016)

The Balloch Charrette process identified key themes for the future development of Balloch, which are informing the Lomond Banks proposals:

- Balloch as a **gateway** to the National Park and a destination on Loch Lomond
- **All-year round** activities for all ages and abilities
- **Easy to get to with a strong sense of arrival** and easy to move around
- A more **coordinated village**
- **Improved connection** with Loch Lomond Shores



How the proposals deliver the aims of the Charrette

The development at Lomond Banks will play a part in addressing these themes by:

- Improving the range of activities available making Balloch a year round destination
- Providing a range of accommodation to meet different visitor needs and wants
- Delivering improved linkages between Balloch and the Pierhead and Loch Lomond Shores
- Creation of new paths and installation of wayfinding signage
- Public realm improvements at Station Square providing a welcoming arrival space.



What's Different?

Dispelling the Myths

We're listening, the proposals are different

We are committed to working with the community to understand the importance of Loch Lomond and the National Park to both local residents and visitors to the area. We have revisited the comments received during the 2019 planning process and have developed updated proposals.



Site Area	Change
Pierhead	Smaller buildings proposed to reduce landscape and visual impact. Greater separation to Grade A listed Winch House and Loch Lomond foreshore
Drumkinnon Wood	No development proposed in the Ancient Woodland of Drumkinnon Wood. Existing paths will be enhanced and a woodland management strategy will be developed to protect and conserve an accessible woodland
Woodbank House	The house and its outbuildings will be renovated and brought back into active use
Riverside	Access maintained for boat clubs. Public access and established paths maintained

The concerns have been heard and plans amended

Lomond Banks can be delivered in a way which complements and is sympathetic to the surrounding environment, whilst providing visitor facilities, accommodation, investment and job creation.

Concern	Reassurance
Development outwith LDP allocated Sites	Woodbank House and West Riverside are both allocated in the LDP for tourism development, and development of these sites is encouraged in the LDP.
Theme Park Rides on Site	The vision for Lomond Banks is to create a world class family holiday village and the proposals do not include any theme park rides. Lomond Banks is taking inspiration from other woodland and waterfront resorts in Scotland such as Landmark in the Cairngorms National Park.
Protected Species	Ecology surveys are ongoing and any protected species, such as bats and red squirrels, will be properly managed and protected.
Public Access	Access to all key destinations and routes through the site will be maintained during the construction phase. Any impacts on walking/cycle routes during the construction phase will be short term and localised diversions will be put in place. Once operational, there will be 24/7 unrestricted public access allowed and on-site management will ensure safety for all. Access to the boat clubs will also be maintained.
Commitment to Training and Employment	We are working with stakeholders to ensure education and employability plans are put in place for both construction and operational phases.
Drumkinnon Gate Estate	A minimum 12m wide landscape buffer continues to be included around Drumkinnon Gate Estate.
Connectivity to Balloch	It is proposed to include a monorail station to connect Station Square in the heart of Balloch to the Pierhead and Loch Lomond Shores.
Local Businesses	Current and ongoing briefings with local businesses to identify ways to work together and maximise construction and operational local supply chain opportunities
Flamingo Land as an Employer	No zero hours contracts and Flamingo Land has committed to paying the Scottish Living Wage.



Site and Surrounding Area

Understanding the conditions on the site and in the surrounding area is crucial to ensuring the Lomond Banks proposals are appropriate for the site, for Balloch and for the wider National Park. Analysis of the site and the surrounding area has identified the development constraints and we are using this information to develop design solutions and make the most of opportunities.

Archaeology

Archaeological work will identify any previously undiscovered archaeological remains and allow for their preservation or excavation and recording in advance of construction.

Ecology

Ecological surveys are underway to establish the ecological value of the site and identify important features for protection. Subsequent designs will be assessed and required mitigation measures implemented.

Trees and Woodland

A Tree Survey will be undertaken and will be used to determine the location of buildings and infrastructure. Opportunities for woodland management and conservation will be incorporated into the development to ensure significant trees and ancient woodland remain in place.

Traffic and Transport

A Transport Assessment will predict the traffic impact on the local road network and will identify any mitigation measures. Priorities include minimising vehicle movement across the site and maintaining access to the slipway. Opportunities to work collaboratively with surrounding businesses to provide shared car parking will be explored to maximise the overall Balloch visitor experience.

Connectivity

Access to existing paths and trails including the John Muir Way and National Cycle Route 7 will be maintained. New routes with signage will be created to encourage movement between Balloch, Lomond Banks and Loch Lomond Shores.

Flood Risk

A Flood Risk Assessment has identified areas of the site at risk from flooding. It is being used to guide development to suitable locations of the site and identify any mitigation to minimise flood risk on site and elsewhere.

Heritage

Assessment of the historic, A-Listed Woodbank House and its setting has been carried out to inform the refurbishment and reuse. The A-Listed winch house and slip inform the location and scale of proposed adjacent buildings.

Landscape and Visual Impact

LVIA will identify potential landscape and visual effects. It will give an indication of the visibility of the proposals in the surrounding landscape. This will inform the designs to minimise landscape and visual impact.

Ground Conditions

Site investigations have been completed with no constraints identified.

Pipeline

Consultation with Ineos has taken place to identify developable areas.

Opportunities



Constraints



The Vision

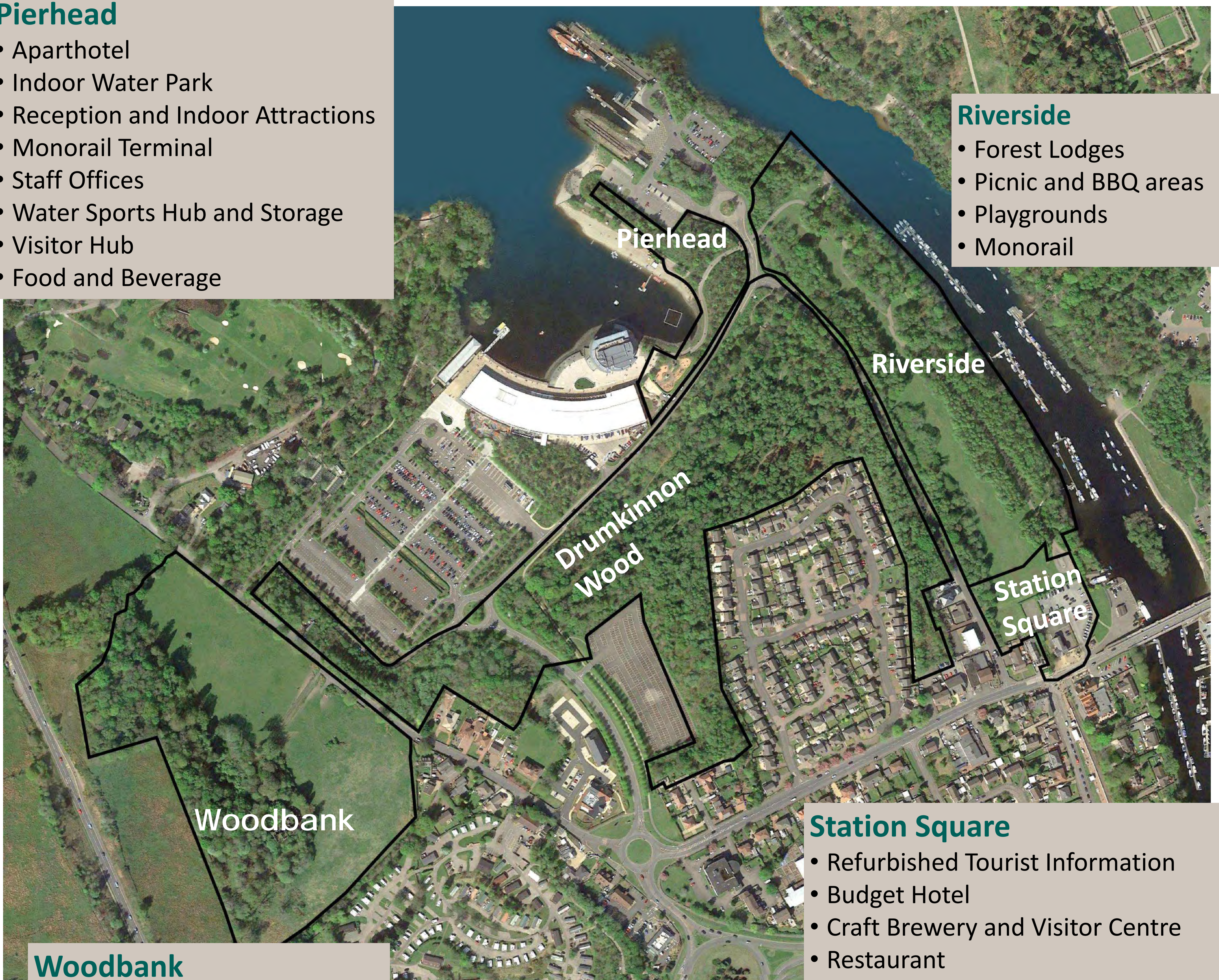
The development vision for Lomond Banks is to create a £40m world class family waterfront tourist destination at Balloch, which complements the local environment whilst bringing investment and job creation to Balloch and the surrounding area. To achieve this Lomond Banks is made up of five different character areas, all individually designed to reflect the surrounding environment.

Pierhead

- Aparthotel
- Indoor Water Park
- Reception and Indoor Attractions
- Monorail Terminal
- Staff Offices
- Water Sports Hub and Storage
- Visitor Hub
- Food and Beverage

Riverside

- Forest Lodges
- Picnic and BBQ areas
- Playgrounds
- Monorail



Woodbank

- Woodland Lodges
- Bothies
- Woodbank House retained and converted to holiday apartments
- Boathouse Activity Centre

Drumkinnon Wood

- No built development in ancient woodland area
- Paths and trails
- Woodland management plan will maintain and conserve the trees

Station Square

- Refurbished Tourist Information
- Budget Hotel
- Craft Brewery and Visitor Centre
- Restaurant
- Enhanced Public Square
- Performance Amphitheatre
- Monorail Station





The Proposals

Woodbank

We are committed to the conservation and redevelopment of the Grade A listed Woodbank House, restoring the house and ancillary derelict buildings into high quality self-catered holiday apartments. Woodland lodges and bothies will also be developed in this area.



Station Square

A lively arrival point which connects Lomond Banks to the heart of Balloch and where a craft brewery and visitor centre will be built alongside a 'Boots and Bikes' style budget hotel; an improved tourist information centre, new public toilets and an entertainment area where free events will be staged throughout the year. It will also contain the terminus for a monorail that connects the Square to the Pierhead.



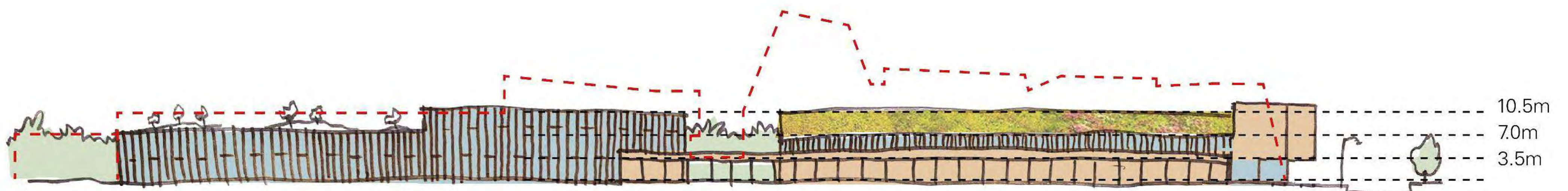


The Proposals

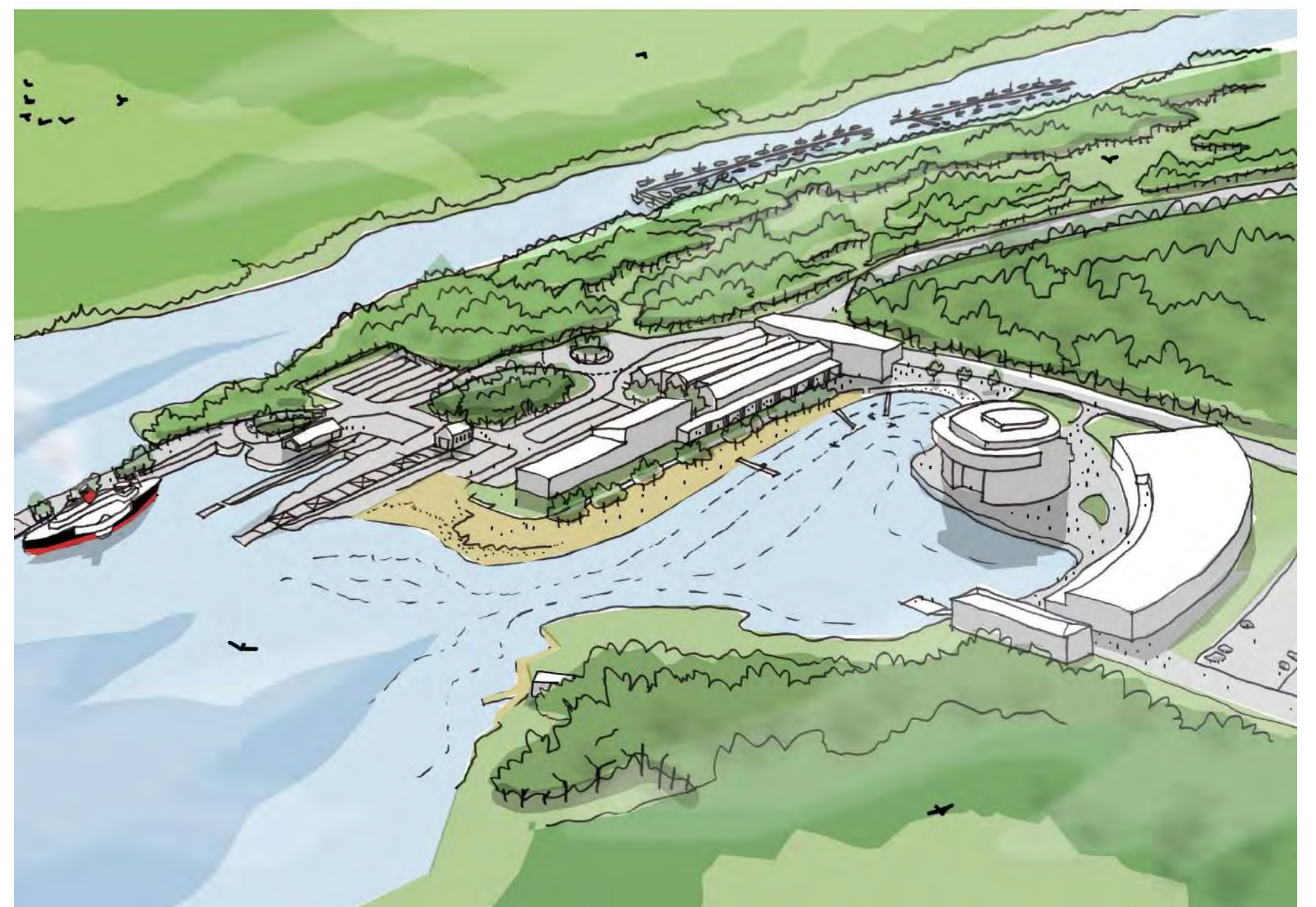
Pierhead

Beside the slipway and the Maid of the Loch, a hotel and indoor/outdoor water based leisure centre. Public access to the beach and access to and parking for the slipway and Maid of the Loch will remain.

The dashed red outline on the image below demonstrates the significant reduction in height of the Pierhead buildings compared to the designs presented in the previous planning application.



Elevation facing Drumkinnon Bay



Riverside

Along the River Leven, this wooded area will contain carefully positioned eco-lodges as well as tree lined public walk ways and cycle paths and access to the River Bank. The existing Pier Road will be upgraded and remains open to cars and boat trailer traffic.



Sustainability Vision

Flamingo Land have an ambition to make Lomond Banks Scotland’s most sustainable tourism resort by:

- Minimising energy demand from new buildings and infrastructure
- Minimising car use by eliminating the need for car use by visitors once on-site
- Maximising the opportunities for public transport including connections from Balloch Rail Station
- Retaining existing buildings and making them energy efficient
- Using zero carbon heat sources
- Exploring the potential to generate energy on site by utilising the natural opportunities of the location
- Considering energy consumption across the site with district systems that balance the demands of all the facilities throughout the day and seasonal changes.
- Minimising the embodied carbon of the development during construction

Lomond Banks will:

- Improve biodiversity by removing invasive non-native species and implementing a woodland management plan
- Encourage visitors to explore the National Park in sustainable ways including by bike and e-bike
- Offer opportunities to learn about the unique and special landscape in the National Park and educate people on how to be responsible tourists and respect and protect the environment.



Informed By:

LLTNP ‘Mission Zero’

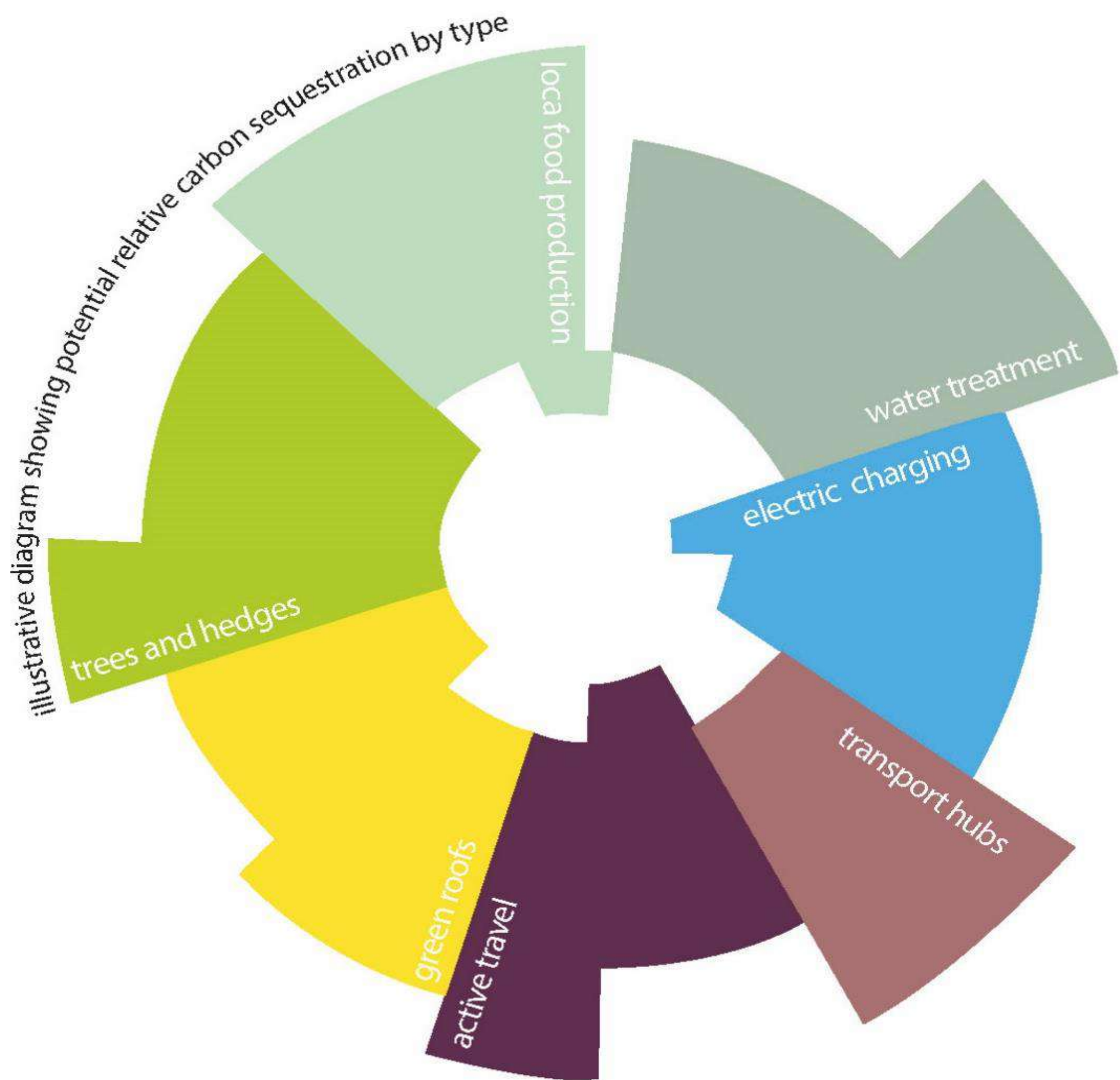
Flamingo Land’s sustainability plans and ambitions will be informed by and aligned with Loch Lomond and the Trossachs National Park Authority’s plans for net zero. Their ‘Mission Zero’ plan is currently being prepared and when available will guide the measures implemented at Lomond Banks to develop and operate the resort in a sustainable way.

West Dunbartonshire Council Climate Change Strategy

West Dunbartonshire Council’s Climate Change Strategy sets a foundation for their plan of action and response to Scotland’s Climate Emergency and 2045 net zero carbon reduction target.

Climate Ready Clyde Adaptation Strategy & Action Plan

Being prepared for the future predicted effects of climate change is essential to ensure Lomond Banks is a sustainable resort, which is able to continue to provide a world class visitor experience and high quality skilled jobs in its unique landscape setting. This is why the Flamingo Land team are using the Climate Ready Clyde Adaptation Strategy and Action Plan to look at ways to future-proof Lomond Banks, to integrate ways to manage climate risks and to build a resort that has economic, social and environmental resilience to climate change.



Research and Development

Anderson, Bell and Christie (ABC), the architects designing Lomond Banks, are working in partnership with the University of Strathclyde on a research project focussed on ‘Zero Carbon Neighbourhoods’.

The project will identify local place-based carbon sequestration and offsetting strategies to deliver whole life net zero carbon. It is intended that Lomond Banks will become part of the project and benefit from the innovative approaches to sustainability.

Sustainability at Lomond Banks will go beyond the boundaries of the site, with the mission to be sustainable starting from the minute visitors leave their front door to travel to the resort.



Economic Impact and Community

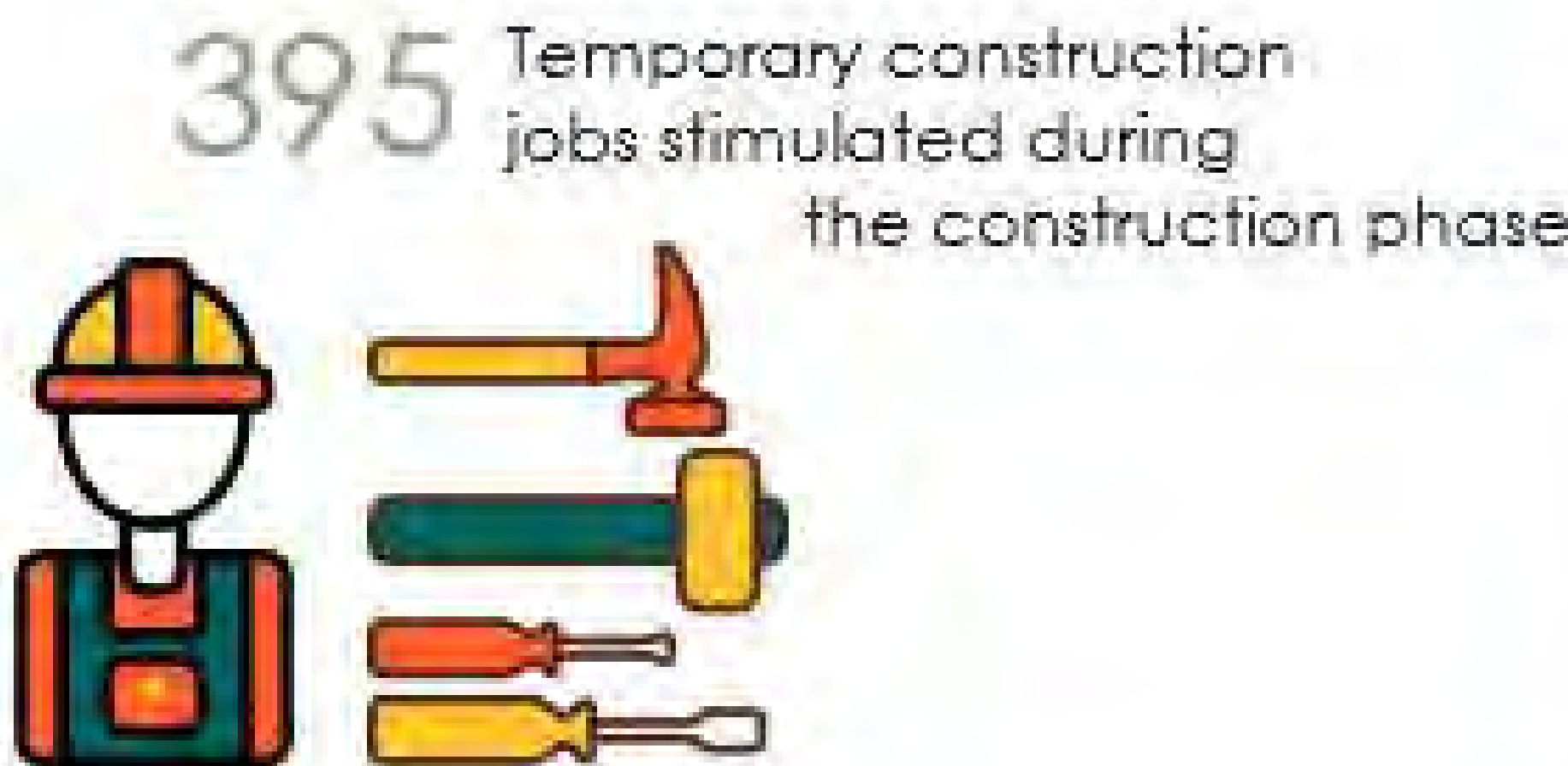
Predicted Benefits

Flamingo Land are committed to delivering a sustainable development that has community and economic benefit for the local area. This can be achieved by:

- Creating jobs for local people
- Providing new health and wellbeing facilities in Balloch for use by local people
- Creating new paths and walkways that will make walking and cycling safer and more accessible
- Providing a base for exploring all of Loch Lomond and the Trossachs National Park
- Improving woodland access and an opportunity to learn about species protection and conservation

Economic Impact

Tourism Investment
in Lomond Banks



Annual expenditure in the local economy by new visitors



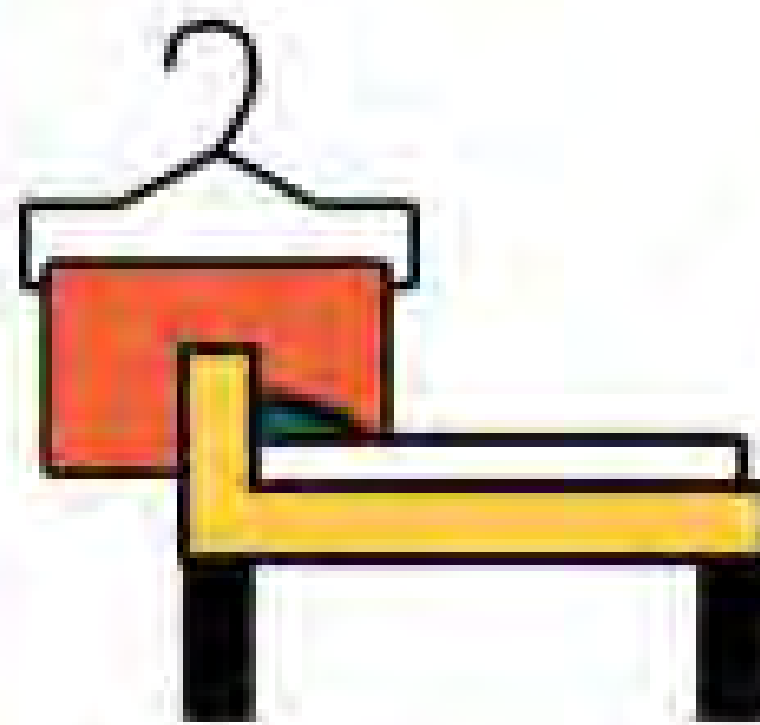
New jobs supported in the local economy



£4.2 million

200

GVA uplift to the local economy every year



239 New bedspaces



Improved access to woodlands

New public space for recreation and leisure



Figures derived from current estimates of construction cost and operational characteristics. Subject to change pending planning approval.



Feedback

Thank you for taking the time to learn more about the proposals for Lomond Banks. We would appreciate your feedback.

The comments will be collated and the findings will be used to develop the proposal further.

Second Public Consultation

In November, a second public consultation event will be held at which point we will be able to share more detailed plans with you. We hope to hold this as a face-to-face event in Balloch, but this will be dependent on Covid-19 Regulations and restrictions at that time. If a face-to-face event is not possible, an online consultation like this one will be arranged instead. All details will be advertised nearer the time.

Stay up to date

For the most up to date information please check our website www.lomondbanks.com, and sign up for our newsletter.

Now that you have seen the initial proposals, we'd be grateful if you can share your thoughts with us. You can do this in any of the following ways:

Complete a Feedback Form:

Available at
lomondbanks.com/consultation

Writing to:

Stantec
5th Floor
Lomond House
9 George Square
Glasgow, G2 1DY

Email:

support@lomondbanks.com

Online Event:

Take part in our live online event on Thursday 7th October between 7pm and 8pm. You can register for the event and submit questions in advance at lomondbanks.com/consultation

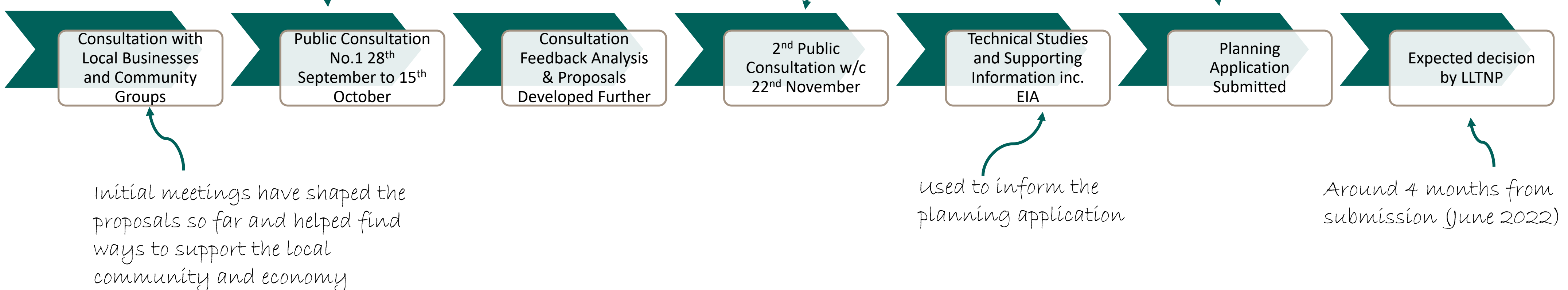
Comments should be submitted by:
15th October 2021

Project Planning Timeline

We are here. Proposals available to view online & Live online event 7th October

In-person event in Balloch (subject to Covid-19 Regulations)

Application for Planning Permission in Principle submitted to LLTNP in February 2022



Artist's impression of new woodland lodges in Riverside area



Appendix J Online Event Feedback Form



Lomond Banks

Your views are essential to helping us shape our proposal ahead of planning submission and make it a world-class development that Balloch can be proud of. Please fill in the form below before 5pm on Friday 10th December to have your view taken into account in the Public Consultation.

We take your privacy seriously:

Stantec UK Ltd, hosting this consultation on behalf of Flamingo Land Ltd, is 100% compliant with the General Data Protection Regulation (GDPR). To learn more about how we collect, keep, and process your private information in compliance with GDPR, please view our privacy policy at <https://www.stantec.com/en/copyright>.

* Required

1. Please provide your name *

2. Please provide your email address *

3. Are you responding on behalf of an organisation? *

☐ Yes

☐ No

4. If yes, which one? *

5. Where do you live (town or nearest town) *

6. Please tick your age group: *

☐ Under 18

☐ 18-35

☐ 36-44

☐ 45-59

☐ 60-69

☐ 70 plus

7. Have you reviewed the exhibition materials in the consultation portal at <https://lomondbanks.com/consultation> *

☐ Yes

☐ No

8. Do you welcome proposals to create a family tourism destination at West Riverside and Woodbank House (Lomond Banks) in Balloch? *

☐ Yes

☐ No

9. What do you like about the proposals? *

10. What do you dislike about the proposals? *

11. Did your opinion of the proposals change after you viewed the exhibition? *

☐ Yes

☐ No

12. Are you aware of the previous proposals to develop the site brought forward by Flamingo Land Ltd in 2018/19? *

☐ Yes

☐ No

13. What do you think of the revised proposals at **The Pierhead**. Are there any additions you would make or revisions you would propose?

14. Does **Station Square** provide an appropriate public space for Balloch? What, if anything would you change here?

15. Designs for **Riverside** have been amended to place the development around existing trees, allow for planting of additional trees and maintain public access. What are your thoughts on the proposals for this area?

16. Are you aware of the current condition of buildings and land at **Woodbank** and what do you think of the proposals to regenerate this area bringing a registered 'Building at Risk' and an area of 'Vacant and Derelict Land' back into active use?

17. Do you have any further comments to make about proposals for the other areas of development identified in the exhibition including **'The Boathouse'** and **'Ben Lomond Way'**?

18. Which of the following do you consider important to the development? (Please select all that apply)

- ☐ People travel to Lomond Banks using public transport
- ☐ Lomond Banks is carbon neutral
- ☐ Visitors to Lomond Banks have the opportunity to learn about the National Park and its special qualities
- ☐ Electric vehicles and electric bikes can be hired from Lomond Banks
- ☐ Lomond Banks works towards zero avoidable waste
- ☐ Lomond Banks offers skills training and employment opportunities for local people
- ☐ Other

19. Please give us your views about the consultation process.

20. Are there any other comments you would like to make?

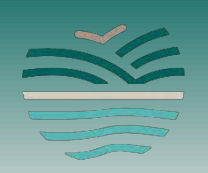
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Appendix K In-Person Consultation Photos



Appendix L In-Person Consultation Event Boards



Welcome to Lomond Banks

Welcome

Thank you for taking the time to visit the Lomond Banks Consultation. We are pleased to share with you the developing plans for Lomond Banks, located at West Riverside and Woodbank House Estate in Balloch, adjacent to Loch Lomond Shores.

The intention of Flamingo Land, the developer behind the plans for Lomond Banks, is to create Scotland's **first 'Whole Life Zero Carbon' Resort:**

- A waterfront development which is sensitive to its position within the National Park
- Visitor accommodation-led
- Incorporating scenic walkways
- A year-round centre with indoor swimming, play and attractions area
- Reflects the local environment
- Maintains freedom of public access throughout the site
- Secures the long-term future of the derelict Grade A listed Woodbank House, currently on the 'Buildings at Risk' Register
- Brings vacant, derelict land at Woodbank back into active use

We hope to convey our vision for a **£40m world-class accommodation-led tourism destination** that integrates itself with the current community of Balloch, bringing with it, investment and job creation in the village.

Information in this Second Consultation

Consultation Themes

We have identified some key themes from the first consultation that are of interest to people and have provided more information on:

- The planning process and development timescales
- Design of development
- Ecology & Trees
- Ongoing survey work and the influence on design
- Roads and transport
- Employment and training opportunities
- Public access during operation
- Sustainability vision



Lomond Banks site outlined in red.

Planning Process

The planning process we are following, and the information you can expect to see at each stage is outlined below.

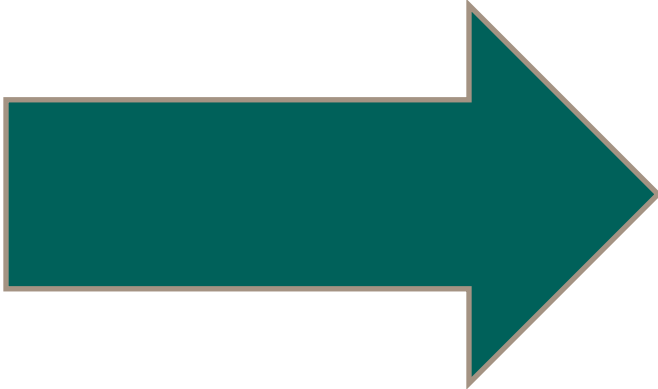
August ‘21 – January ‘22

Planning Application Preparation

We are currently undertaking the necessary surveys and work to demonstrate that the site can accommodate development:

- Transport Assessment
- Tree Survey
- Ecological Surveys
- Indicative Designs

These will be available to view and comment on when the planning application is submitted.



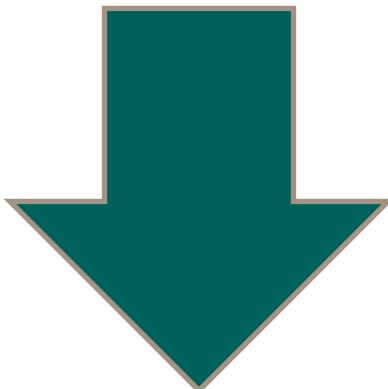
August ‘21 – January ‘22

Environmental Impact Assessment

An Environmental Impact Assessment (EIA) is being prepared to identify the likely significant environmental effects of the proposed development.

An Environmental Impact Assessment Report will be available to review and comment on when the application is submitted. The EIA Report will:

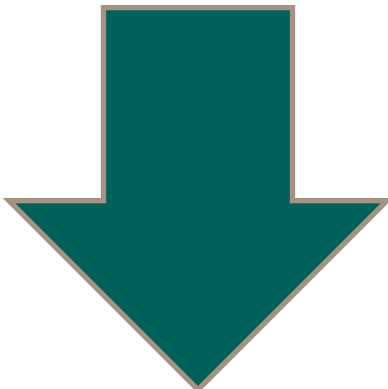
- Detail how the environmental information was gathered
- Describe the proposed development
- Predict and describe the environmental effects
- Define ways of avoiding, reducing or compensating the adverse effects



June ‘22

Target Planning Decision

As a ‘major’ application for Planning Permission in Principle, accompanied by EIA, the target decision timeframe for decision is four months from the registration of the application. It is anticipated that the decision will be taken by the National Park Board, following a recommendation from the planning department.



February ‘22 – June ‘22

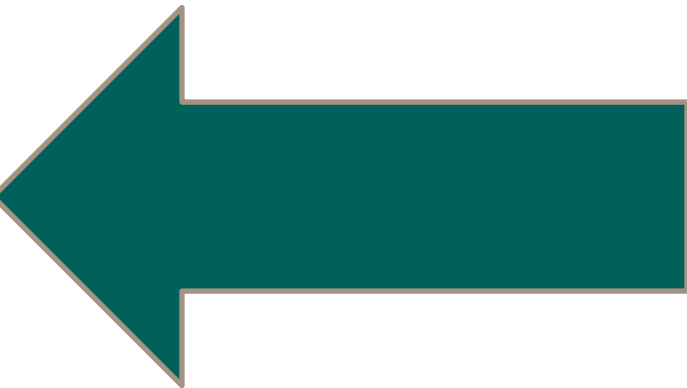
Planning Permission in Principle Application

We will be submitting a Planning Permission in Principle application.

This will establish the acceptability of a development of this nature in this location.

As we are establishing the principle of development, all design details are indicative at this stage.

Designs are intended to give an impression of what the development will look like.



June ‘22 – December ‘22

Detailed Design

If Planning Permission in Principle is granted, we will have a number of conditions attached which will guide the final designs and development of the site, this will lead to us submitting **further detailed applications** seeking approval for our proposals including the total number of units to be built, their exact locations on the site, access roads and landscaping.

You will be able to view and comment on further applications on the LLTNP planning portal.



- Construction start anticipated 2023
- First phase opening in 2024

Themes from October Consultation

We have reviewed the feedback received during our October consultation and understand which aspects of the proposals people are most interested in and what they would like to know more about. The table below shows the key themes from the consultation undertaken so far and what we are doing to respond to the matters raised.

Matter Raised	Applicant's Response
<div><h3>Sustainability</h3></div>	<p>The total carbon from the construction and operation of Lomond Banks will achieve a net zero impact on the climate during its lifetime. A neutral effect on the local environment will be achieved by:</p> <ul style="list-style-type: none">• Minimising energy demand from new buildings and infrastructure. Buildings will be highly insulated and provide comfort with a greatly reduced energy demand• Long term elimination of the use of fossil fuels• Existing buildings will be retained where possible and made energy efficient• Minimising dependence on fossil fuels by using zero carbon heat sources• Generating energy on site by utilising the natural opportunities of the location that cause no harm to the environment• Considering energy consumption across the site with district systems that balance the demands of all the facilities throughout the day and seasonal changes• Minimising embodied carbon during the construction of the development <p>Lomond Banks is planned to be part of a Research & Development Project focused on ‘Zero Carbon Neighbourhoods’ in partnership with the University of Strathclyde and project architects Anderson, Bell + Christie.</p> <p>This will identify local place-based carbon sequestration and offsetting strategies to deliver whole life net zero carbon. A holistic approach to sustainability that looks beyond the boundaries of the location, considering everything from visitor journeys and minimising car use, to on-site water filtration and treatment.</p> <p>There will be an emphasis on the protection of trees and the enhancement of local ecology. New planting to enhance carbon sequestration will be in balance with the local ecosystem.</p>
<div><h3>Current Lack of Facilities for Tourists in Balloch</h3></div>	<p>The proposals at Station Square will deliver new public toilets, seating areas and rubbish bins.</p> <p>Flamingo Land has decades of experience running tourism destinations so will be able to support the local area with ‘boots on the ground’ support to assist with parking and traffic coming into the area, rubbish collection, litter picking and providing facilities to accommodate the needs of the visitors to the area.</p>
<div><h3>Ecology & Trees</h3></div>	<p>Ecology and tree surveys are still ongoing, and the proposals are being designed around identified features. Key influences on the site design in recent times include:</p> <ul style="list-style-type: none">• Tree surveys at Riverside and Woodbank House• Identification of development-free areas that can accommodate additional tree planting• Invasive non-native species targeted for control and removal• Bluebells and other native woodland ground cover species prioritised for retention• Bats and Nesting Birds – these are the two primary ecological influences on design and layout at this time. Extensive survey work has confirmed that other protected species are either not present or are active in remote parts of the site where development is not proposed• Embedded mitigation that has been designed into the development, together with any additional mitigation required, will be clearly identified in the planning application

We have reviewed the feedback received during our October consultation and understand which aspects of the proposals people are most interested in and what they would like to know more about. The table below shows the key themes from the consultation undertaken so far and what we are doing to respond to the matters raised.

Matter Raised	Applicant's Response
<div>Public Access</div> <div></div>	<p>Public access will remain across the site.</p> <p>It will still be possible to use the paths alongside the River Leven, through Drumkinnon Wood and along the shore of the loch.</p> <p>New paths will be created, existing ones properly maintained and lighting and signage will guide people around the development and between Balloch and Loch Lomond Shores.</p>
<div>Roads and Transport</div> <div></div>	<p>A Transport Assessment is being prepared to accompany the application, based on a scope agreed with West Dunbartonshire Council. It is expected that the detail will be assessed by both West Dunbartonshire Council and Transport Scotland once the application is lodged.</p> <p>The Assessment will consider:</p> <ul style="list-style-type: none">• Traffic flows at key junctions in Balloch and at the A82 / A811 junction• Car and cycle parking provision across the site• Proposals for internal visitor movement including a monorail and low carbon transportation options• Connectivity with Balloch and Loch Lomond Shores and measures to improve the current position• Any impacts that require mitigation will be clearly identified alongside any mitigation measures proposed <p>Flamingo Land aims to minimise the impact of visitors on the local road network:</p> <ul style="list-style-type: none">• Visitors will be actively encouraged to travel by train and bus. The monorail start-point will be just a few hundred metres from Balloch Railway Station• Guests arriving by car will have little need for their cars following arrival. Lomond Banks will be an environment where the car is parked up once and visitors can explore the National Park and wider area by boat, bus, bike (including electric bikes), foot and train• There will be no set changeover day for accommodation to avoid creating peak traffic movement days• Traffic management measures will be identified for peak periods making best use of Flamingo Land's long history of visitor management <p>It is acknowledged that there are existing wider traffic concerns about travel to and around the Loch Lomond area as it is a key tourist destination. Flamingo Land confirm that they look forward to the opportunity of participating in a steering group with the wider business community and National Park to look at traffic issues and identify any necessary improvements.</p>
<div>Lack of Employment and Training Opportunities</div> <div><div><div>395</div><div>Temporary construction jobs stimulated during the construction phase</div><div></div></div><div><div></div><div>New jobs supported in the local economy</div><div>200</div></div></div>	<p>Flamingo Land has a rich heritage in training staff and education to ensure that its staff are given the tools to be the best in the industry.</p> <p>This ethos will be embedded at Lomond Banks and Flamingo Land are already in talks with local educational establishments to discuss partnership working.</p> <p>Lomond Banks will be a Scottish Real Living Wage employer.</p>

The Local Development Plan (LDP) 2017-2021

The LDP identifies development sites within Balloch to enhance the tourism offer and improve the overall visitor experience which the LDP defines as:

A high quality, authentic experience for visitors, with many opportunities to appreciate and enjoy the natural and cultural heritage within an internationally renowned landscape that compares to the best on offer around the world.

Extracted from LDP Vision

The allocated sites in Balloch include:

- **West Riverside (VE1)** allocated for Visitor Experience uses
- **Woodbank House (VE4)** allocated for Visitor Experience uses
- **The Old Station (MU1)** allocated for Mixed Use of Visitor Experience and Transport

West Riverside, Woodbank House and Station Square (The Old Station) make up the proposed Lomond Banks development area.

The proposals have been guided by adopted policies:

- **Visitor Experience Policy 1** Location and Scale of New Development and
- **Visitor Experience Policy 2** Delivering a World Class Visitor Experience

The LDP promotes specific sites where tourism development can be accommodated to meet the tourism market demands while conserving and enhancing the natural environment.



How the proposals respond to the LDP

There is currently an inadequate supply of visitor facilities across the Park.

The proposals seek to **develop sites allocated in the LDP**, including West Riverside, Woodbank House and Station Square, for uses that fully accord with the LDP policies.

The proposals will increase supply of new facilities, accommodation and infrastructure in a sustainable location.

The **National Park Action Programme** notes that the Authority will “encourage development on the site in accordance with the LDP”, a welcome and positive statement of intent for Woodbank House and West Riverside.

The **Vacant & Derelict Land register** and the **Buildings at Risk register** both reference the Grade A listed Woodbank House and support its restoration and active use noting that the National Park Authority “expect to see development come forward on these sites”.

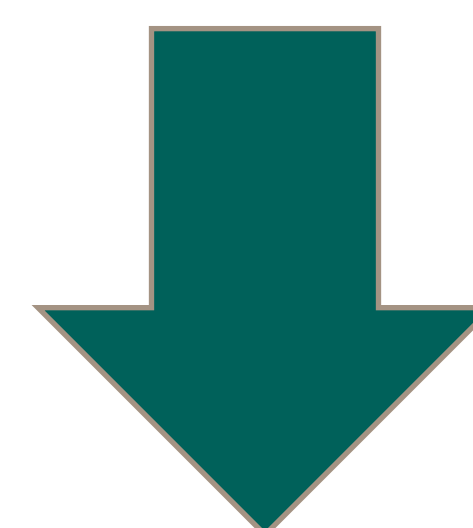


Extract from Adopted LDP (2017)

Balloch Charrette (2016)

The Balloch Charrette process identified key themes for the future development of Balloch, which are informing the Lomond Banks proposals:

- Balloch as a **gateway** to the National Park and a destination in Loch Lomond
- **All-year round** activities for all ages and abilities
- **Easy to get to with a strong sense of arrival** and easy to move around
- A more **coordinated village**
- **Improved connection** with Loch Lomond Shores



How the proposals deliver the aims of the Charrette

The development at Lomond Banks will play a part in addressing these themes by:

- Improving the range of activities available, making Balloch a year-round destination
- Providing a range of accommodation to meet different visitor needs and wants
- Delivering improved linkages between Balloch and the Pierhead and Loch Lomond Shores
- Creation of new paths and installation of wayfinding signage
- Public realm improvements at Station Square providing a welcoming arrival space

The Vision

The development vision for Lomond Banks is to create a sustainable £40m world class family waterfront tourist destination at Balloch, which complements the local environment whilst bringing investment and job creation to Balloch and the surrounding area. To achieve this, Lomond Banks is made up of five different character areas, all individually designed to reflect the surrounding environment.

Pierhead

- Aparthotel
- Indoor Water Park
- Reception and Indoor Attractions
- Monorail Terminal
- Staff offices
- Water Sports Hub and Storage
- Visitor Hub
- Food and Beverage

Drumkinnon Wood

- No built development in ancient woodland area
- Paths and trails
- Woodland management plan will maintain and conserve the trees

Riverside

- Forest Lodges
- Picnic and BBQ areas
- Playgrounds
- Monorail



Woodbank

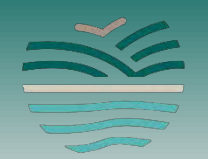
- Woodland Lodges
- Bothies
- Woodbank House retained and converted to holiday apartments
- Boathouse Activity Centre

Ben Lomond Way

- Staff facilities
- Back of house administration area

Station Square

- Refurbished Tourist Information Centre
- Budget Hotel
- Craft Brewery and Visitor Centre
- Restaurant
- Enhanced Public Square
- Performance Amphitheatre
- Monorail Station



The Proposals – Station Square

Station Square

- A lively arrival point which connects Lomond Banks to the heart of Balloch and where a craft brewery and visitor centre will be built alongside a 'Boots and Bikes' style budget hotel
- An improved tourist information centre
- New public toilets
- An entertainment area where free events will be staged throughout the year
- It will also contain the terminus for a monorail that connects the Square to the Pierhead

Design Progress

The Station Square area has required relatively little design input since the October public exhibition.

The proposals have been developed to include parking and a formal park and ride for Balloch Station (44 Spaces). This will be accommodated to the West of Pier Road whilst still maintaining the 11m buffer to Drumkinnon Gate

Additionally, the proposals for the monorail terminal and public facilities have been reviewed to ensure they respond to the comments received from the public in October.



1.Existing Park & Ride Carpark



Balloch Rd

Existing Park & Ride Carpark

2.Existing Park & Ride Carpark shown on Parameters Plan



Zone	Area	Proposed Use(s)
Zone A: Station Square	1	Mixed Use: Food & Drink, Entertainment and Budget Accommodation
	2	Tourist Information Services and Public Realm
	3	Visitor attraction and carpark
	4	Buffer Zone

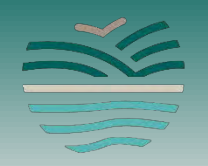
3.Existing Park & Ride Carpark and New Parking Location



New
Parking
Location

Balloch Rd

Existing Park & Ride Carpark



The Proposals – The Pierhead

Pierhead

- Beside the slipway and the Maid of the Loch, a hotel and indoor/outdoor water-based leisure centre
- Public access to the beach and access to, and parking for the slipway and Maid of the Loch will remain
- The dashed red outline on the image below demonstrates the significant reduction in height of the Pierhead buildings compared to the designs presented in the previous planning application.

Design Progress

We have taken great strides to reduce the height of the buildings at the Pierhead and align the aesthetics and materials with other buildings around the loch.

These plans have continued to develop since the last round of consultations and form a large element of our revised proposals.

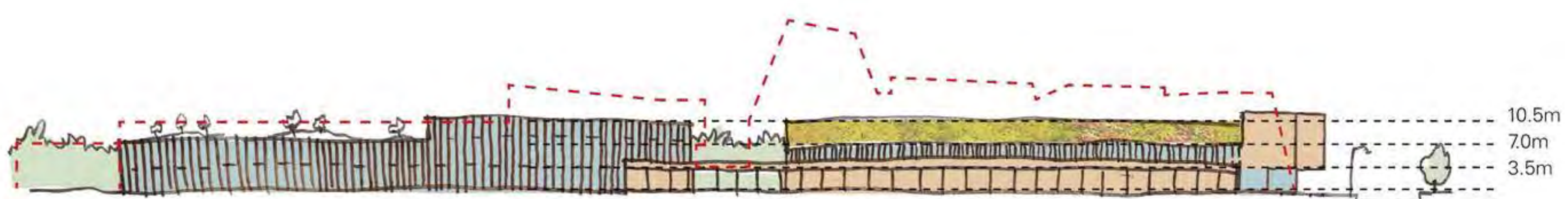
There will still be full public access with the freedom to roam on the beach area at the Pierhead and through the other areas within our proposals.

We are keen to enhance this area, and our proposals are in keeping with the stunning natural surroundings. With the maintenance of the area and upgrades to footpaths, as well as the introduction of the monorail leading to the Pierhead, these key areas of interest may indeed become more easily accessible.

The slipway will remain open and fully accessible for public use.



An artists impression of the current proposals for the Pierhead area



Elevation facing Drumkinnon Bay

A comparison showing the reduced scale of the current proposals with the previous scheme (red dashed outline)

The Proposals – Riverside

Riverside

Along the River Leven, this wooded area will contain carefully positioned eco-lodges as well as tree-lined public walkways and cycle paths and access to the riverbank.

The existing Pier Road will be upgraded and will remain open to cars and boat trailer traffic.



Design Progress

The design of the Riverside area has been developing as the tree surveys are undertaken.

The lodges have now been repositioned to move them away from the most densely wooded areas in order to avoid impacts on trees.



The Proposals – Woodbank

Woodbank

We are committed to the conservation and redevelopment of the Grade A listed Woodbank House, restoring the house and ancillary derelict buildings into high quality self-catered holiday apartments. Woodland lodges and bothies will also be developed in this area.



The currently derelict and ruined Woodbank House which will be refurbished as holiday let apartments

Design Progress

The design of the Woodbank area has been developing in response to the tree surveys and ecological surveys.

The lodge positions are being evaluated to place them in areas where there are currently Invasive Non-Native Species present, thereby placing lodges in areas that will be cleared.

Lodges and access routes are also being moved away from the most densely wooded areas in order to avoid impacts on trees.

The presence of Bats on site has provided the opportunity to include additional bat roosting facilities and structures within the proposals.



The Proposals – Ben Lomond Way & The Boat House

Ben Lomond Way

A small area to the west of the roundabout on Ben Lomond Way is proposed for administration, staff welfare and back of house activities, common to accommodation-led proposals such as this.

The available land in this location is constrained by the existing INEOS Pipeline in the NW of the area adjacent to the roundabout.

Design Progress

The design of this will be developed as the tree surveys are undertaken.

The INEOS Pipeline carries a substantial buffer zone to either side which restricts the developable area.

Designs for this area are in preparation taking account of onsite constraints

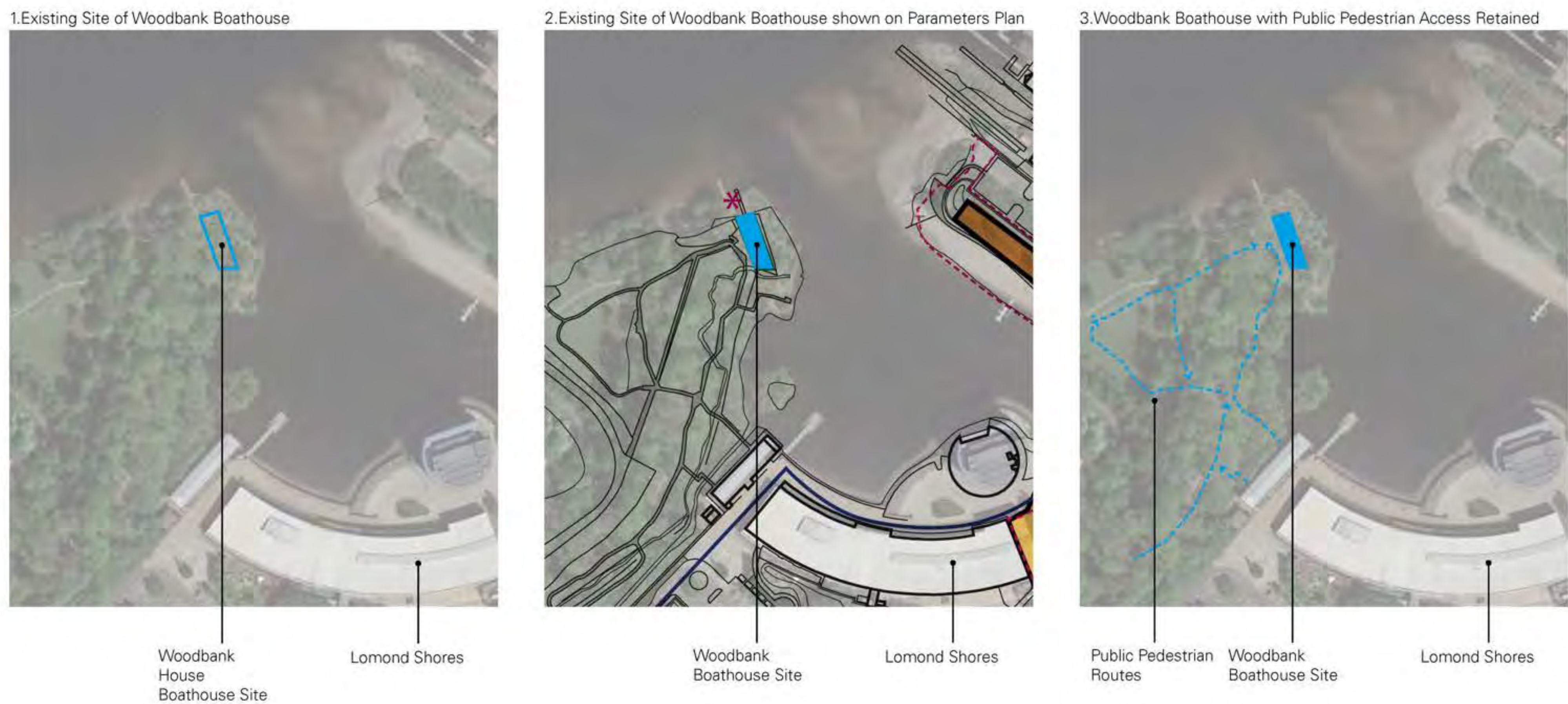


The Boathouse

The former Woodbank House, benefitted from direct access to the loch shore and the hard standing from a former boat house is still visible on the promontory to the north of Loch Lomond Shores.

The ownership of this area and the right of access from Woodbank House has been maintained over the years.

It is proposed to construct a small building in this location to act as a base for water-based activities and equipment storage. Access to the boathouse will be via boat, on foot or by bike only, there will be no vehicular access.



Feedback

Thank you for taking the time to learn more about the proposals for Lomond Banks. We would appreciate your feedback.

The comments will be collated and the findings will be used to develop the proposal further.

What will we do with the feedback?

- Feedback will be used to help shape the final design proposals to be submitted with the planning application.
- A pre-application consultation report demonstrating how feedback has been addressed will also be submitted with the planning application.

Tell us what you think

Now that you have seen the proposals, we'd be grateful if you can share your thoughts with us by completing a **feedback form** available from the team today or at lomondbanks.com/consultation. The form can be returned in the following ways:

Email: support@lomondbanks.com

Writing to:

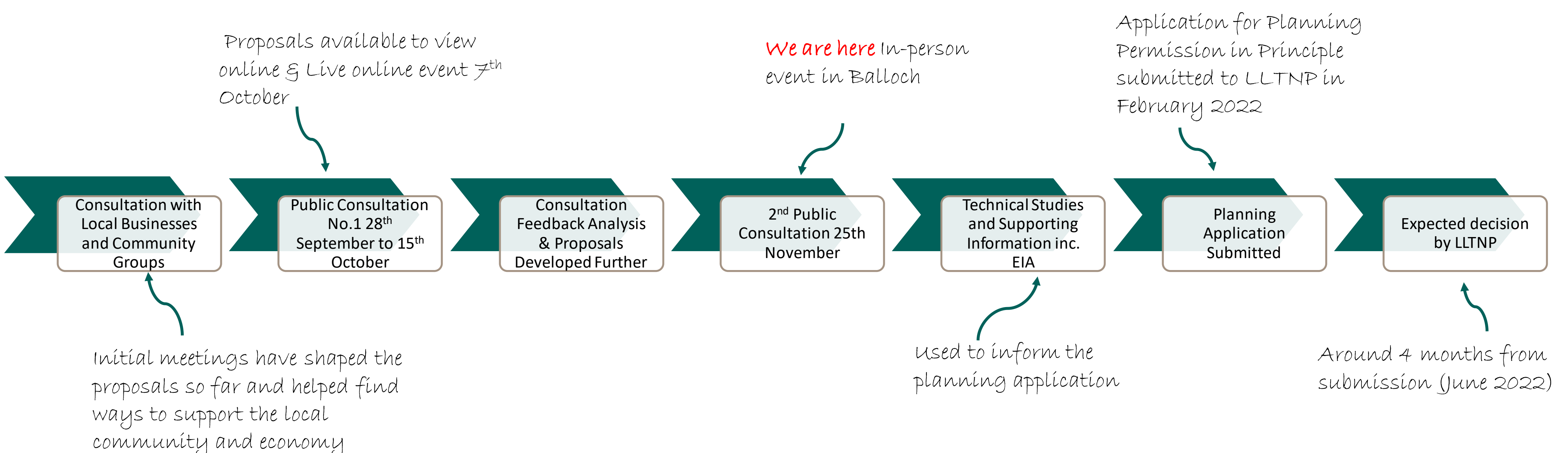
Stantec, 5th Floor, Lomond House, 9 George Square
Glasgow, G2 1DY

Comments should be submitted by: **10th December 2021**

Stay up to date

For the most up to date information please check our website www.lomondbanks.com and sign up for our newsletter.

Project Planning Timeline



Artist's impression of new woodland lodges in Riverside area

Appendix M In-Person Consultation Event Feedback Form



Lomond Banks Public Consultation Form

Your views are essential to helping us shape our proposal ahead of planning submission and make it a world-class development that Balloch can be proud of. Please fill in the form below to have your view taken into account in the Public Consultation.

We take your privacy seriously:

Stantec UK Ltd, hosting this consultation on behalf of Flamingo Land Ltd, is 100% compliant with the General Data Protection Regulation (GDPR). To learn more about how we collect, keep, and process your private information in compliance with GDPR, please view our privacy policy at <https://www.stantec.com/en/copyright>

Question 1 –

Please provide your name

Question 2 –

Please provide your email address

Question 3 –

Are you responding on behalf of an organisation?

Question 4 –

If yes, which one?

Question 5 –

Where do you live (town or nearest town)?

Question 6 –

Please tick your age group:

Under 18 ☐

18-35 ☐

36-44 ☐

45-59 ☐

60-69 ☐

70 plus ☐

Question 7 –

Have you reviewed the exhibition materials?

Yes ☐

No ☐

Question 8 –

Do you welcome proposals to create a family tourist destination at West Riverside and Woodbank House (Lomond Banks) in Balloch?

Yes ☐

No ☐

Question 9 –

What do you like about the proposals?

Question 10 –

What do you dislike about the proposals?

Question 11 –

Did your opinion of the proposals change after you viewed the exhibition?

Yes ☐

No ☐

Question 12 –

Are you aware of the previous proposals to develop the site brought forward by Flamingo Land Ltd in 2018/19?

Yes ☐

No ☐

Question 13 –

What do you think of the revised proposals at **The Pierhead**. Are there any additions you would make or revisions you would propose?

Question 14 –

Does **Station Square** provide an appropriate public space for Balloch? What, if anything would you change here?

Question 15 –

Designs for **Riverside** have been amended to place the development around existing trees, allow for planting of additional trees and maintain public access. What are your thoughts on the proposals for this area?

Question 16 –

Are you aware of the current condition of buildings and land at **Woodbank** and what do you think of the proposals to regenerate this area bringing a registered 'Building at Risk' and an area of 'Vacant and Derelict Land' back into active use?

Question 17 –

Do you have any further comments to make about proposals for the other areas of development identified in the exhibition including '**The Boathouse**' and '**Ben Lomond Way**'?

Question 18 –

Which of the following do you consider important to the development? (Please select all that apply)

People travel to Lomond Banks using public transport ☐

Lomond Banks is carbon neutral ☐

Visitors to Lomond Banks have the opportunity to learn about the National Park and its special qualities ☐

Electric vehicles and electric bikes can be hired from Lomond Banks ☐

Lomond Banks works towards zero avoidable waste ☐

Lomond Banks offers skills training and employment opportunities for local people ☐

Other ☐

Question 19 –

Please give us your views about the consultation process.

Question 20 –

Are there any other comments you would like to make?

