

Scottish Natural Heritage

Sites of Special Scientific Interest





Sites of Special Scientific Interest

Scottish Natural Heritage (SNH) has produced this booklet for the private owners and occupiers of areas of land and water that are important for the natural heritage, and have been designated as sites of special scientific interest (SSSIs). The booklet explains how we work with you and others to designate and manage SSSIs.

The five main things you need to know are:

- 1 SSSIs play a vital role in conserving Scotland's nature and many of the natural processes which benefit us in many ways – such as protecting and regulating water supplies, storing carbon, inspiring local people and visitors, and providing places for open-air recreation.
- 2 You must get our permission before carrying out an operation requiring consent (ORC). These are listed in the notification package and are tailored to the needs of each site. If you propose to carry out an activity which could damage the natural features of the SSSI, we will talk with you and agree how it could be adjusted to protect the SSSI. Where we cannot agree or reach a compromise, we will discuss with you ways in which we can resolve any differences, for example by mediation or expert arbitration or determination. If this fails, or you do not wish to pursue it, we may refuse consent or issue a consent with conditions. If we do this, you can appeal to the Scottish Land Court.
- 3 If we constrain your established management¹ of the land we must offer to enter into a management agreement with you to compensate you for any actual financial loss our decision causes you.
- 4 For some activities that affect the natural features of an SSSI, you will need consent from another regulatory authority² rather than SNH.
- 5 You must tell us if you dispose of land designated as an SSSI and if there are any new or additional occupiers of your land within the SSSI. You must also tell the new owner or occupier about the SSSI.

Foreword

This booklet gives a broad outline of the law rather than a definitive interpretation of it. If you have any questions about an SSSI or how the arrangements affect you or anything you propose to do on or near an SSSI, please contact your local SNH office or refer to the Nature Conservation (Scotland) Act 2004 and its explanatory notes.

Introduction

Over the years, different land designations have protected many areas containing or representing the best of Scotland's nature. Most of these areas are privately owned and managed, and their future depends on continuing good stewardship.

About SSSIs

SSSIs represent the best of Scotland's natural heritage. They are 'special' for their plants, animals or habitats, their rocks or landforms, or a combination of these. SNH chooses sites carefully after detailed survey, and evaluation against scientific criteria.

They can include freshwater, and sea water down to the mean low water mark of spring tides, as well as land.



- 1
Glen Creran Woods SSSI.
- 2
Black Grouse.
- 3
Limestone landscape in
Ben More Assynt SSSI.

The origins of the SSSI designation

Ever since the Industrial Revolution people have been worried about our impact on the environment and grown more aware of the need for good stewardship of the land.

Concerns over the impact of the accelerating pace of change during the earlier part of the 20th Century led to the Government taking steps to guard against the loss of areas of outstanding natural heritage value.

A landmark was reached with the National Parks and Access to the Countryside Act 1949, which introduced the idea of protecting special areas. The planning authorities had to consult the Nature Conservancy (one of SNH's predecessors) before making decisions on applications for developments such as construction, road building or quarrying within these areas, which came to be called 'sites of special scientific interest'.

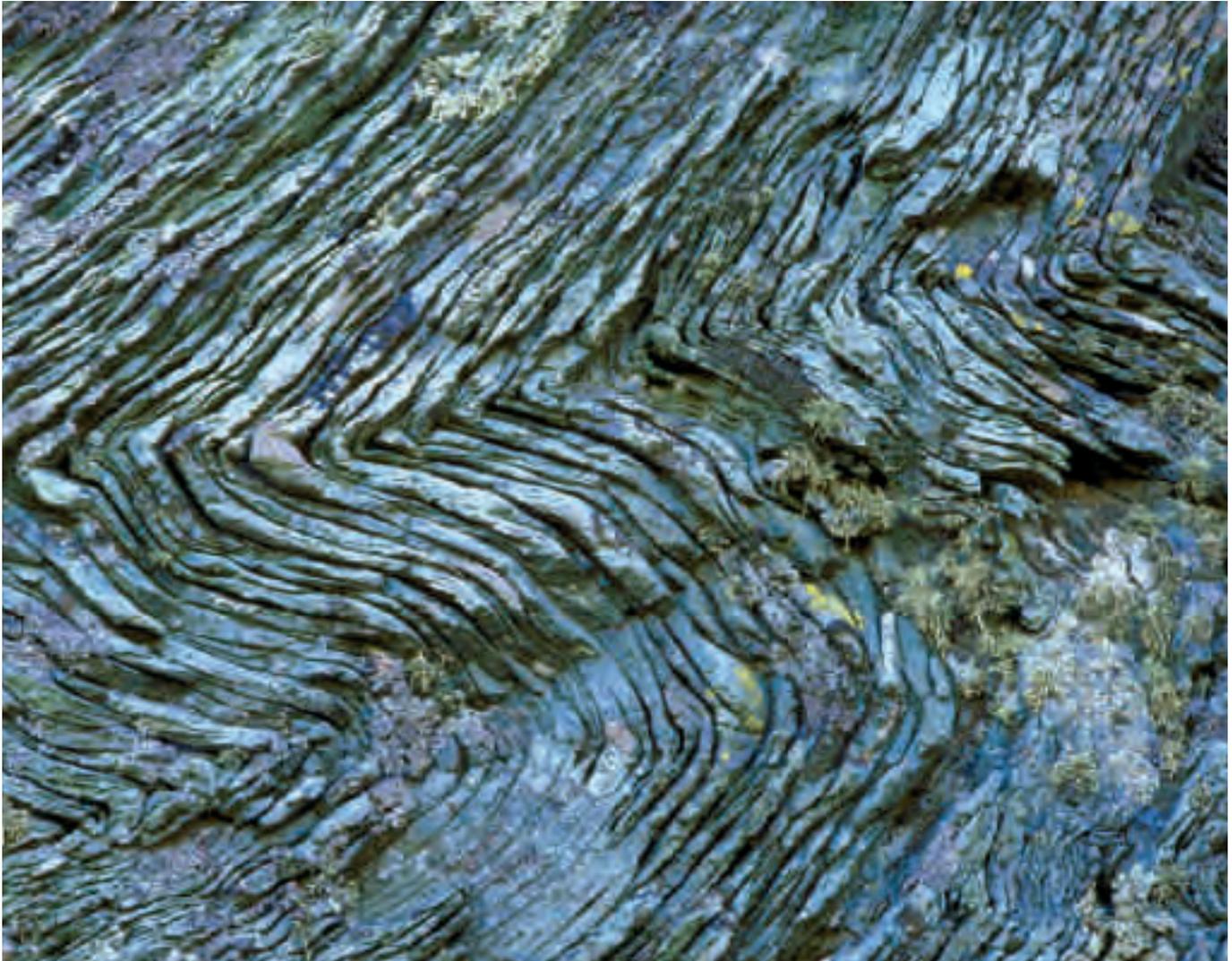
However, with the intensification of agriculture and forestry (which are not normally controlled by planning authorities) there was continued loss of ancient woodlands, moorlands, grasslands and wetlands, with increasing cumulative impact on the natural heritage.

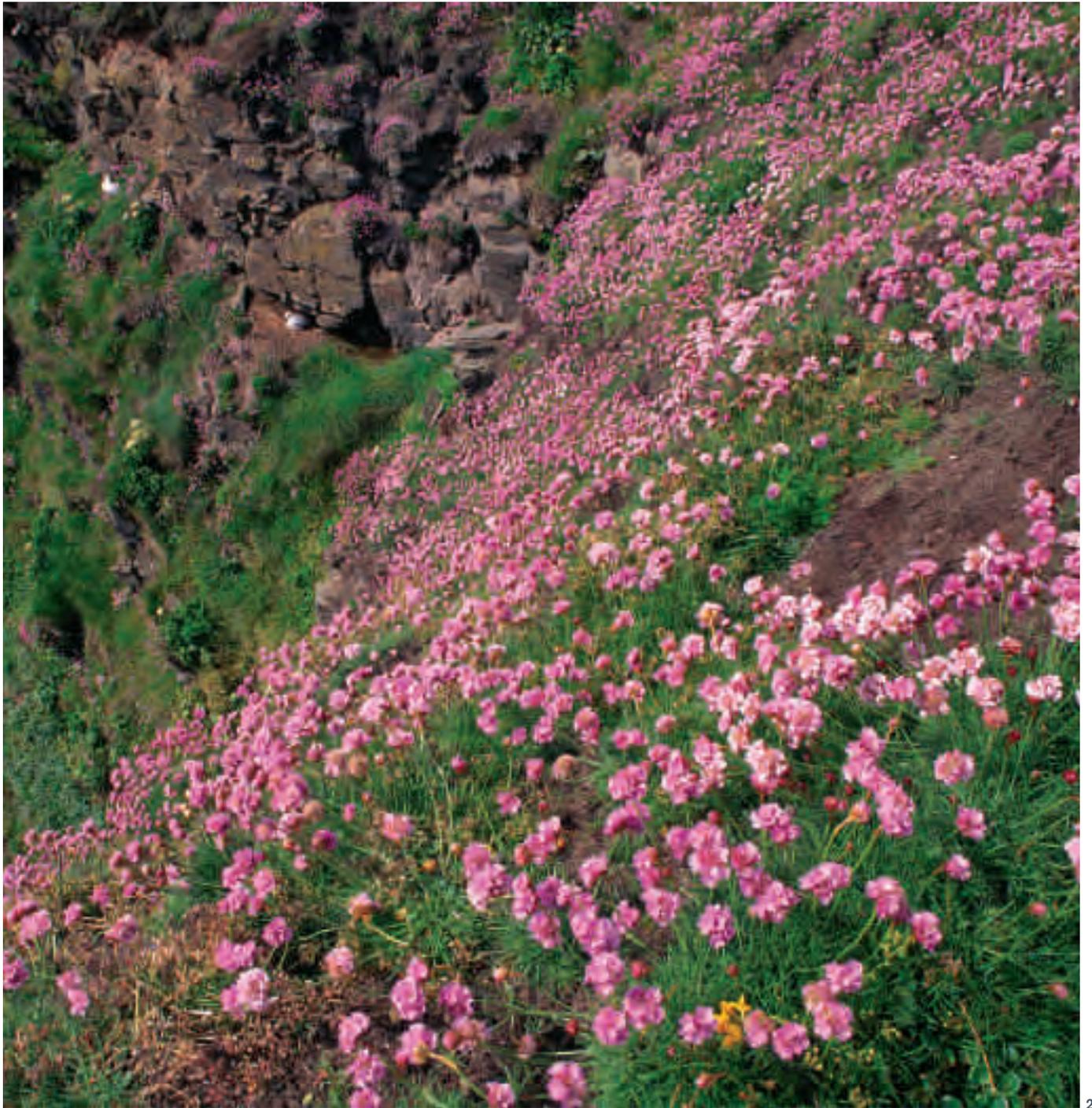


To prevent further losses, the Government introduced the Wildlife and Countryside Act 1981 which gave additional protection to SSSIs and required the Nature Conservancy Council (another of SNH's predecessors) to notify a wider range of interested parties of the SSSI designation, including all affected owners and occupiers.

SSSIs notified under the 1981 Act continue under the Nature Conservation (Scotland) Act 2004, which further strengthens their protection and makes the system more user-friendly.

1
Folded Schist.
2
Sea cliffs covered in thrift,
Sands of Forvie and Ythan
Estuary SSSI.





The purpose of SSSIs

We designate SSSIs to protect the best of Scotland's natural heritage by making sure that decision-makers, managers of land and their advisors, as well as the planning authorities and other public bodies, are aware of their natural features and think about these when considering changes in land-use or other activities which might affect them. By talking to SNH or other regulatory authorities² first, it is usually possible to agree or suggest changes to proposals which might otherwise damage the natural features of an SSSI, so that the site remains special.

SSSIs together form a network of the best examples of species, habitats and rock and landform features throughout Scotland, and support a wider network across Great Britain and the European Union.

We can all take pride in our SSSIs, which protect some of the finest elements of Scotland's natural heritage.

1
Slow worm and young.
2
Chequered skipper butterfly.



How SSSIs are selected

SNH and others have developed and refined criteria for selecting SSSIs throughout Great Britain as part of a continuing process. These criteria are published by the Joint Nature Conservation Committee and available through a link on our website.

We always ask for access permission to survey potential sites. Quality is very important and only very special sites are chosen. The network contains the finest examples of oak woods, raised bogs, sand dunes and so on. For the rarest habitats, we may select every significant example.





The SSSI series, Natura 2000 sites and Ramsar sites

On 01 January 2011 there were 1,437 SSSIs in Scotland out of over 6,500 in Great Britain. They cover more than 1,020,000 hectares in Scotland (or about 12.7% of the land surface) and range in size from less than one hectare to almost 30,000 hectares.

In recent years we have designated new SSSIs to meet the United Kingdom's international obligations. These include designating sites as special protection areas (SPAs), special areas of conservation (SACs) and Ramsar sites. We have also removed sites from the series where we consider them no longer to be of special interest. Current information about the SSSI series is available on our website and in the SSSI Register³.

Most international sites are also SSSIs. You can get further information about SPAs and SACs, which together are often called Natura sites, in the Natura booklet on our website⁴.

The Scottish Government designates international sites in Scotland and asks SNH to implement and advise on them.



1

Grassland flowers, Luskentyre Banks and Saltings SSSI, Isle of Harris.

2

Common seals.

2

SSSI ownership

There are more than 6,700 different owners and occupiers of SSSIs in Scotland. Many are farmers, foresters and crofters, some are voluntary conservation bodies, and some are public agencies. Because SNH owns some national nature reserves and leases others, we too are an owner and an occupier of SSSIs. The designation of land as an SSSI does not affect the ownership or occupation of the land. Likewise, changes in who owns or occupies an SSSI do not affect the designation.

Managing SSSIs

We recognise that good land management has been, and will continue to be, essential for the well-being of SSSIs. We wish to work with owners and occupiers to maintain, enhance or, where the condition of an SSSI has fallen below the ideal, restore them. We are happy to discuss ideas and proposals to manage SSSIs better.

We will try to help you achieve the appropriate conservation management of your SSSI.

We have prepared site management statements⁵ for all SSSIs setting out our vision on how the land might be managed for its natural features. These may be used as a basis for both discussion and for working with you. You may also find them helpful in supporting applications for land management funding.

We publish brief details of all management agreements in SNH Facts and Figures which is available on our website.





1

Designating an SSSI

The stages of designation

SNH must follow a process set out in law to designate a new SSSI⁶. There are two formal stages, notification and confirmation, and we will also talk to you first.

If a new SSSI is also part of a new Natura⁴ site then we may carry out a similar but separate consultation process on behalf of the Scottish Government, at the same time.

Informal consultation

We need your help to maintain and improve SSSIs. If we are to work together we must succeed in explaining why a site is important and what the implications of notification are for its managers and how they manage the land. We will seek to discuss this and the notification process informally in full with you, before notification, to reach this understanding. We may also take this opportunity to discuss with you what financial support is available to help support your management to conserve the SSSI.



1

Moss dominated spring in the Cairngorms SSSI.

2

Aerial view of Culbin Sands, Culbin Forest and Findhorn Bay SSSI.

2

Approving a new notification

When we have assessed the scientific evidence we will decide whether the site should be formally notified. In making this decision we will consider carefully any known or likely reservations from owners and occupiers. SNH's Directors will only approve a notification when they are thoroughly satisfied with the scientific reasons.

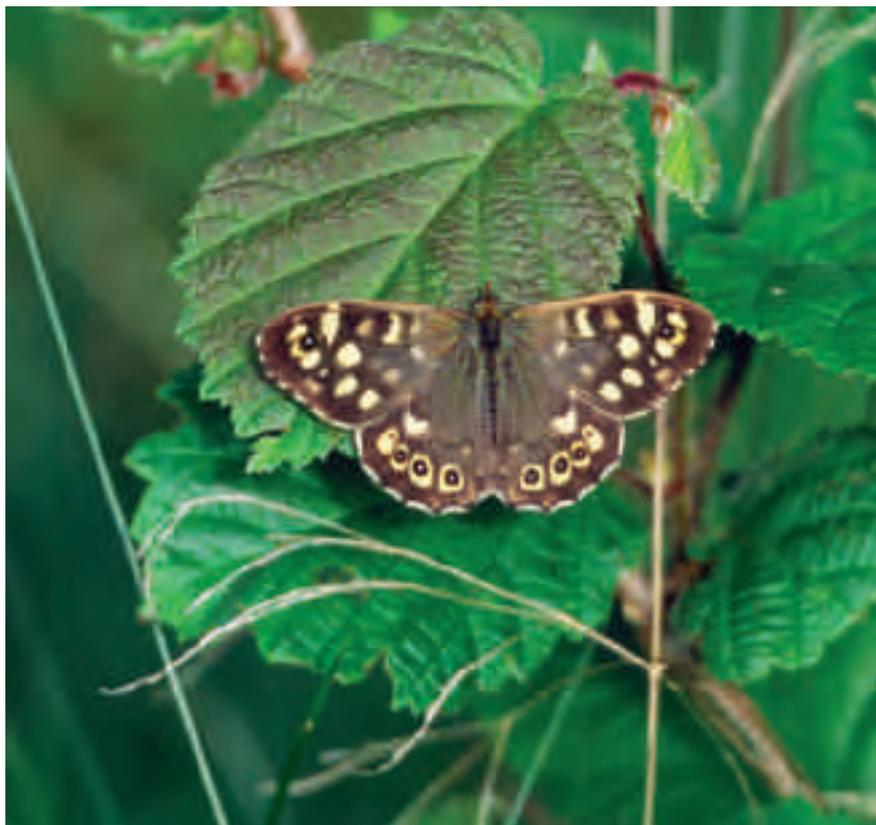
The notification process

Notification is the name given to the legal process⁶ that we must follow when we believe that an area of land is of special scientific interest. We must advertise formal notifications in the local press.

We may also de-notify an SSSI where we consider it no longer to be of special interest. This is explained later in this booklet.



2



1

- 1
Speckled wood butterfly.
- 2
Discussing site management.
- 3
Loch of Kinnordy SSSI.





1

Serving notifications

We must notify a wide range of interested parties⁷. Normally we notify owners and occupiers by sending the notification by recorded delivery post. Where the owner or occupier cannot be traced, we may leave the notification at their last known address or fix a notice to the land. The notification takes legal effect immediately it is served – even though you can still object to it.

SSSI notification documents

Notification consists of SNH sending the following documents to the interested parties, including each owner and occupier:

- a formal notification letter;
- a brief description of the natural features and why they are important (the citation);
- a map showing the boundary of the site; and
- a list of operations requiring consent⁸.

Together, these documents comprise the SSSI notification, and may be sent with a covering letter.

We must also send a site management statement⁵ with the notification. In these statements we provide you with guidance on how we believe the natural features of your SSSI should be conserved or enhanced. We will usually discuss site management needs with you before writing a site management statement for a new SSSI.

We also enclose an application form for you to use to apply for consent to carry out any of the operations requiring our consent. These are operations which we think may damage the site's natural features and which do not need the consent of another regulatory authority².

An SSSI takes effect from the date on which the notification documents were first sent, although it is still subject to formal confirmation.

People we inform, consult and notify

In relation to the land to be designated as an SSSI, SNH must tell every owner and occupier and all relevant interested parties⁷ about the notification.

We hold customer information relating to the services we provide, including SSSIs, management agreements and operational activities. We hold the names, addresses and telephone numbers of the owners and occupiers of SSSIs and information on their interests in land within SSSIs. We manage this information in compliance with the Data Protection Act 1998.

SNH must make information on SSSIs available publicly in different ways but we do not advertise details of SSSI owners and occupiers. There are circumstances in which we may share your details with others or be required to release them.

We must provide information to the Registers of Scotland which maintains a Register of SSSIs and makes this freely available through their website³. The Register includes, for each SSSI, the definitive versions of the citation, ORC list and boundary map. We make these and other information about SSSIs available through 'SiteLink' on our website. This includes the site management statement⁵ and information about the condition of the site's natural features.

Details of international designations are now available publicly on the JNCC website www.jncc.gov.uk

Objections to SSSI notification

Whilst we will always try to address your concerns, we recognise that sometimes we may not reach agreement about the notification of an SSSI.

If you want to object, you must write to us within three months of the date of notification of a new SSSI, or the extension or de-notification of an existing SSSI. If we cannot resolve any scientific objection from those with a legal interest in an SSSI we must consider this fully, and will refer the matter to the SNH Board⁹ for a decision.

Ten years or more after an SSSI was first notified you may object on the basis of new scientific information. You may also renew a scientific objection that has previously been made. We must consider these objections fully, and if necessary seek appropriate advice.



Confirming a new SSSI notification

We must confirm or withdraw a new SSSI notification within one year of the notification date by writing again to all of the interested parties⁷. This period may be extended to 18 months where a scientific objection has been made that needs further consideration, or to any date if every owner and occupier agrees. If we do not confirm or withdraw the notification, it will be considered to have been withdrawn on expiry of the specified period.

At confirmation, SNH may change the SSSI notification to reflect comments made by owners and occupiers, public bodies and other interested parties. SNH may not at this time add to the list of operations requiring consent, or extend the area of the SSSI. The confirmation will show any changes made.

When considering a scientific objection, the SNH Board⁹ will seek appropriate expert advice before deciding whether to confirm the notification, with or without modifications. We will give the relevant objectors a copy of this advice.



1
Highland cattle,
Rum SSSI.
2
Lindores Loch SSSI.

Operations within SSSIs

Operations requiring consent

Operations requiring consent, or ORCs, are those activities that we believe could damage the natural features of an SSSI and for which we are responsible for giving consent. We may refuse consent to prevent an activity that could damage the natural features of an SSSI. If, in this way, we constrain established management¹ and cause you actual financial loss, we must offer you a management agreement. Consents which we issued in writing under the Wildlife and Countryside Act 1981 are still valid and treated as if we had issued them under the Nature Conservation (Scotland) Act 2004. You do not need to contact us again about these.

On the basis of experience since 1981, we refuse very few consents. Where there is a risk of damage to the natural features of an SSSI, we will, in most cases, be able to agree with you that an operation would be acceptable if you carried it out in a particular way, or confined it to a certain area or season, and give you a conditional consent.

If you obtain consent from certain other regulatory authorities² for an operation on an SSSI, you do not need to obtain our consent for the same operation. If you wish advice on the relevant authority for an operation, please contact us.



SNH's balancing duty

We must¹⁰ take appropriate account of

- actual or possible ecological and other environmental changes to the natural heritage;
- the needs of agriculture, fisheries and forestry;
- social and economic development;
- archaeological and historical interests; and
- the specific interests of owners and occupiers and local communities.

We call this 'the balancing duty'.

Our legal obligation to notify land as an SSSI overrides this duty. However, we must think about the balancing duty when considering management of the site, weighing the benefits of proposals against possible damage to the natural features of the SSSI. Where an SSSI is also a Natura⁴ site, the extent to which we can take account of the balancing duty is severely limited.

- 1 Loch a'Mhuillinn SSSI.
- 2 Merse and meanders in the Cree Estuary SSSI.
- 3 Redshank, Tayport - Tentsmuir Coast SSSI.





2

What owners and occupiers must do

When we notify a new SSSI we will consent your land management that conserves and enhances the site's natural features. If later, you propose to carry out, cause or permit to be carried out, a new operation (including stopping an existing operation) that is on the list of operations requiring consent, you must obtain consent from us before starting.

This is important because, if you act without consent or intentionally or recklessly damage an SSSI's natural feature(s) you may be committing a criminal offence, and if found guilty, fined. If you are convicted of damaging the natural feature(s) of an SSSI, by carrying out an activity without consent, a court may also make you repair the damage at your own expense¹¹. If you farm on an SSSI, you may risk losing certain agricultural payments if you carry out an activity on an SSSI without consent¹².



3

When applying for consent you should give us enough information about what you propose to do, when you propose to do it and the land on which it is to be carried out. This is so we can assess the likely impact, if any, on the natural features of the SSSI. To protect yourself from the risk of possible prosecution, you should tell your employees or contractors which operations require consent, so that you can apply to us, and we can deal with your application, before you plan to start. You are not, however, liable for the actions of unauthorised third parties, statutory undertakers and other public bodies.

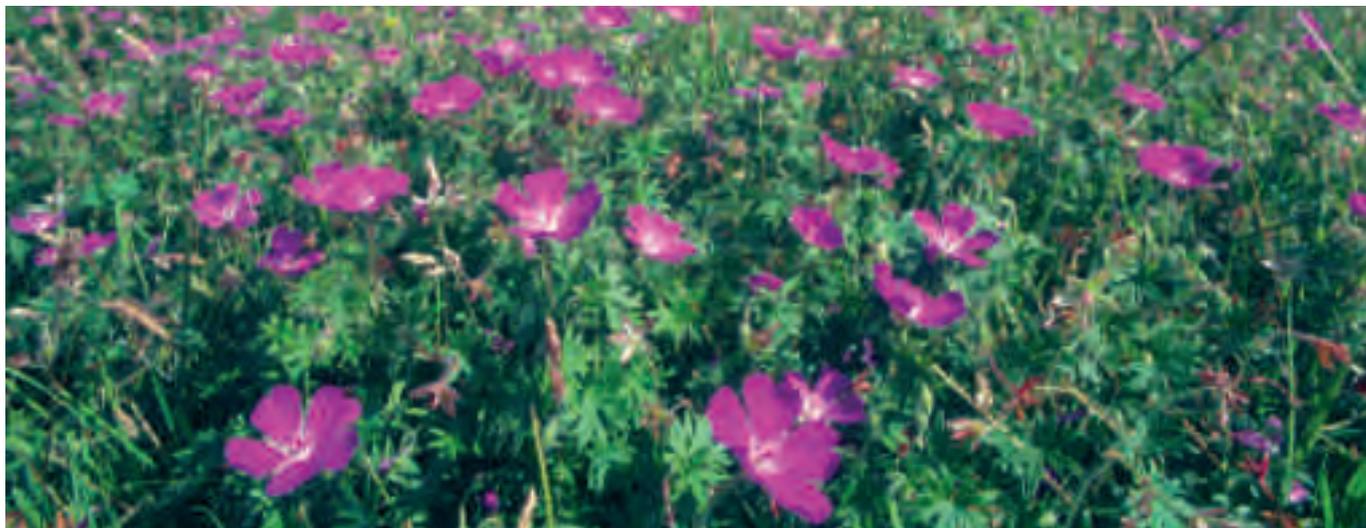
After you have written to us, you may not then undertake an operation requiring consent unless we have agreed to it in writing, or it is in accordance with the terms of a management agreement or a land management order. Land management orders are explained later in this booklet. If, after four months, we have not given consent, this is deemed to be a refusal of consent. We can agree to extend this period, to allow further consideration.

You do not need consent from SNH for new operations if:

- you already have written consent from SNH for that operation;
- planning permission has been granted on application;
- permission has been granted by a regulatory authority²;
- it is an emergency operation and you tell us as soon as you can after the need becomes apparent; or
- it is required under a management agreement with us or a land management order.



2



1

What SNH must do

We will give written consent for operations or work that can be done without damaging the site. Before doing so, we may need to ask you for more information on the proposal.

Where the proposed operation would damage the natural features of an SSSI, we will work with you to find ways to avoid this. If we cannot agree a satisfactory solution, we can refuse consent and you may not go ahead with it. If, in this way, we constrain established management¹ and cause you actual financial loss, we must offer you a management agreement. If we refuse your application for consent for a new project, we may encourage you to enter a scheme to support the management needed to maintain the natural features of your SSSI but we do not need to offer you compensation¹³.

1

Bloody Cranesbill, Crossapol and Gunna SSSI, Isle of Coll.

2

Lapwing, Loch Leven SSSI.

3

Arthur's Seat Volcano SSSI, Edinburgh.



3

Relationship to the planning system

Designation as an SSSI does not affect the need for planning permission for development, but the planning authority must consult SNH on applications which may affect an SSSI. We do not offer management agreements for operations which appear to need planning permission, unless the planning authority has decided that such permission is not necessary.

Relationship with certain regulatory public bodies

Certain regulatory authorities² may permit some operations on or affecting SSSIs, having first consulted SNH and having had regard to SNH's advice. If you get such permission you do not need consent from SNH for the same operation.

If the regulatory authority grants permission for such an operation without consulting SNH and having had regard to its advice, you must still obtain consent from SNH before starting. Please ask the authority to confirm it has complied with its obligations under Section 15 of the Nature Conservation (Scotland) Act 2004.

All regulatory authorities must consult us on applications which may affect an SSSI and allow SNH 28 days to advise. If the regulatory authority decides to give consent against our advice, the work must not start for a further 28 days to give us time to review the situation.

Changing or taking away consent

We may modify or withdraw an existing consent following a review of the list of operations requiring consent if we think that the activity is damaging or will damage the natural features of an SSSI. We can also do this at other times, if the activity is damaging in a way we had not foreseen, and Scottish Ministers agree. If in changing your consent we prevent established management¹, we must offer you a management agreement to compensate for any loss of income this causes you.



Appeal against SNH decision on consents and management agreements

There may be times when you are unhappy with a decision we have made. We would hope to resolve this by other means but, if this is not possible, you may then appeal to the Scottish Land Court about:

- our decision to refuse a consent;
- a condition imposed on a consent;
- a decision to withdraw or modify a consent;
- a decision not to offer a management agreement; or
- the terms of a management agreement offered by SNH.

Appeals must be made in writing within 28 days of receiving our letter.

Land management orders

Where a change in management is needed to maintain, restore or enhance the natural features of an SSSI we will discuss this with you and offer to enter into a management agreement. Where we cannot agree over a management agreement (or a concluded management agreement is not being complied with), we can ask Scottish Ministers to make a land management order. Where Ministers agree and make a land management order it will specify how the land must be managed to conserve the natural features of the land and may provide for SNH to make payments to the person carrying out the work. Ultimately, if you do not comply with a land management order, we may carry out the necessary work and recover any additional costs from you.

1

Mosses and Lichens on forest floor.

Changes to SSSIs

Changes to SSSI boundaries and denotification of SSSIs

We may enlarge an SSSI or de-notify all or part of an SSSI, to maintain the integrity of the SSSI series and address changes on individual sites.

If we want to enlarge an SSSI, we must tell all of the owners and occupiers of the new area in the same way as we would notify a new SSSI. We must also notify the other interested parties⁷.

If we want to de-notify all or part of an SSSI, we must notify the owners and occupiers of the affected area and other interested parties and explain why we no longer think the area is of special interest. The process is similar to that for notification except that the site remains protected until we confirm the change.

As with a new notification, we must consider any unresolved scientific objections and will pass this to the SNH Board⁹. We will send you a copy of any advice we receive and tell you about any changes we make to the SSSI.



Review of SSSI citations

SNH may amend citations and add or remove natural features at any time. If we have reason to amend a citation, we will discuss this with you and other relevant owners and occupiers.

Reviews of operations requiring consent and site management statements

Between 2004 and 2011 we reviewed the ORC lists of most SSSI and substantially reduced the number of operations requiring consent. You may ask us to review the ORC list for your SSSI

- more than six years after we notified the site and last reviewed the ORC list; or
- at any time if we and every other owner and occupier of the site agrees to this.

We may ask Scottish Ministers to urgently add a new operation requiring consent where we think it is needed to protect the natural features of an SSSI. If Scottish Ministers agree to the addition, we must tell each owner and occupier of the SSSI and anyone else we think might carry out the newly listed operation.

When reviewing an ORC list we may also review consents issued for operations on that site. As a result of such a review we may add or remove ORCs and may amend or withdraw consents.

If we make changes to the list of operations requiring consent or to the site management statement, we must notify all of the site's owners and occupiers of the changes.

We cannot review permissions issued by regulatory authorities².

We may review site management statements⁵ at any time. When we do this we will send new versions to all of the site's owners and occupiers and other relevant interested parties⁷.

Changes in owner, occupier or other interest in an SSSI

If you dispose of all or part of your interest in an SSSI you must tell us of the change and tell the person acquiring the interest about the SSSI, within 28 days of the change. You must do the same if you become aware of a different or additional occupier of your land within an SSSI. This is to prevent new owners and occupiers unwittingly damaging protected natural features.

We do not have to notify new owners or occupiers as you should tell them about the designation when they acquire their interest in the land. The SSSI Register³ makes SSSI legal documents freely and easily available to the legal profession and others. However, we will always be pleased to send copies of these documents to any new owner or occupier and discuss these with them.

A new owner or occupier is bound by the original notification, and the written consents we gave to the previous owner or occupier remain valid. They need only obtain consent from SNH or a regulatory authority² if they propose to carry out, or permit to be carried out, a new operation that is likely to damage the natural features of the SSSI – as described earlier.

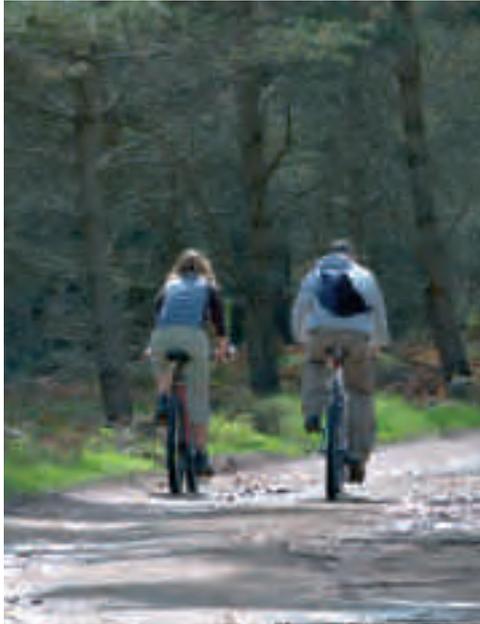


1

Gannet colony, Bass Rock SSSI.

2

Cyclists, Glen Tanar SSSI.



2

Access Considerations

SNH powers of entry

We will always try to get permission from the relevant owners and occupiers before entering an SSSI; for example to survey or monitor it. However, if we cannot do this or access is refused, we may need to use our legal powers of entry.

Public access on to SSSIs

SSSI designation does not increase or reduce public rights to take responsible access (as described in the Scottish Outdoor Access Code¹⁴), nor does it increase or reduce the expectation on owners and occupiers to allow responsible access. It is an offence for any person, including visitors, to intentionally or recklessly damage the natural features of an SSSI. Please tell us if you have reason to believe any person is damaging the protected natural features of your SSSI.

Many people, whether they realise it or not, visit areas designated as SSSIs for a wide variety of activities without disturbing the natural features of the sites. We are always happy to discuss enhanced access with owners and occupiers where this would not harm the natural features of the site.

Where visitors' activities or numbers do cause damage, we will be pleased to discuss with you and others how this might be addressed.

Closure of an SSSI for conservation purposes

Local authorities may remove land, including that within an SSSI, from access rights for up to five days or, with the confirmation of Scottish Ministers, for up to two years¹⁵.

Working together

We recognise that we must work closely with those who own and manage SSSIs. We welcome early discussion of any proposals affecting SSSIs and of any proposals for management to maintain, restore or improve their natural features.

Notes

- 1 'Established management' is more fully defined in the Scottish Government's Financial Guidelines (see note 13) but, in general, is likely to include any activity that has been part of the actual or habitual pattern of use in, usually, the preceding 15 years – irrespective of any change in ownership or occupation.
- 2 This is a significant arrangement introduced by the Nature Conservation (Scotland) Act 2004. The specified regulatory authorities are: Scottish Ministers; local authorities; Crofters Commission; District Salmon Fisheries Boards; Forestry Commissioners; and Scottish Environment Protection Agency.
- 3 Registers of Scotland provide the SSSI Register at www.ros.gov.uk/sssi/index.html
- 4 SNH's 'Natura' information booklet is at www.snh.gov.uk/docs/C248050.pdf
- 5 In site management statements, SNH provides guidance to the owners and occupiers of SSSIs as to how the natural features of the SSSI should be conserved or enhanced.
- 6 Schedule 1 of the Nature Conservation (Scotland) Act 2004 defines how SNH must notify an SSSI.
- 7 Interested parties are: all owners and occupiers of the land; Scottish Ministers; relevant community councils, planning, regulatory and national park authorities; other relevant public bodies including statutory undertakers; any community body having registered an interest in the land (under part 2 of the Land Reform (Scotland) Act 2003); and any other person SNH considers to have an interest in the land or thinks fit.
- 8 'Operations requiring consent' replace what were known as 'Operations likely to damage the special interests' in the Wildlife and Countryside Act 1981.
- 9 Formerly, SNH referred sustained scientific objections to the independent Advisory Committee on SSSIs. The Committee was abolished and its functions transferred to SNH under the Public Services Reform (Scotland) Act 2010.
- 10 Under the Natural Heritage (Scotland) Act 1991.
- 11 Under the Nature Conservation (Scotland) Act 2004, following a conviction for damaging an SSSI, a court may make a restoration order requiring the guilty party to repair damage to an SSSI at their own expense; or for SNH to carry out and charge the responsible party for the work needed.
- 12 To receive direct support payments from the Scottish Government you must meet cross compliance requirements which include compliance with SSSI legislation.
- 13 Under the 'Financial Guidelines for supporting the management of SSSIs and Natura 2000 sites' (Scottish Executive 2004) available at www.scotland.gov.uk/Publications/2004/11/20204/46256
- 14 The Scottish Outdoor Access Code is at www.outdooraccess-scotland.com
- 15 Under the Land Reform (Scotland) Act 2003.

SNH Offices

Head Office	Forth	Main Street	South Highland	The Links
Great Glen House		Bowmore		Golspie Business Park
Leachkin Road	Silvan House	Isle of Islay	Achantoul	Golspie
Inverness	3rd Floor East	Argyll	Aviemore	Sutherland
IV3 8NW	231 Corstorphine Road	PA43 7JJ	Inverness-shire	KW10 6UB
	Edinburgh	01496 810711	PH22 1QD	01408 634063
	EH12 7AT		01479 810477	
Southern Scotland	0131 3162600	32 Francis Street		17 Pulteney Street
Anderson's Chambers		Stornoway	The Governor's House	Ullapool
Market Street	46 Crossgate	Isle of Lewis	The Parade	Ross-shire
Galashiels	Cupar	HS1 2ND	Fort William	IV26 2UP
TD1 3AF	Fife	01851 705258	Inverness-shire	01854 613418
01896 756652	KY15 5HS		PH33 6BA	
	01334 654038	Stilligarry	01397 704716	Fodderty Way
Carmont House,		Isle of South Uist		Dingwall Business Park
The Crichton	The Beta Centre,	Western Isles	Bridge Road	Dingwall
Bankend Road	Innovation Park	HS8 5RS	Portree	IV15 9XB
Dumfries	University of Stirling	01870 620238	Isle of Skye	01349 865333
DG1 4ZF	Stirling		IV51 9ER	
01387 247010	FK9 4NF	Tayside and Grampian	01478 613329	
	01786 450362	Battleby	Anancaun	
Holmpark Industrial Estate		Redgorton	Kinlochewe	
New Galloway Road	Argyll and the	Perth	by Achnasheen	
Newton Stewart	Outer Hebrides	PH1 3EW	Ross-shire	
Wigtownshire		01738 444177	IV22 2PA	
DG8 6BF	Cameron House		01445 760254	
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SNH commitment to customers

- We will ask customers for their views
- We will put things right if they go wrong
- We will give high standards of customer care
- We will publish our customer care performance

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