



TALKING ABOUT HERITAGE

CONVERSATIONS 25/26
ENGAGEMENT REPORT



HISTORIC ENVIRONMENT SCOTLAND | ÀRAINNEACHD EACHDRAIDHEIL ALBA

Kevin Murray Associates

reorient places

TALKING ABOUT HERITAGE SUMMARY

6,328
participants

98 people attended
in-person workshops

20 people attended
online workshops

Of survey respondents...

the **top five**
things people consider
part of their heritage:

Buildings

Family history

Traditions

Landscapes

Archaeology

88% said it's
the experience of being
there that matters
to them most about
heritage

79% feel
positive about change
to a place if it makes it
easier to access and use

When people think of a
special place in Scotland,
they think of...

“The River Tay

I'm a kayaker. I have some
really good memories of
kayaking on there.”

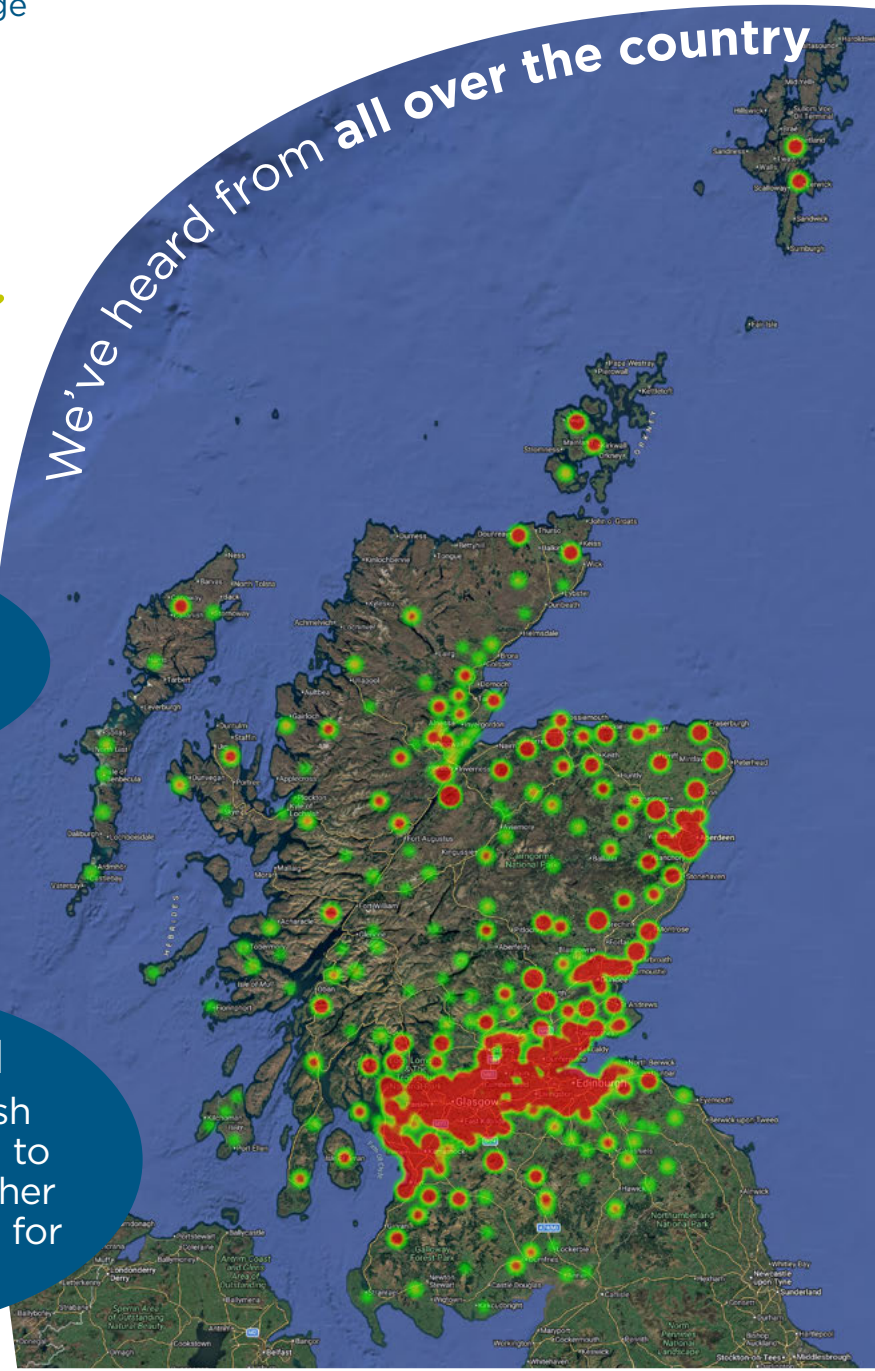
“Inverlochy Castle

in my hometown, spent
most of my childhood
exploring it, always been
part of my life”

“Ledgerwood

Kirk in the Scottish
Borders. It's special to
me because my father
was a minister there for
a few years”

We've heard from all over the country



I. OVERVIEW

Historic Environment Scotland (HES) is the lead public body for Scotland's historic environment. We recognise, protect, and celebrate the places that matter to people, and provide advice to support positive change across Scotland's heritage.

In 2025 HES asked, "What do you talk about when you talk about heritage?". This national conversation ranged from the deeply personal to the widest of shared connections. People shared stories, made suggestions and asked some difficult questions.

We heard what heritage means to communities today, and what they want for its future. These messages will shape the ways that we recognise, value and care for heritage in Scotland, including within our national policy, the *Historic Environment Policy for Scotland*.

Talking About Heritage builds on the conversation started during the 2017 project *What's Your Heritage?*, which informed previous reviews of our decision-making, policies and engagement methods.

Launched in August 2025 in Govan, the project was delivered in partnership with Kevin Murray Associates (KMA) and Reorient Places.

Overall, 6,328 participants took part, representing communities across Scotland, ranging in age and background. Volunteers, parents and children, heritage enthusiasts and those with a passing interest, communities that

HES haven't traditionally engaged with and members of the wider public all fed into the conversation.

A broad and inclusive programme of outreach and engagement activities was undertaken between September 2025 and February 2026 to gather input from across Scotland. This included:

- in-person workshops across a range of geographies
- interactive thematic online "Lunch/Dinner with Heritage" sessions
- dedicated school workshops
- supported workshops with Gaelic speakers, refugees, and members of the Gypsy/ Travellers community
- an online survey, hosted through ScotPulse and Citizen Space
- social media outreach and engagement

Across all of these formats, participants shared stories and thoughts about the places that matter to them and discussed their hopes for how heritage should be understood and supported.



Who took part

118

people took part in the workshops

16

young people took part in the youth challenge

5,974

people responded to surveys

220

people added social media comments

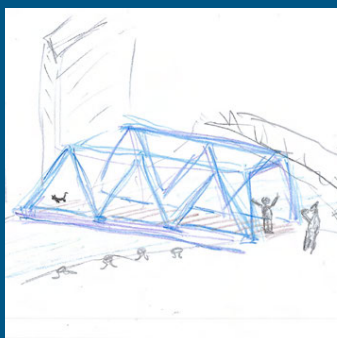
What we heard

A number of key themes emerged from these conversations and inputs, including:



Heritage is lived and felt

People value the experience of being in a place. Its feel, views and atmosphere matter at least as much as facts and dates.



Identity and belonging factor into how people feel about places

Family stories, local landscapes, and everyday routines and experiences are central.



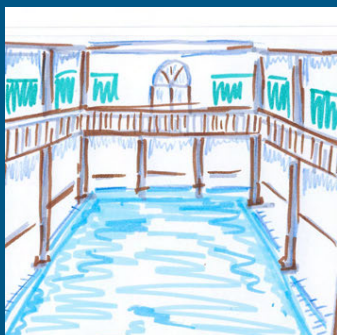
Nature is heritage to many people

People often don't differentiate hills, lochs, coasts and other landscapes from castles and historic buildings.



Protect heritage, but protection should be practical

There is strong support for legal protections, but many feel that there needs to be clearer processes and practical enforcement.



Change is acceptable, if it protects heritage or improves access

People widely support climate resilience and accessibility upgrades, while large energy infrastructure and housing developments are often contested.

2. ABOUT THE ENGAGEMENT

Why we carried out this engagement

Historic Environment Scotland launched *Talking About Heritage* to understand, in people's own words, what heritage means to communities across Scotland and how they want it to be cared for in the years ahead. Heritage is not only about historic buildings and ancient monuments, it is about the places people live in, the landscapes they feel connected to, and the stories, traditions and everyday experiences that shape their lives.

As these insights will directly feed into our work and our policies, it is important to ensure that the voices of the public, including those seldom heard in conversations about heritage, inform the setting of future priorities. Public input was at the core of the project because heritage is lived and experienced; the most meaningful insights into what matters came from personal connections. By listening directly to communities, HES aims to tailor our work and policies to reflect real concerns, local knowledge, and the emotional, cultural and social value that people place on the historic environment.

How we carried out engagement

Participants in *Talking About Heritage* were able to engage in a number of ways, in an inclusive programme of activities, designed to reach communities across Scotland. This included **in-person events and workshops, online events and content, and through online surveys.**

Throughout all of the activities, whether online survey or in-person workshop, participants were **asked to choose a place in Scotland that particularly mattered to them.** This was referred back to throughout the questions and conversations. During in-person events people were also asked to **draw their special places on a heritage postcard**, many of which are featured throughout this report.

Bringing young voices in

Schools across Scotland were invited to join through the heritage postcard activity, encouraging pupils to draw and describe a place that matters to them. This ensured young people's views sat alongside adult perspectives, as they have the biggest stake in the long term future of these places.



A heritage postcard of Arthur's Seat from a pupil

Inclusive conversations

Three supported workshops were delivered to ensure that voices which are often under-represented in heritage were actively included in the conversation.

Gaelic-speaking communities
working with the Islay Gaelic Centre

Refugee communities
working with the Scottish Refugee Council

Gypsy/Traveller communities
working with MECOPP

Who took part

5,724

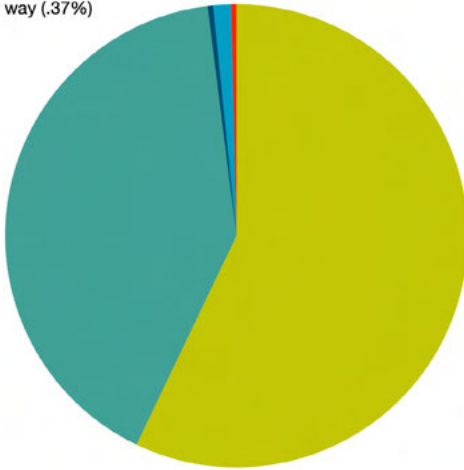
participants via a ScotPulse survey

250

participants via an open public survey

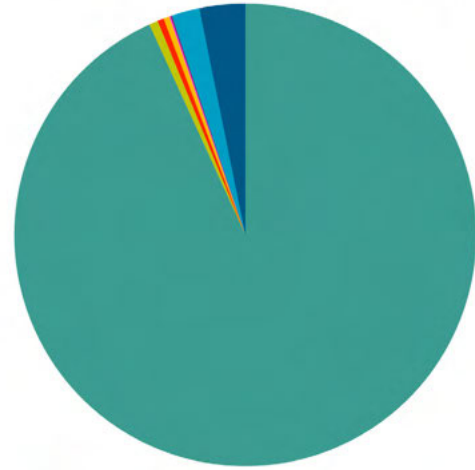
Gender

- Female (57%)
- Male (41%)
- Non-binary / non-conforming (.37%)
- Prefer not to say (1%)
- In another way (.37%)



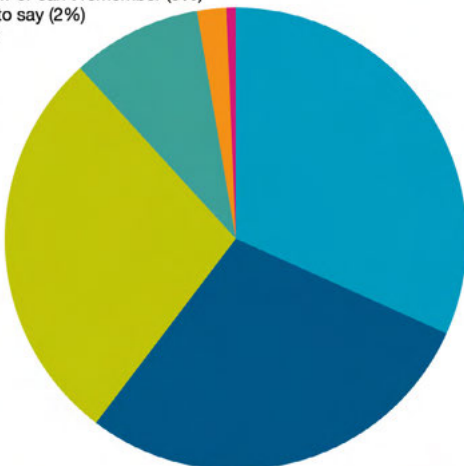
Ethnicity

- White (93%)
- Asian, Scottish Asian or British Asian (.44%)
- Mixed or multiple ethnic groups (1%)
- African, Scottish African or British African (.42%)
- Caribbean or Black (.08%)
- Gypsy/Traveller (.08%)
- Prefer not to say (2%)
- Other ethnic group (3%)



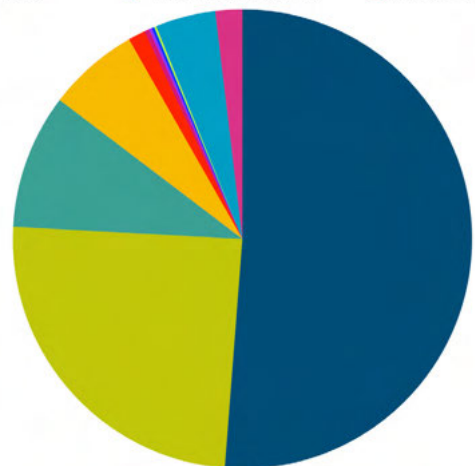
Socio-economic background

- At least one had a degree level qualification (32%)
- Qualifications below degree level (29%)
- No formal qualifications (28%)
- I don't know or can't remember (9%)
- Prefer not to say (2%)
- Other (1%)



Religion

- None (51%)
- Church of Scotland (25%)
- Roman Catholic (9%)
- Other Christian (6%)
- Pagan (1%)
- Buddhist (.36%)
- Muslim (.20%)
- Jewish (.17%)
- Hindu (.08%)
- Sikh (.07%)
- Prefer not to say (4%)
- Another religion (2%)





Workshop in Inverness



Workshop in Glasgow

All workshops centred on the core question **‘What do you talk about when you talk about heritage?’**

In-person workshops

A total of **59 people** took part in in-person workshops held in **Hawick, Glasgow, Inverness, Ullapool, Lerwick and Dundee**, ensuring a broad geographic spread and a strong mix of local perspectives. Many attendees brought significant knowledge and passion for heritage, which made the conversations lively, insightful and, at times, deeply moving.

Each workshop followed a consistent format to gather comparable feedback, while still allowing discussions to reflect local contexts. The format enabled richer conversations than online consultation alone, giving participants space to share personal stories and giving the team a clear sense of the deep affection people hold for Scotland’s heritage.

Participants began by creating a personal Heritage Postcard, sparking discussions about what makes places special, how people discover and connect with heritage, and how they want it to be protected. The sessions then shifted to a future scenario exercise exploring how economic, cultural and environmental pressures might shape the future of these places, and what actions are needed now to protect or remember them in case of total loss.

Across the events, groups often reflected on the need to balance competing priorities and navigate difficult questions, such as how much change is acceptable and how the resources required for managing that change should be allocated.

Online thematic workshops

The online thematic workshops were designed to widen participation by offering an additional opportunity for people who could not attend in-person sessions, or who had a particular interest in one of the four themes, to engage with the project team and feed into the discussion. These sessions aimed to focus and deepen discussion and capture insights that might not emerge through broader, place-based workshops.

Each session followed a consistent structure, mirroring the in-person workshops but adapted to support thematic focus.

HES specialists delivered short presentations introducing ways in which the chosen theme intersected with heritage and participants were invited to share their own “special place”, before moving into a structured thematic discussion prompted by targeted questions. This format ensured continuity with the wider engagement programme while enabling deeper exploration of heritage through lenses, including biodiversity, sport, wellbeing and change.

In total, **20 attendees** took part across the **four sessions** including three experts from HES. Many attendees had a strong or active interest in heritage and discussions were passionate, engaging and, at times, deeply reflective.

In depth discussions ranged through topics including community and representation, the pace of change and enforcement, with themes that were recurring across workshops, but also some which were distinct, unique and nuanced.

Special places and notes from the in-person workshops included:



Cottiers Pub, Glasgow

Former church, now venue and pub; got married there, is a place to meet up, watch plays/gigs



Broch of Burra Ness

Heatherdale or Glippapond, an old settlement up from the head of Gloup Voe; around 1880 there was shop there that served local Haaf fishermen, today its ruins remain; nearby there is a hectare plantation of trees; have visited often with family



Crocodile Rock, Millport

Earliest childhood memory



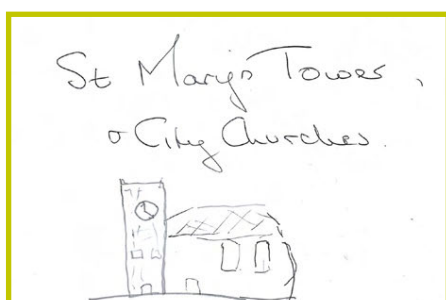
Titan Crane, Clydebank

Fascinating story about Scotland's industrial past, used to be one of the most active shipyards in Europe, contributing to Glasgow's positioning worldwide and gave the city jobs and growth; then underwent decline and now regeneration, which tells a "less known" story



Ring of Brodgar, Orkney

Dramatic position between lochs; superb place to visit in different conditions (lighting, sunrise/sunset, seasons); though we know a lot about stone circles, but there's a huge amount we don't know and probably never will



St. Mary's Tower, Dundee

Dundee's oldest building and key part of the city's identity; it appears on early maps, industrial tokens, and remains an important tourist attraction today; great views from the top

Youth Challenge

16 Pupils from Dalry Primary School in Edinburgh took part in a youth challenge using the same Heritage Postcard activity as the adult workshops. Their responses provided a rich insight into how young people understand heritage, what they value locally, and how family, culture and personal experience shape the places that matter to them. The activity aligned with the Curriculum for Excellence and Learning for Sustainability by helping pupils explore heritage, identity and global citizenship through creative, inquiry-based learning. Some special places from the school pupils included:



Glenfinnan Viaduct

I like it because of Harry Potter and the journey from it to Hogwarts reminds me of my family's journey arriving to Edinburgh for first time; it gives me sense of peace when thinking about it; have to make sure it is maintained for use and environment around it is kept clean



Loch Ness

I used to visit with grandma, it gives me happy memories; we should protect/maintain it by making sure the area around it is clean of rubbish



Forth Railway Bridge

It's special to me because a Japanese engineer supported its construction; I enjoy traveling over it; have to make sure it is properly looked after so it can continue to be used and doesn't rust



University of Edinburgh

Uni helped Libyan people during its war and after 2023 flooding in Libya; Uni's datashare holds research about Libyan rock art; Uni holds important data/research and is welcoming to foreigners/immigrants



Royal Lyceum Theatre

I've done shows at the youth theatre, take drama classes, aunt works there, the theatre is well known by people

Influencer Outreach

As part of a wider social media engagement strategy, HES commissioned the Hebridean Baker to engage his audience of **194,000 Instagram followers** and gather insights into how people connect with heritage through place, memory, and food. He produced a reel celebrating Hogmanay and highlighting one of his favourite Scottish dishes, cullen skink. The post invited followers to respond in the comments to key questions: **“What place in Scotland matters most to you?”** and **“What makes it special – and what’s your favourite Scottish recipe?”**

The reel generated **strong engagement**, with

90,063 views

220 comments

4,339 likes

120 comments directly responded to the consultation questions, with 31 people mentioning family, 24 mentioning travel, and six mentioning childhood memories. It demonstrated how heritage is deeply tied to identity, emotion and lived experience.

Scotland’s islands topped the list of most mentioned special places, including: **Shetland, Lewis, Skye, Iona, Orkney, Mull, Bute, Lunga and more. Cullen (Moray), also appeared, connecting place and the dish cullen skink, while other mentions spanned the Highlands and Central Belt.**

Cullen skink dominated (with 43 mentions) responses to a favourite Scottish recipe, and others included: **mince and tatties, fish and chips, shortbread, pancakes, cloutie dumpling, smoked haddock, Stornoway sausage, and local seafood.** Answers highlighted the importance of food as a powerful part of cultural heritage and personal identity.

Clip of the reel posted by the Hebridean Baker



Supported Workshops

A series of supported engagement sessions took place to ensure that perspectives from communities less routinely represented in heritage consultations were meaningfully included in the conversation. The purpose of these sessions was to work in partnership with trusted organisations who have strong relationships with specific communities, enabling participants to share their views in culturally safe, accessible and relevant settings.

Three supported workshops were delivered:

- At the **Islay Gaelic Centre**, working with Gaelic-speaking communities.
- With the **Scottish Refugee Council**, working with refugees and people seeking asylum.
- With **MECOPP (Minority Ethnic Carers of People Project)**, who work with Gypsy/ Traveller community members.

Islay Gaelic Centre

The session was attended by **30 participants**, representing a broad mix of local residents, Gaelic speakers, community members and those engaged in cultural organisations. Key discussion points included:

- Local heritage is rooted in people, language and their landscape
- Connections to heritage are strong but becoming fragile over time and generations
- There are challenges with access, interpretation and understanding
- There can be uncertainty around designations and planning processes
- Changes are already transforming Islay's heritage and identity

Special places mentioned in the Islay Gaelic Centre session included:



Kildalton Chapel Burial Ground

Three medieval, carved stones and designs from three separate schools of carving



Kilchoman Church

Family interred at cemetery



Ballygrant Loch

Spent a lot of time there as child; memorable winters when loch would freeze over; view of Paps of Jura; crannogs



Heatherhouse, Islay

My home, where I was born and named after; 33 people used to live here, now there's only one

Scottish Refugee Council

A total of **three participants** took part in the workshop and discussion. Discussion included:

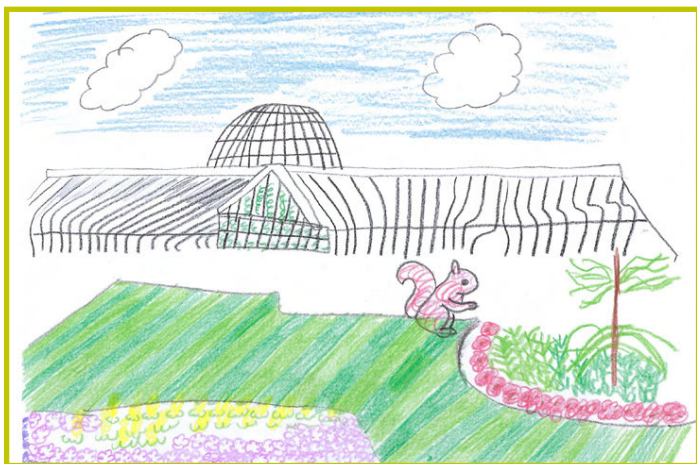
- Heritage as a personal connection rather than an official status
- The strong relationship between heritage and nature
- The need for protection at multiple scales
- The importance of accessibility and inclusivity
- Acknowledgement that heritage is dynamic and vulnerable

Some special places from the session included:



University of Glasgow

One of most important historical buildings in Scotland, a vital centre for generations; work there and visit its historical buildings regularly; protect it through ongoing maintenance



Glasgow Botanic Gardens

I like the variety of nature (gardens, river, greenhouses), Japanese peace garden; my dog enjoys the space; protect it by maintaining its buildings, continue doing events there to sustain it as a community space

MECOPP

A total of **six people** took part in the session, most of whom currently or had previously lived on traveller sites, and all of whom identified strongly with the Gypsy/Traveller community. The drop-in structure encouraged open, conversational exchanges that offered valuable insights into how Gypsy/Traveller communities define, experience and value heritage in their daily lives. Key ideas and discussion included:

- The importance of gathering for work, socially, as a community and a culture
- The importance of sites in Gypsy/Traveller identity and behaviour, although not necessarily the locations themselves
- Historical and current marginalisation of Gypsy/Traveller communities, and the impact on their culture and heritage
- The opportunities in education for building understanding, appreciation and cohesion

A special place from the session included:



Fire

The fire is where everyone gathers and where we connect. It doesn't matter where a fire is, but it is important to our heritage and culture

3. WHAT WE HEARD

What people consider heritage

Participants hold a broad and inclusive understanding of heritage. They see it as:

Shaped by the surrounding environment

Heritage includes landscapes, working environments, paths, viewpoints, coastlines, lochs, and farmland. People stressed that heritage is shaped by its surrounding environment, not only by individual structures.

Everyday and lived experience

Heritage is often defined through routine, memory, emotional connection and sensory experience. For example, a walk that changes with the seasons, a local river linked to childhood fishing, or a favourite street that signals “coming home” were all considered to be aspects of heritage.

Cultural and intangible traditions

Participants emphasised the importance of Gaelic and Scots languages, oral storytelling, craft skills and traditional practices, community archives, grassroots sport traditions, as well as family and migration stories.

Groups such as Gaelic speakers, Gypsy/Traveller communities and refugees emphasised that heritage can be tied to people, culture and behaviour, even more strongly than to physical places. It was important for many that these skills, behaviours and activities are preserved and nurtured for the future.

Hidden or overlooked heritage

Participants highlighted heritage that is rarely formally recognised, including turf dykes, small watercourses, industrial and working-class histories, women’s sport, and local volunteer held collections.

Across all groups, heritage was seen as living, personal and diverse.



Survey respondents said their favourite heritage places were:

25%
castles, fortifications
and defensive
structures

15%
urban places and
historic streets

10%
islands, coasts and
maritime heritage

9%
Mountains, glens and
scenic landscapes

Heritage is felt in everyday life, not just special visits. The survey asked when people feel most connected to heritage. The most common answers were:

59% while travelling between places

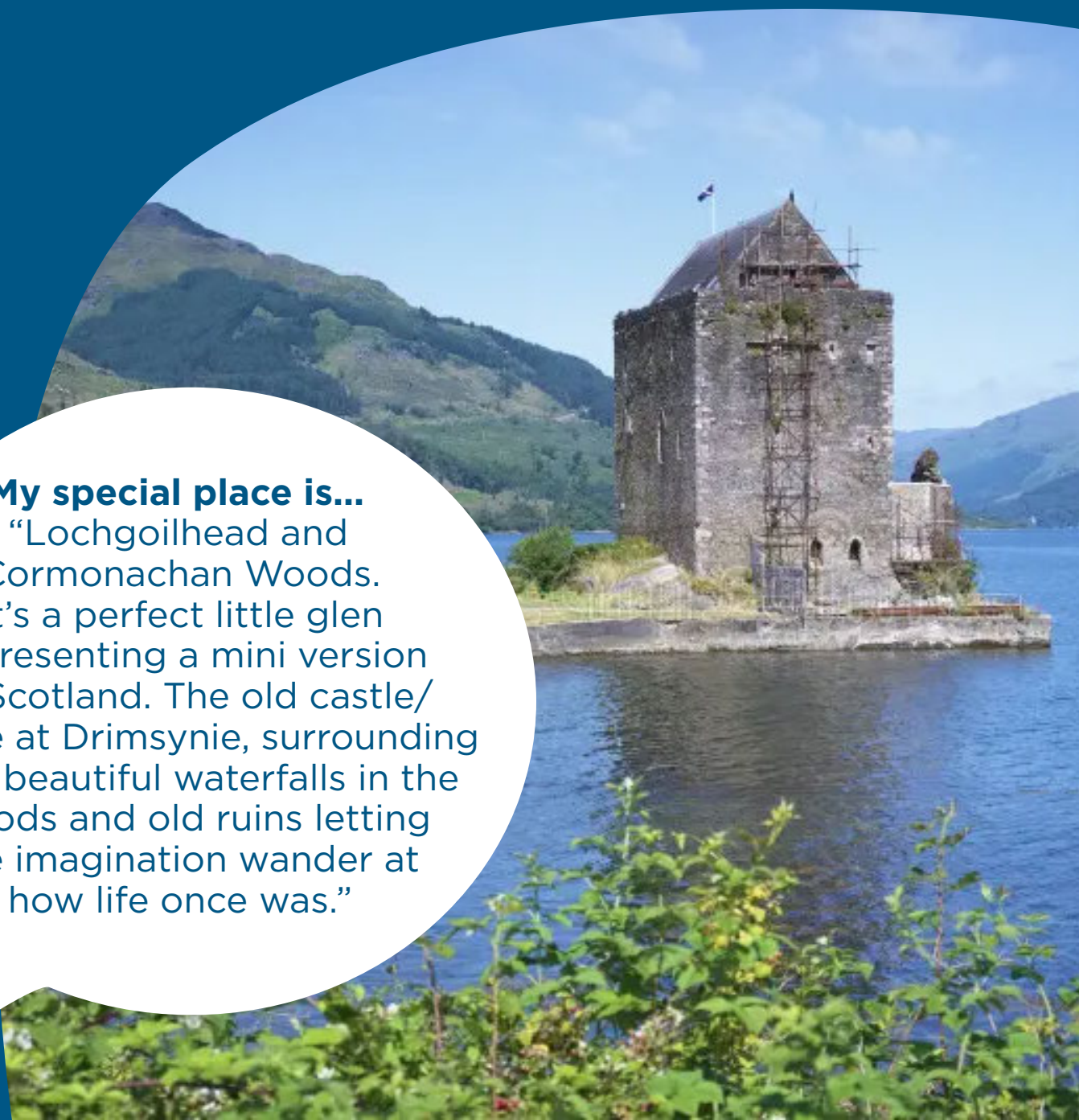
57% spending time with family and friends

46% when on holiday

For many people heritage is woven into everyday life. This ease of access to heritage was identified by respondents as something special about Scotland.

My special place is...

“Lochgoilhead and Cormonachan Woods. It’s a perfect little glen representing a mini version of Scotland. The old castle/house at Drimsynie, surrounding hills, beautiful waterfalls in the woods and old ruins letting the imagination wander at how life once was.”



What people value about Scotland's historic environment

Experience is the key thing that people value about Scotland's heritage. Being able to go to places that are steeped in story and meaning has great value for people.

I value my chosen place because... "It's part of my childhood, it's part of my children's and grandchildren's story, and it is a special place for my late husband and I."

88%

of survey respondents said it's the experience of being there that matters most about their chosen place

Most people make a deliberate effort to connect with heritage regularly, with 35% of survey respondents connecting with heritage several times a year, and 24% connecting with it weekly.

The **top three** feelings that respondents experienced when engaging with heritage were:

- curious, engaged and interested
- connected and proud
- uplifted, positive or optimistic

The vast majority of responses to this question focused on positive feelings. Those who expressed negative feelings were around frustration and sadness, mostly directed at neglect and the sense that places they love are being lost.

Natural places and landscapes were also popular triggers for positive feelings, with the physical character of a place offering beauty and tranquillity to visitors and users.

Heritage places spark imagination, learning and curiosity. The experience of being in a place, or seeing historic artefacts is a far more powerful act than passive information gathering. People often feel a strong connection to the past when engaging with heritage places and artefacts, especially as they imagine what life might have been like.

I feel... "Inspired by our history but even more so by our people."

I feel... "Angry at the way some ancient buildings near me have been neglected"

How people want heritage to be managed, protected and recorded

Participants expressed clear expectations about how heritage should be cared for:

Clearer, more accessible processes

People want better communication, simpler guidance and more transparent planning and designation decisions. Many described current administrative systems as slow, complex or difficult to navigate. Communities are often willing to take the lead in looking after their heritage but require clearer information and support.

Stronger protections and enforcement

While people value legal protections, many felt they are ineffective without consistent enforcement, especially where local planning teams are under severe pressure. Examples included unauthorised tree removal, inappropriate development, and loss of historic buildings.

Participants want recording systems to reflect lived experience, as they help to preserve meaning when physical fabric declines or disappears. Alongside more traditional architectural descriptions, this could include:

- oral histories
- local stories and community memories
- everyday heritage
- cultural practices

Support for skills, maintenance and capacity

Communities repeatedly raised concerns about the loss of traditional craft skills and the reliance on volunteers. They stressed the need for long-term funding for training and apprenticeships, with clear skills pathways and investment in building and landscape resilience.

Rural and island communities particularly emphasised that without skills and funding, protection is impossible in practice.

Inclusive participation and community empowerment

People want to be active partners in managing heritage. They expressed support for partnership approaches with HES, with more devolved local decision-making. There was a desire for more accessible engagement formats and locally relevant communication.


Communities told us that they value heritage most when they can contribute to shaping its future.

92%

of survey respondents believe legal protection for their special place would matter

70%

of survey respondents want more varied recording of heritage places, including stories, memories and cultural practices, not just buildings



“The country is littered with crumbling, rotting, abandoned listed buildings. What does listing actually achieve without proper enforcement?”

“In Scotland many cities, towns and villages are losing listed buildings in the name of progress. Glasgow in particular has lost far too much over the last 60/70 years.”

Appetite for change

Participants accepted that change is inevitable, and in many cases, necessary, but emphasised that it must be thoughtful, transparent and well communicated.

Strong support for adaptation when it protects or improves heritage

People generally supported climate adaptation, such as protecting buildings from erosion or flooding, and finding sensitive new uses for older buildings. There was also support for accessibility improvements, and examples like adapting a church into a climbing centre or improving access at to a historic building were welcomed when handled respectfully.

Desire for managed, not uncontrolled, change

Concerns centred on large-scale development affecting landscape character, and the threat of change to the character of surroundings through new infrastructure. There was frustration with poorly explained planning decisions, and examples of rapid climate driven changes damaging sites.

Participants stressed that both slow, planned changes and rapid emergency interventions must be communicated clearly so communities understand the rationale.

Change must uphold identity, memory and meaning

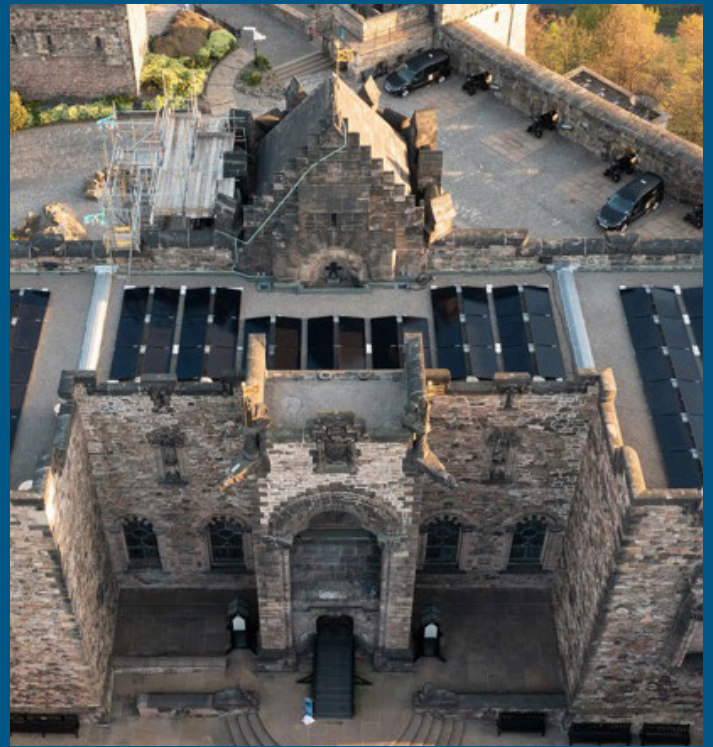
Even when physical sites cannot be saved, people want stories to be preserved and cultural traditions recorded. It is important that languages are sustained, and there was a message that community narratives can help to shape how heritage is interpreted.

Change should support long-term viability

People view change positively when it:

- strengthens resilience
- restores damaged landscapes
- modernises buildings while respecting character
- supports wellbeing and community cohesion

Overall, there is a high appetite for positive, well-managed change, but strong resistance to changes that damage heritage, reduce biodiversity, or undermine the character of places people care about.



Solar panels on Edinburgh Castle

79%

of survey respondents were more supportive of change when it improves access to a heritage site

70%

of survey respondents felt negatively about heritage being lost to natural processes and climate change

67%

of survey respondents said if a place is going to be lost, they want it recorded properly first



Survey respondents would support change to heritage sites if it was for the following purposes:

88%

protect a site or a place from damage e.g. coastal erosion

79%

make places easier to access or use e.g. lifts or ramps

79%

support habitat or biodiversity

78%

find out more about the past

71%

make buildings warmer and cheaper to run e.g. retrofitting

51%

bring investment and business to an area e.g. regeneration

45%

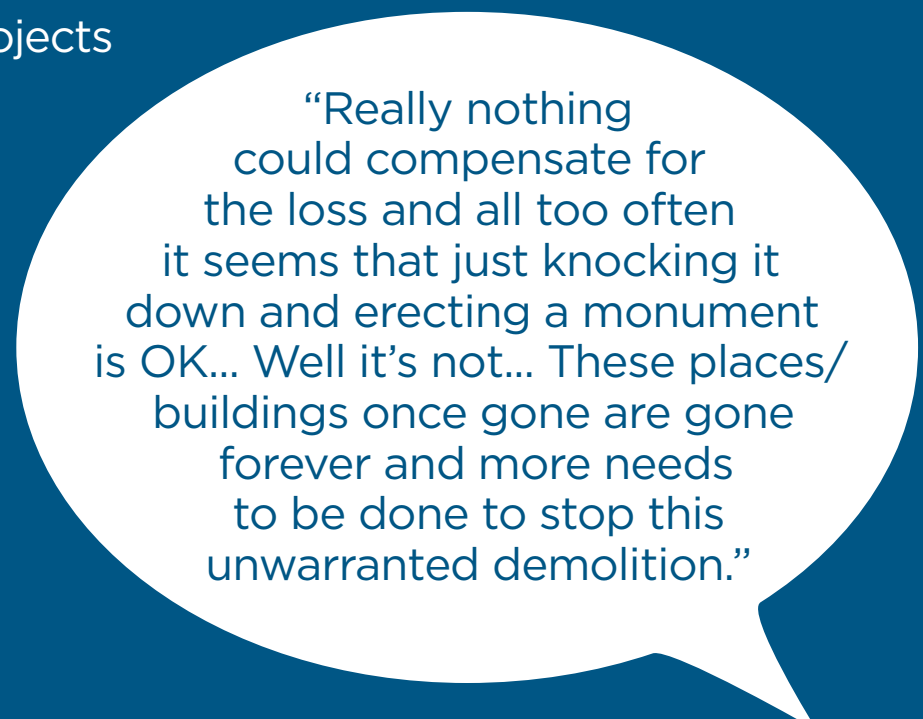
provide homes for people

44%

work towards Net Zero energy

34%

allow big infrastructure projects e.g. grid upgrades



“Really nothing could compensate for the loss and all too often it seems that just knocking it down and erecting a monument is OK... Well it’s not... These places/buildings once gone are gone forever and more needs to be done to stop this unwarranted demolition.”

4. WHAT THIS MEANS FOR THE FUTURE

Conversations and input included diverse topics, with a depth of knowledge, understanding and feeling across in-person workshops, themed online workshops, supported engagement sessions, school activities, and the online survey. Taken together, these responses provide a multi-layered view of how people in Scotland understand, experience and value heritage today. They highlight both shared themes and important differences between groups, communities and geographies.

The results demonstrate HES's vital role in managing Scotland's heritage. There was clear support for many of the key functions including recording, legal protection, and well-managed change.

Other key messages which have emerged from the *Talking About Heritage* engagement include:

Policy

1. Embed a broader and more inclusive understanding of heritage in decision-making.
2. Prioritise climate resilience, supporting sensitive adaptation and sustainable reuse.
3. Centre access and experience of heritage.

Engagement

Adopt a flexible, adaptive engagement model.

4. Enhance place-based, community-led approaches.
5. Reinforce partnerships across sectors, including work with trusted community intermediaries.
6. Strengthen communication around change.

Practice

7. Improve clarity, consistency and transparency in process.
8. Document heritage at risk and record threatened heritage.
9. Support decision makers to make informed choices, considering key heritage issues.

Historic Environment Scotland, Kevin Murray Associates and Reorient Places would like to extend our sincere thanks to everyone who participated or fed into *Talking About Heritage*. It has provided a deep and nuanced range of information, anecdotes and sentiment that will help to shape HES's approach to the historic environment moving forward.



Historic Environment Scotland is the lead public body established to investigate, care for and promote Scotland's historic environment.

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