

Giant's Causeway and Causeway Coast World Heritage Site **Action Plan** 2021 – 2023



United Nations
Educational, Scientific and
Cultural Organization



• Giant's Causeway
and Causeway Coast
inscribed on the World
Heritage List in 1986

Introduction

This three-year Giant's Causeway and Causeway Coast World Heritage Site (WHS) Action Plan was produced by the Causeway Coast & Glens Heritage Trust (CCGHT) on behalf of partner organisations represented within the WHS Steering Group.

The 2021-2023 Action Plan identifies tasks required to deliver on the vision, aims and objectives of the Giant's Causeway and Causeway Coast WHS Management Plan 2021-2027.

The Vision for the Giant's Causeway and Causeway Coast WHS encapsulates the aspirations of the Steering Group for the future of the Site:

'The Giant's Causeway and Causeway Coast World Heritage Site will be recognised as the global leader in the responsible management of dynamic natural sites, encouraging people to celebrate, value and enjoy a Site that demonstrates responsible conservation while providing an exceptional visitor experience. This Site will positively contribute to local and regional communities, while its special qualities, sensitive setting and environment are safeguarded for present and future generations.'

Aims & Objectives

Aim 1. Safeguard the Outstanding Universal Value of the World Heritage Site and its Distinctive Landscape Setting for present and future generations

- a) Conserve the geological and geomorphological attributes of the Site while allowing natural processes to occur
- b) Support a healthy natural environment and uphold the landscape character, setting and sense of place for the Site
- c) Encourage, support and promote outcomes of research and monitoring programmes that inform the sustainable management of the Site and its Distinctive Landscape Setting

Aim 2. Demonstrate and support excellent WHS Management

- a) Maintain a strong management structure for effective coordination of activities that influence or impact on the OUV and integrity of the Site
- b) Ensure that sufficient resources are secured to allow effective delivery of the WHS Plan
- c) Share knowledge and collaborate with other Sites to support responsible management practices

Aim 3. Raise awareness and understanding of the Giant's Causeway WHS status

- a) Increase public and sectoral understanding of the Site's WHS status and OUV
- b) Ensure WHS status is recognised and explained to a wide range of audiences
- c) Maintain and improve education, training and research opportunities and facilities at the WHS and beyond

Aim 4. Provide a safe, enjoyable and sustainable visitor experience that does not compromise the Outstanding Universal Value of the Site

- a) Maintain appropriate access to and around the Site that does not compromise the OUV or natural environment
- b) Encourage visitors to make environmentally sustainable choices when visiting the WHS
- c) Encourage development of appropriate and sustainable regional visitor infrastructure

Aim 5. Better engage local communities with the WHS, enabling them to gain greater benefits from the WHS designation

- a) Ensure local community representation is included in WHS management
- b) Enable local communities to be engaged with the WHS and harness the contribution that the Site can make to community life
- c) Support local communities to champion the WHS and its protection

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Better engage local communities with the WHS and enable them to gain greater benefits from the WHS designation



**Safeguard the Outstanding Universal Value of the World Heritage Site
and its setting for present and future generations**



Aim 1. Safeguard the Outstanding Universal Value of the World Heritage Site and its setting for present and future generations						
a) Conserve the geological and geomorphological attributes of the Site while allowing natural processes to occur						
Action	Details	Lead	2021	2022	2023	
1.01	All landowners and land managers will support the WHS's OUV and Integrity Landowner and land manager operations will support the Site's World Heritage designation. They will inform the Steering Group of significant changes or issues. The Steering Group may seek independent expert advice and take further action.	Landowners and Managers	●	●	●	
1.02	National Trust management practices are to conserve the geological and geomorphological attributes while allowing natural process to happen National Trust will manage terrestrial aspects of the WHS, within their remit, to conserve the geological and geomorphological attributes while allowing natural process to occur.	National Trust	●	●	●	
1.03	Recognise the Statement of Outstanding Universal Value in SAC management plans Where possible the SOUV will be referenced and recognised in the North Antrim Coast and Skerries and Causeway SAC management plans.	DAERA NIEA	●			
1.04	Monitor the Giant's Causeway and Dunseverick ASSI and support land managers to maintain favourable condition Monitor and complete ASSI condition assessments and take action to maintain favourable condition where possible. Rolling 6 year process - due 2024. Initial update in 2021. Share outcomes with the Steering Group.	DAERA NIEA Earth Science and Heritage Officer	●			
1.05	Ensure responsible land management that supports the Giant's Causeway and Dunseverick ASSI to maintain favourable condition Relevant land managers to practice responsible land management that supports the ASSI's favourable condition." Update the Steering Group of changes and via an annual agenda spot at meetings.	Land Managers National Trust CCGBC	●	●	●	
1.06	Support improved coastal monitoring and management Support the call for a NI coastal observatory, and relevant research and activity. CCGBC Coastal Paper expected 2021 with policy to follow.	Steering Group	●	●	●	
1.07	Land and paths will be developed and managed in such a way as to safeguard geological and geomorphological features and not interrupt natural processes Landowners will ensure lands and paths are maintained using best practice. Paths should be sensitive to the natural environment and not interrupt natural processes. This may require training. (Links to Action 4.2)	National Trust CCGBC	●	●	●	

Aim 1. Safeguard the Outstanding Universal Value of the World Heritage Site and its setting for present and future generations
a) Conserve the geological and geomorphological attributes of the Site while allowing natural processes to occur

	Action	Details	Lead	2021	2022	2023
1.08	Monitor geological and geomorphological features and undertake supportive actions when possible	Continue daily cliff failure monitoring and recording at the most visited parts of the WHS, to build a strong database which can inform management practices and support research.	National Trust	●	●	●
1.09		Review location, hosting and access of daily monitoring data. Make data available for research purposes.	QUB National Trust	●		
1.10		Complete terrestrial LiDAR scanning biennially to provide a clear picture of changes, movement and cliff failure. LiDAR scanning last completed in 2011. Robust comparison and analysis required.	GSNI QUB DAERA NIEA	●		●
1.11		Use LiDAR data to monitor terrestrial WHS boundary and determine if it is sufficient. Seek a further boundary extension if necessary.	GSNI QUB	●		●
1.12		Research the impact of coin lodgement in columnar joints near the Grand Causeway. Recommendations on how to remove and reduce coin lodgements to be brought forward.	DAERA NIEA GSNI	●	●	
1.13		Investigate vegetation growth on the Grand Causeway to determine cause and scale, and recommend suitable management actions.	QUB		●	
1.14		The NI Geodiversity Charter will recognise the WHS and include it as a case study.	GSNI	●		
1.15		GSNI's Science Strategy will recognise and support the WHS's geological qualities.	GSNI	●		

Aim 1. Safeguard the Outstanding Universal Value of the World Heritage Site and its setting for present and future generations						
b) Support a healthy natural environment and uphold the landscape character, setting and sense of place for the Site						
Action	Details	Lead	2021	2022	2023	
1.16	Support the natural environment	Develop North Antrim SAC and Skerries and Causeway SAC Management Plans. Support implementation of sustainable management practices.	DAERA NIEA	●		
1.17		Support natural environment designations (SACs, ASSI and NNR) so they are found in favourable condition.	DAERA NIEA	●	●	●
1.18		Land managers and neighbouring land managers operations will support the natural environment. National Trust's <i>Land, Outdoors</i> and <i>Nature</i> Strategy supports this.	National Trust CCGBC DAERA NIEA	●	●	●
1.19		Identify and control invasive non-native species within the WHS and where possible DLS.	National Trust CCGBC	●	●	●
1.20	Uphold the landscape character of the area	Take account of the emerging Causeway Coast and Glens Borough Landscape Study and previous Landscape and Seascape Character studies.	Steering Group	●		
1.21		Complete a critical views assessment for the WHS and DLS to provide greater understanding of views to and from the WHS, the Site's setting and sense of place within the wider landscape. This should be presented to decision makers and shared with the public.	DAERA NIEA		●	
1.22		Establish fixed point photography that builds on ASSI condition assessments and includes cultural aspects and views to and from the WHS. Complete quarterly and share findings.	Secretariat	●	●	●
1.23		Scope viability of producing information on the traditional built heritage features of the WHS, DLS and adjacent lands. Produce appropriate materials if possible.	CCGBC DfC HED		●	
1.24		Update the Steering Group on planning applications within the WHS and DLS at each meeting and in an annual summary report.	CCGBC Planning	●	●	●
1.25		Commission a report reviewing development and land use change within the WHS and DLS. The report should provide comment on the impacts of development and forecast future change. This report should be presented to CCGBC Planning.	DAERA NIEA		●	●

Aim 1. Safeguard the Outstanding Universal Value of the World Heritage Site and its setting for present and future generations						
b) Support a healthy natural environment and uphold the landscape character setting and sense of place for the Site						
Action	Details	Lead	2021	2022	2023	
1.26	Uphold the landscape character of the area	Consult NIEA if a planning application might impact upon the OUV of the WHS - NIEA will inform the Steering Group and DCMS if this happens.	CCGBC Planning DfI DAERA NIEA	●	●	●
1.27		NIEA to engage with CCGBC Planning and DfI to discuss the viability and benefits of introducing the World Heritage Centre's suggested Environmental Assessments for planning applications within the WHS and DLS.	CCGBC Planning DfI DAERA NIEA	●	●	
1.28		Raise awareness and understanding of the Site, DLS and the Management and Action Plan with CCGBC Planning Committee and Planning Officers.	Secretariat DAERA NIEA GSNI	●	●	●
1.29	Explore and better recognise marine aspects of the Site	Invite DAERA Marine and Fisheries Division to provide information on the marine WHS area. A good working relationship should be developed.	Secretariat DAERA Marine and Fisheries Division	●		
1.30		Engage with DfI and DfE to ensure marine portions of the WHS are excluded from future marine licensing options for mineral exploration or similar.	Steering Group	●		
1.31		Continue to identify the WHS on mapping tools and make links to the Management Plan to inform potential developers of the designation.	Crown Estate	●	●	●
1.32		Update the Steering Group of any enquiries received regarding marine development within a reasonable proximity of the WHS.	Crown Estate	●	●	●
1.33		Inform the Steering Group if a planning application links to marine development within or adjacent to the WHS. It is likely DfI would receive this application. The Steering Group will encourage DfI to communicate about such matters, recognising NIEA's role as State Party representative. This may include defining a working understanding of a marine buffer zone.	CCGBC Planning DfI	●	●	●
1.34		Conduct at least one marine litter clean-up annually. Document findings and provide to KNIB. Engage local businesses and volunteers.	Secretariat National Trust CCGBC	●	●	●

Aim 1. Safeguard the Outstanding Universal Value of the World Heritage Site and its setting for present and future generations						
c) Encourage, support and promote outcomes of research and monitoring programmes that inform the sustainable management of the Site and its setting						
Action	Details	Lead	2021	2022	2023	
1.35	Support UN Sustainable Development Goals Review UN Sustainable Development Goals and ensure activities contribute to them where possible. The Secretariat will provide and share a summary report of how activities contribute to UNSDGs and World Heritage Sustainable Development Policy.	Steering Group Secretariat	●	●	●	
1.36	Support, share and work to deliver on and further the Sustainability Study Present findings of the Sustainability Study to the Steering Group, the public, destination and site managers locally, nationally and internationally.	National Trust	●	●		
1.37	Review Sustainability Study and where possible support recommendations in line with WHS protection. Take opportunities to support further research and monitoring following on from the Study.	Steering Group	●			
1.38	Where possible deliver on Sustainability Study recommendations that protect WHS OUV and support the designation. Take opportunities to implement further research and monitoring works at the WHS.	National Trust	●	●	●	
1.39	Establish a collaborative research advisory working group with NI universities to drive WHS focused research Work with both NI Universities to set-up a research advisory working group that will focus on contributing to necessary WHS research. A task and finish approach will be taken. This may deliver on actions detailed in this Objective and others.	Secretariat QUB UU		●		
1.40	Identify the economic value of the UNESCO WHS designation to the NI economy Commission and oversee research into the economic value of the WHS designation to the NI economy, presently and historically. Use the findings to advocate for increased recognition and resourcing for the Site. This builds on UNESCO UK research.	Steering Group			●	
1.41	Commission a review of the WHS and DLSs vulnerabilities, building on the Sustainability Study A report focusing on the vulnerabilities of the WHS and DLS from a World Heritage viewpoint would support understanding and inform future activity. It is expected to include engaging with Climate Vulnerability index work which focuses on WHSs. The Steering Group will be integral to this review and expected to take forward recommendations which safeguard the WHS and DLS.	DAERA NIEA			●	

1.42	Investigate the viability of establishing a research repository	<p>Investigate the viability and mechanism for establishing a quality research repository, establish if possible. Researchers will be invited to log upcoming and completed research papers in the repository.</p> <p>Steering Group to invite one researcher per year to provide an overview of research at a meeting.</p> <p>It is hoped the repository will become a valuable resource for research.</p>	Steering Group		•	
1.43	Track research conducted at or including the WHS	Connect with NI universities and others to start tracking research happening at, or referencing, the WHS. Invite research institutions to provide details of research and findings. This will be presented on the WHS website.	Secretariat	•	•	•
1.44	Support use of new technologies in research and management practice	When appropriate support the use of new technologies in research and management at the WHS and DLS.	National Trust Steering Group	•	•	•



Demonstrate and support excellent WHS Management



Aim 2. Demonstrate and support excellent WHS Management						
a) Maintain a strong management structure for effective coordination of activities that influence or impact the OUV and Integrity of the Site						
Action	Details	Lead	2021	2022	2023	
2.01	The Steering Group will work to protect the OUV and Integrity of the WHS	The Steering Group will meet three times per year and hold further meetings as necessary.	Secretariat	●	●	●
2.02		Review Steering Group Terms of Reference annually and update as necessary. Roles and remits of members will be outlined in ToR. Membership will be fulfilled as required in ToR.	Steering Group	●	●	●
2.03		Work in partnership to deliver on this Action Plan supporting the Vision, Aims and Objectives of the Management Plan. Undertake activities to address issues and concerns as they arise.	Steering Group	●	●	●
2.04		Recognise the World Heritage Centre's guidance. The Secretariat will keep up to date on literature issued by the World Heritage Centre.	Steering Group	●	●	●
2.05		Complete Periodic Reporting for the WHS and other relevant monitoring as requested by the World Heritage Centre. Secretariat to lead co-ordination, Steering Group to contribute.	Secretariat		●	●
2.06		Call upon experts outside the Steering Group each year. Steering Group to put forward requests for external experts.	Secretariat	●	●	●
2.07		One representative from World Heritage Committee advisory or governing bodies will be invited to speak with the Steering Group each year: World Heritage Centre, IUCN, DCMS, Historic England, UNESCO UK and others as appropriate.	Secretariat	●	●	●
2.08		Any new landowners and managers will be provided with a copy of the Management Plan and invited to meet the Steering Group.	Secretariat	●	●	●
2.09		New and existing landowners and land managers, not already members of the Steering Group, will be contacted annually and informed of significant changes or activities and provided with relevant information.	Secretariat	●	●	●
2.10		The Steering Group will review the Statement of Outstanding Universal Value to assess relevance and accuracy. If deemed necessary and worthwhile the SOUV will be revised.	Secretariat		●	

Aim 2. Demonstrate and support excellent WHS Management

a) Maintain a strong management structure for effective coordination of activities that influence or impact the OUV and Integrity of the Site

Action	Details	Lead	2021	2022	2023
2.11	National Trust will undertake management activities which support the OUV and Integrity of the WHS	National Trust	●	●	●
2.12	National Trust will inform the Steering Group of changes to Site management, policies or strategies.	National Trust	●	●	●
2.13	The Steering Group will support National Trust as the site managers.	Steering Group	●	●	●
2.14	Communicate with the World Heritage Centre, State Party and Government Departments	Steering Group	●	●	●
2.15	NIEA will communicate with the World Heritage Centre, DCMS and Government Departments as appropriate and keep the Steering Group informed of communications. This includes State of Conservation reports.	DAERA NIEA	●	●	●
2.16	Department for Communities will be invited to update the Steering Group on it's role and activities related to WHS in Northern Ireland. A good working relationship will be established.	DfC		●	
2.17	Biennially review the Management Plan to highlight issues, challenges and current context. Develop an update addendum for the Plan. If deemed necessary by the Steering Group, revise the Plan.	Secretariat		●	
2.18	Monitor progress of Action Plan delivery. Members and partners to provide information and find solutions for delays, issues and changes of circumstance. A realistic approach will be taken to action delivery; actions may become outdated, circumstances may change or delivery methods adjusted. Progress information will be posted on the WHS website.	Secretariat	●	●	●
2.19	Revise the Action Plan	Secretariat			●

Aim 2. Demonstrate and support excellent WHS Management**b) Ensure that sufficient resources are secured to allow effective delivery of the WHS Plan**

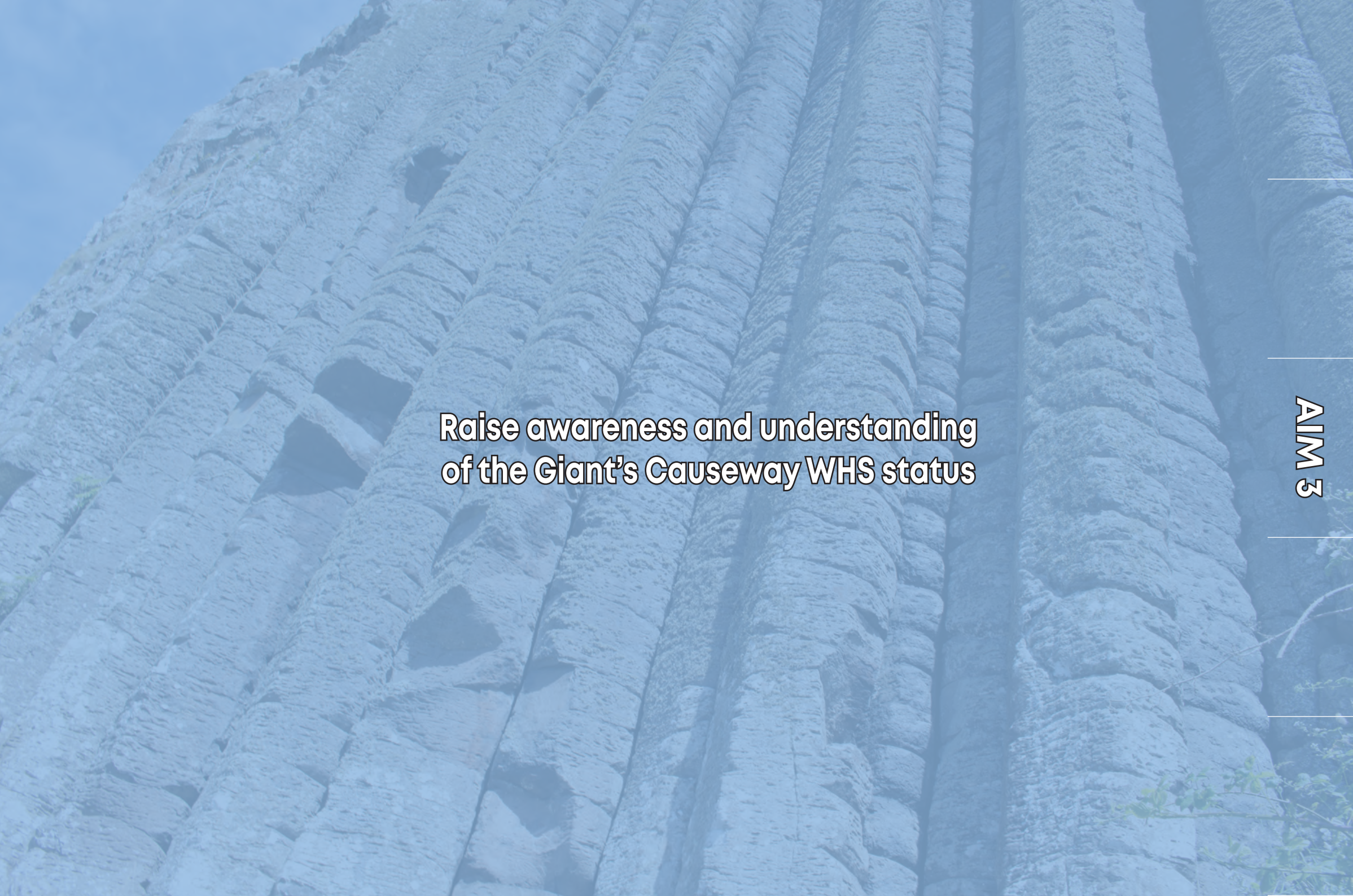
	Action	Details	Lead	2021	2022	2023
2.20	Support the Secretariat role	NIEA will continue to financially support the Secretariat role and provide some resource for delivery of Action Plan activities.	DAERA NIEA	●	●	●
2.21		CCGHT will continue to host the Secretariat role. This incurs cost as NIEA support the role at a % of overall costs.	CCGHT	●	●	●
2.22		The Steering Group will support the Secretariat in their work.	Steering Group	●	●	●
2.23	Source and contribute resources to deliver on actions	Members will contribute time, expertise and financial resources, when possible, to realise delivery of Actions. A collaborative approach will be taken.	Steering Group	●	●	●
2.24		The Secretariat will work to identify and secure resource to deliver on Actions. Members will support this activity.	Secretariat	●	●	●



Aim 2. Demonstrate and support excellent WHS Management

c) Share knowledge and collaborate with other Sites to support responsible management practices

Action	Details	Lead	2021	2022	2023
2.25	Represent the WHS Maintain membership and participate in WH:UK and/or similar organisations. When possible the Secretariat or Member should attend meetings. National Trust to continue WH:UK membership.	Secretariat National Trust	●	●	●
2.26	Members will represent and advocate for the Site at relevant events and through their regular work.	Steering Group	●	●	●
2.27	Continue to represent the WHS at UK World Heritage Site co-ordinator meetings and share information with the Steering Group. Offer to host this meeting once in the life span of the Management Plan.	DAERA NIEA	●	●	●
2.28	Share knowledge and collaborate with others Share and promote findings of the Sustainability Study with the Steering Group, regionally and internationally. Members to review information and support National Trust.	National Trust	●		
2.29	Welcome visits from other WHSs and organisations.	National Trust	●	●	●
2.30	Establish and maintain relationships with other sites and management bodies as appropriate. This may include other WHSs, UNESCO sites, natural heritage or sites of a similar nature. Specifically maintain and enhance the Sisterhood with Jeju Volcanic Island and Lava Tubes World Heritage Site.	Secretariat	●	●	●
2.31	Connect with and support potential WHSs/UNESCO Sites in NI.	Steering Group	●	●	●
2.32	Support development of a Geopark which includes the Site, DLS and wider area Continue to support efforts to develop a Geopark in the wider area to support responsible management practices.	Steering Group	●	●	●
2.33	The Geopark Working Group will provide annual updates to the Steering Group.	Geopark Working Group	●	●	●



**Raise awareness and understanding
of the Giant's Causeway WHS status**

AIM 3



Aim 3. Raise awareness and understanding of the Giant's Causeway WHS status						
a) Increase public and sectoral understanding of the Site's WHS status and OUV						
	Action	Details	Lead	2021	2022	2023
3.01	Develop and operate a communication strategy for the WHS	Develop a communication strategy that provides guidance for the Steering Group and Secretariat. It will cover internal and outward communications, identify audiences and recommend best practice to translate messages of World Heritage values and OUV.	Secretariat	●		
3.02		Deliver on the communication strategy across social media channels, printed material etc.	Secretariat		●	●
3.03		Host and improve the WHS website and maintain with monthly updates. The Secretariat will co-ordinate contributions by the Steering Group.	Secretariat	●	●	●
3.04	Share accurate and clear information related to the WHS	NIEA will maintain an accurate webpage for the WHS which signposts to other relevant sources.	DAERA NIEA	●	●	●
3.05		Members' websites to include accurate WHS information, signposting to relevant sources and will promote their role on the Steering Group.	Steering Group		●	●
3.06		Members' organisations to provide accurate WHS information across digital and physical outputs. Reference to WHS, OUV and suitable themes should be made. Secretariat will oversee review of materials to assess scope and accuracy (2022). This contributes to 3.01.	Steering Group Secretariat		●	●
3.07	Increase sectoral understanding of the WHS and OUV	Members to champion and advocate for the WHS within their organisation and roles.	Steering Group	●	●	●
3.08		Contact all NI Government Departments to raise awareness of the WHS, Management Plan and Steering Group activities.	Steering Group	●	●	●
3.09		Invite Ministers and heads of Departments to visit WHS, possibly by boat. Focus will be on encouraging understanding and recognition of the WHS and issues.	Steering Group		●	
3.10		Contact all elected representatives in NI to raise awareness of the WHS, Management Plan and Steering Group activities. At least one site visit will be hosted at the WHS (2023).	Secretariat	●	●	●

Aim 3. Raise awareness and understanding of the Giant's Causeway WHS status

b) Ensure WHS status is recognised and explained to a wide range of audiences

*The Communication Strategy will direct much of this activity - See 3.01

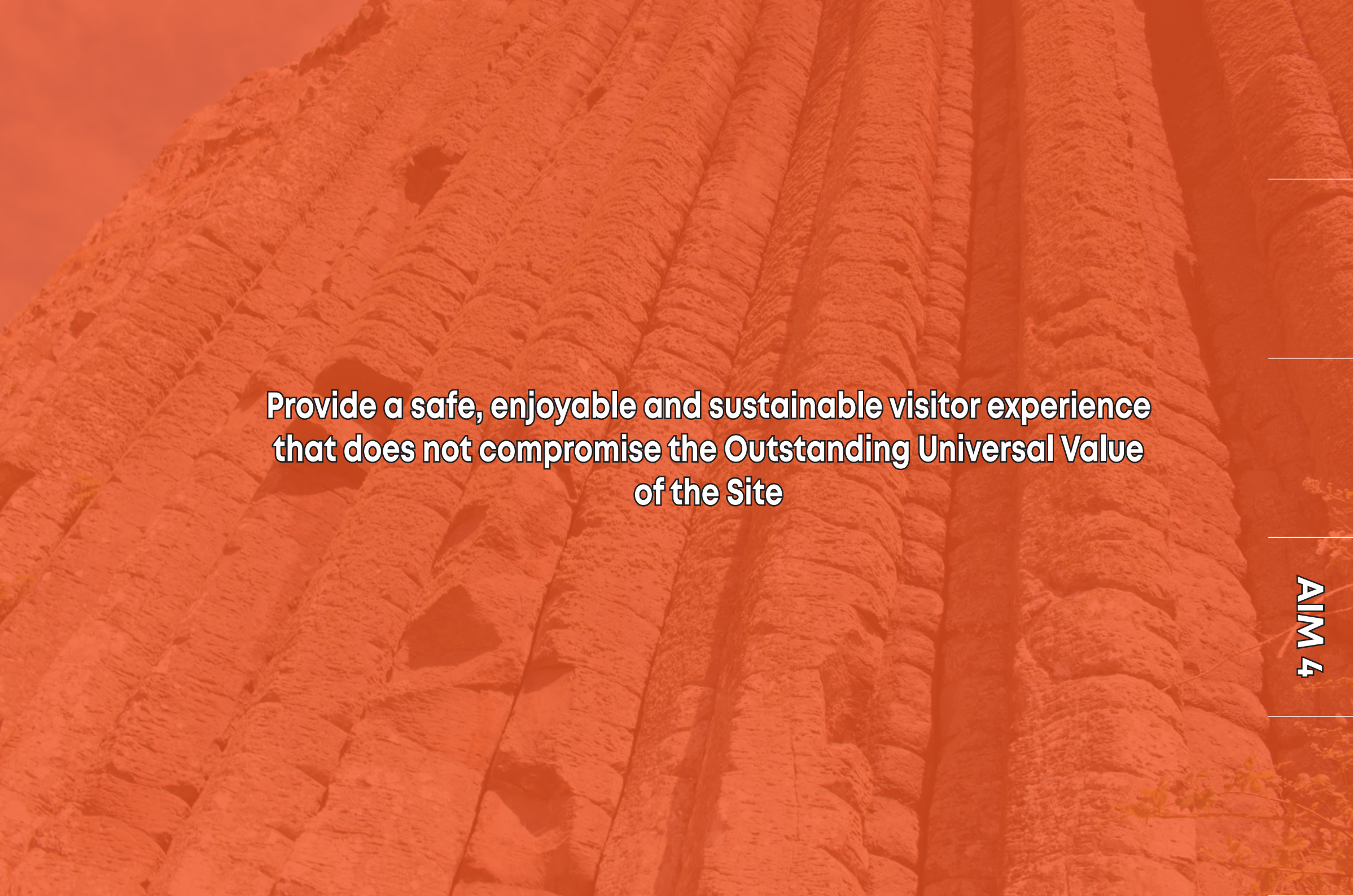
Action	Details	Lead	2021	2022	2023
3.11	WHS and UNESCO emblems will be used appropriately to raise awareness of the WHS Emblems will be used appropriately in accordance with DCMS and UNESCO guidelines. Secretariat to circulate emblem guidance and post it on the WHS website.	Steering Group Secretariat	●	●	●
3.12	Celebrate milestones of WHS designation The Site was inscribed in 1986. Milestone birthdays of inscription should be celebrated to promote the designation. 2021 is the 35th year of inscription.	Steering Group	●		
3.13	Translate the variety of designations across the WHS for the public Via video or other format, deliver information and translate the importance and meaning of the various designations present across the WHS for a public audience.	Secretariat DAERA NIEA			●
3.14	Provide a fact sheet to coach operators to deliver to their customers Most visitors arrive by coach. Provide a WHS fact sheet for coach operators to relay to their customers, an important WHS audience.	Secretariat National Trust RTM		●	
3.15	Continue to provide World Heritage information in the visitor offering National Trust operate the visitor centre and provide a visitor experience and should continue to include information on the WHS, World Heritage and OUV.	National Trust	●	●	●
3.16	Provide clear, accurate information for diverse audiences Consider and include marginalised and underrepresented sectors of the community in WHS communication efforts.	Secretariat		●	
3.17	Where possible WHS information will be made available in a variety of languages and accessible formats. At least one additional output provided during the life of this Plan.	Secretariat Steering Group National Trust	●	●	●

Aim 3. Raise awareness and understanding of the Giant's Causeway WHS status**c) Maintain and improve education, training and research opportunities and facilities at the WHS and beyond**

*Objective 1c strongly contributes to this Objective

	Action	Details	Lead	2021	2022	2023
3.18	Continue to support youth development programmes	National Trust will continue to support youth skills development programmes at the WHS and DLS.	National Trust	●	●	●
3.19	Continue to operate the Open College Network accredited centre and provide life-long learning opportunities	In 2018 National Trust facilities at the Causeway were approved as an Open College Network. At least one training course will be delivered annually.	National Trust	●	●	●
3.20	Continue to offer education programming at the WHS	National Trust will continue to provide curriculum relevant education programming including information relevant to World Heritage and issues facing the WHS.	National Trust	●	●	●
3.21	Continue to offer volunteer opportunities at the WHS	National Trust will continue to offer regular volunteer opportunities at the WHS and surrounding area. Volunteer efforts contribute to conservation and public understanding of the WHS.	National Trust	●	●	●
3.22	Improve working relationship with Museum Service	Opportunities to develop engagement, education or exhibitions with Council Museum Services will be acted upon. Proposed projects and research will contribute to this.	Secretariat	●	●	●
3.23	Strengthen communication with education authorities to promote the WHS and its relevance to various aspects of learning	Establish suitable, regular, communication with education authorities and organisations, promoting the WHS, its values and opportunities for learning and research.	Secretariat	●	●	●





**Provide a safe, enjoyable and sustainable visitor experience
that does not compromise the Outstanding Universal Value
of the Site**



Aim 4. Provide a safe, enjoyable and sustainable visitor experience that does not compromise the Outstanding Universal Value of the Site						
a) Maintain appropriate access to and around the Site that does not compromise the OUV or natural environment						
Action	Details	Lead	2021	2022	2023	
4.01	Provide suitable and safe visitor services	National Trust will continue to operate visitor services that provide information on the WHS, World Heritage, OUV and challenges facing the WHS. National Trust Operational Plans will set out remit, provisions and mechanisms.	National Trust	●	●	●
4.02	Monitor, review and maintain access to and around the WHS that doesn't compromise the OUV or natural environment	Landowners and land managers will continue to monitor the access provision within their remit and work collaboratively to provide safe, quality access. This may include joint upgrade works, training and temporarily or permanently reducing access.	National Trust CCGBC	●	●	●
4.03	Where access is temporarily or permanently closed make rationale available to the public	If and when access is reduced, either permanently or temporarily, the rationale will be communicated to the public.	National Trust CCGBC	●	●	●
4.04	The natural processes should be allowed to occur uninterrupted	Rockfalls and landslips are natural processes and should not be hindered. National Trust approach this on a case by case basis and remove material which blocks access or poses a threat to safety, this is in line with responsible management. GSNI and others may be invited to provide advice.	National Trust	●	●	●
4.05	Provide clear messaging on the safety of visiting the Site, especially in relation to landslips and rockfalls	National Trust and other land managers will continue to provide clear information on the dangers of visiting a dynamic, natural Site.	National Trust CCGBC	●	●	●
4.06	Maintain permissive path agreements with landowners for the cliff top path	CCGBC will maintain agreements and seek to renew these for a period of 10 to 20 years.	CCGBC	●		
4.07	Profile out of hours visitors to the WHS to gain a wider understanding of visitor movement	Use suitable technology, on site monitoring and public surveying methods to profile out of hours visitors. Findings will be presented to the Steering Group and information acted upon as necessary.	QUB DAERA NIEA National Trust			●
4.08	Path monitoring for condition and use should be established and/or continued	The path networks to and within the WHS receive a lot of footfall. Regular condition assessments are required and types of use should be monitored and action taken to address issues (including at full cliff top path). A collaborative approach by Council and National Trust required.	National Trust CCGBC	●	●	●
4.09	Work to reduce pressure on hot-spots across the WHS	National Trust will continue to manage visitor spread across the WHS to reduce impact on hotspots.	National Trust	●	●	●

Aim 4. Provide a safe, enjoyable and sustainable visitor experience that does not compromise the Outstanding Universal Value of the Site

a) Maintain appropriate access to and around the Site that does not compromise the OUV or natural environment

Action	Details	Lead	2021	2022	2023
4.10	Monitor visitor experience at the Site Continue to survey visitors to gauge visitor enjoyment and engagement with the WHS. Where possible, and with support of the Steering Group, take action to address issues.	National Trust	●	●	●
4.11	Provide clear information about access to the WHS All relevant organisations should provide, or link to, clear information about travelling to the WHS including driving, walking, cycling and public transport. The Secretariat will review available information, highlighting inaccuracies or opportunities to enhance WHS information. Relevant stakeholders to address issues where possible (2022).	Steering Group Translink Secretariat	●	●	●
4.12	Engage with boat operators to encourage responsible practices and share World Heritage information Provide a training session for boat operators covering geology, geomorphology and World Heritage information. When possible boat operators will be offered best practice training such as the WiSe scheme.	Secretariat		●	●
4.13	Update the Steering Group on helicopter licencing and operators Information on helicopter licensing will be presented to the Steering Group. The Steering Group will work to identify a monitoring protocol for helicopter visits and if deemed necessary take steps to safeguard the WHS. The aim is to maintain a natural and tranquil setting.	DfI CCGBC Steering Group		●	
4.14	Take steps to ensure large outdoor events using or traversing the WHS are doing so responsibly, safely and sympathetically Landowners/land managers to engage with organisers to promote safe and responsible use of the Site, highlighting designations. Research on outdoor events will provide a baseline of information. User payback schemes will be investigated. Secretariat will participate on NI Outdoor Event Planning Group (DAERA NIEA resourced group).	CCGBC National Trust Secretariat		●	●

Aim 4. Provide a safe, enjoyable and sustainable visitor experience that does not compromise the Outstanding Universal Value of the Site						
b) Encourage visitors to make environmentally sustainable choices when visiting the WHS						
Action	Details	Lead	2021	2022	2023	
4.15	Work to make facilities at the Giant's Causeway carbon neutral	National Trust will review practices and take action to make facilities and operations at the WHS carbon neutral.	National Trust RTM	●	●	●
4.16	Facilities at the WHS will adhere to GSTC frameworks, thus improving sustainability	National Trust will adhere to Global Sustainable Tourism Council frameworks. This will improve sustainability across operations. National Trust may seek a sustainability accreditation for the WHS.	National Trust RTM		●	●
4.17	Encourage visitors to choose environmentally friendly transport options	All relevant organisations will provide, or link to, clear information about public transport and/or walking/cycling options. The Secretariat will create and share a guide illustrating the environmental impact of different transport options for travelling to the Site.	Steering Group Secretariat		●	
4.18	Continue to offer a Green Ticket	National Trust to continue to offer a reduced ticket price for visitors arriving by public transport, bike or on foot.	National Trust RTM	●	●	●
4.19	Continue to operate seasonal Park 'n' Ride facilities in Bushmills	If there is an operational need, continue to operate seasonal Park and Ride services from Bushmills, encouraging visitors to use public transport and decreasing pressure on facilities and local roads.	National Trust	●	●	●
4.20	Continue to operate bus services to the WHS	Translink operate various bus services to the WHS. These should be continued and promoted in annual communications.	Translink	●	●	●
4.21	Review the viability of introducing a lower emission vehicle for the shuttle bus route at the WHS	In line with the IUCN recommendation, Translink (supported by the Steering Group) will review the viability of introducing an electric or lower emission bus on the shuttle bus route. This may tie into reviewing format of disabled priority access.	Translink		●	
4.22	Agencies will responsibly promote the WHS	Agencies such as Tourism NI, Tourism Ireland, National Trust and CCGBC Tourism will take steps to responsibly promote the WHS, in light of high visitor numbers.	Tourism NI Tourism Ireland CCGBC National Trust	●	●	●

Aim 4. Provide a safe, enjoyable and sustainable visitor experience that does not compromise the Outstanding Universal Value of the Site

c) Encourage development of appropriate and sustainable regional visitor infrastructure

Action	Details	Lead	2021	2022	2023
4.23	Encourage DfI to complete a regional infrastructure review with particular focus on visitor infrastructure Enhance connections with DfI and advocate for a regional infrastructure review with specific focus on tourism infrastructure near the WHS. A review may inform regional infrastructure development decisions, support a safer road network and guide sustainable accommodation development.	Steering Group	●	●	
4.24	Take a regionally strategic approach to address various parking and coach transport issues in the vicinity of the WHS Following review and/or in reaction to issues DfI should work with relevant organisations and local residents to better understand and address parking and inappropriate road-use issues within the vicinity of the WHS.	DfI Steering Group		●	●
4.25	Review visitor coach travel routes to highlight pinch-points and capture residents' concerns Via a study determine routes, locations, volume and trends of coach tourism. Consult residents, businesses and agencies, documenting issues and concerns. Present to DfI, Steering Group and appropriate bodies.	Secretariat National Trust RTM		●	
4.26	Maintain and develop walking routes that link to the WHS CCGBC will develop the International Appalachian Trail, a long range walking route linking across other Council areas providing 100+ miles of path. CCGBC will continue efforts to bring the Causeway Coast Way 100% off-road.	CCGBC	●	●	●
4.27	Promote the walking route from Bushmills to the WHS CCGBC will continue to promote and maintain the off-road path, following the tramway, from Bushmills to the WHS.	CCGBC	●	●	●
4.28	Investigate opportunities to develop another off road route from Bushmills to the WHS CCGBC to investigate the possibility of establishing another off-road route from Bushmills to the WHS which can facilitate cyclists and walkers.	CCGBC		●	
4.29	Deliver on the Causeway Coastal Route Area Study outcomes In 2019-2020 Tourism NI commissioned a study of the Causeway Coastal Route to identify issues and seek collaborative action to address these. Tourism NI will continue to deliver and monitor progress.	Tourism NI	●	●	●



**Better engage local communities with the WHS and
enable them to gain greater benefits from the WHS designation**



Aim 5. Better engage local communities with the WHS and enable them to gain greater benefits from the WHS designation

The Communication Strategy (see 3.01) will direct much of this activity.

a) Ensure local community representation is included in WHS management

	Action	Details	Lead	2021	2022	2023
5.01	Ensure community representation on the Steering Group	At least one CCGBC elected representative to sit on the Steering Group.	CCGBC	●	●	●
5.02	Hold an open community meeting	The Secretariat will hold a coffee morning in a local community annually. Steering Group to attend if possible.	Secretariat	●	●	●
5.03	National Trust to continue to engage with the local community	Extending from the Sustainability Study, National Trust will continue efforts to engage and communicate with local communities and develop management practices reflecting community feedback.	National Trust	●	●	●
5.04	Connect with community groups, sharing information about the designation, issues and opportunities	Collaborate with North Antrim Community Network to identify community contacts.	Secretariat	●		
5.05		Provide a suitable article to NACN for their member newsletter.	Secretariat	●	●	●
5.06		Connect with at least two groups per year. This may mean attending a meeting, presenting to a group or a collaborative activity.	Secretariat	●	●	●

Aim 5. Better engage local communities with the WHS and enable them to gain greater benefits from the WHS designation

The Communication Strategy (see 3.01) will direct much of this activity.

b) Enable local communities to be engaged with the WHS and harness the contribution that the Site can make to community life

Action	Details	Lead	2021	2022	2023
5.07	Seek and support opportunities for tourism diversification to encourage visitor spread and dwell time Take and when possible create opportunities to support increased visitor spread, boosting economic return for the local area. CCGBC via Destination Management Plan.	Steering Group	●	●	●
5.08	Research the viability of a corporate payback scheme to benefit local communities Research will scope the viability and suitability of a corporate payback scheme which focuses on the DLS and other local communities. Tour operators interest and community needs will be explored.	National Trust RTM Secretariat			●
5.09	Villages in the DLS will be engaged in creating village maps Village maps will promote village amenities and their connection to the WHS (via core path network) and other notable visitor sites. Local people will be engaged in this activity.	CCGBC			●
5.10	Support Community Planning Currently at least three CCGBC Community Plan actions link to the WHS: Action 17, Action 21 and Action 22. NIEA, CCGBC and the Steering Group will continue to support these and relevant future Community Planning actions and activities.	CCGBC DAERA NIEA Steering Group	●	●	●
5.11	Conduct a cultural heritage audit of the Site, DLS and adjacent areas A cultural heritage audit of the Site, DLS and adjacent areas will be completed via Steering Group support. It will connect with local groups and recommend how to share and celebrate cultural heritage. Recommendations will be addressed where possible. Audit will capture and promote placenames etc. of the Site and DLS.	CCGBC			●
5.12	Involve local communities in development of the Causeway Memorial School National Trust will work with community representatives to develop and deliver on a concept for the Causeway Museum School.	National Trust			●

Aim 5. Better engage local communities with the WHS and enable them to gain greater benefits from the WHS designation

The Communication Strategy (see 3.01) will direct much of this activity.

b) Enable local communities to be engaged with the WHS and harness the contribution that the Site can make to community life

Action	Details	Lead	2021	2022	2023
5.13	Support local businesses to harness potential economic benefits derived from the Site's popularity	CCGBC Tourism NI National Trust RTM		●	●
5.14	Encourage enterprise agencies (CCGBC Alchemy, Invest NI and Causeway Enterprise Agency) to take account of the WHS. Highlight resources available to local businesses and entrepreneurs.	Steering Group		●	●
5.15	Deliver Open College Network (OCN) accredited Storytelling training to support a diverse tourism offering. The course will include WHS information. - Work with storytellers to trial a regular storytelling event in partnership with a local venue.	Secretariat CCGBC Tourism Tourism NI			●
5.16	Deliver OCN accredited tour guide training to support a diverse tourism offering. The course will include WHS content and encourage connections to other local sites.	Secretariat CCGBC Tourism Tourism NI			●
5.17	Provide a training session to those businesses working in partnership with National Trust at the Site. Content will include geology, geomorphology and World Heritage information.	GSNI DAERA NIEA		●	●
5.18	Support Tourism Clusters. These encourage development and diversification of the tourism market.	Tourism NI	●	●	●

Aim 5. Better engage local communities with the WHS and enable them to gain greater benefits from the WHS designation

The Communication Strategy (see 3.01) will direct much of this activity.

c) Support local communities to champion the WHS and its protection

Action	Details	Lead	2021	2022	2023
5.19	Continue to host community engagement events	National Trust	●	●	●
5.20	Support the Potato Festival	Steering Group	●	●	●
5.21	Explore the diaspora and cultural heritage connections of the Causeway Stones With input from CCGBC Museum Services, develop and deliver a project that explores cultural heritage connections and diaspora of the Causeway Stones. Highlight the Stones protected status. Develop an exhibition.	Secretariat CCGBC Museum Services			●
5.22	Connect with the Causeway Coast AONB Management Forum	Secretariat	●	●	●
5.23	Promote the economic contributions the Site makes to the local and regional economy	Secretariat			●
5.24	National Trust to share economic investment information and promote use of local suppliers. Information to be shared on Site website.	National Trust		●	●
5.25	Share UNESCO UK and other research that explores the value of UNESCO designations.	Secretariat	●	●	●

List of acronyms

AONB	Area of Outstanding Natural Beauty	NNR	National Nature Reserve
ASSI	Area of Special Scientific Interest	OCN	Open College Network
CCGBC	Causeway Coast and Glens Borough Council	OUV	Outstanding Universal Value
CCGHT	Causeway Coast and Glens Heritage Trust	QUB	Queens University Belfast
DAERA	Department of Agriculture, Environment and Rural Affairs	RTM	National Trust Responsible Tourism Manager
DCMS	Department for Digital, Culture, Media and Sport	SAC	Special Area of Conservation
DfC	Department for Communities	SOUV	Statement of Outstanding Universal Value
DfE	Department for the Economy	UNESCO	United Nations Educational, Scientific and Cultural Organisation
DfI	Department for Infrastructure	UNSDG	United Nations Sustainable Development Goals
DLS	Distinctive Landscape Setting	UU	Ulster University
FPP	Fixed Point Photography	WHS	World Heritage Site
GSNI	Geological Survey of Northern Ireland	WH:UK	World Heritage UK
GSTC	Global Sustainable Tourism Council		
HED	Historic Environment Division		
IUCN	International Union for Conservation of Nature		
KNIB	Keep Northern Ireland Beautiful		
LiDAR	Light detection and ranging technology		
NACN	North Antrim Community Network		
NIEA	Northern Ireland Environment Agency		



