



Know Your Council A' Chomhairle Agad

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THIS VERSION NOVEMBER 2011

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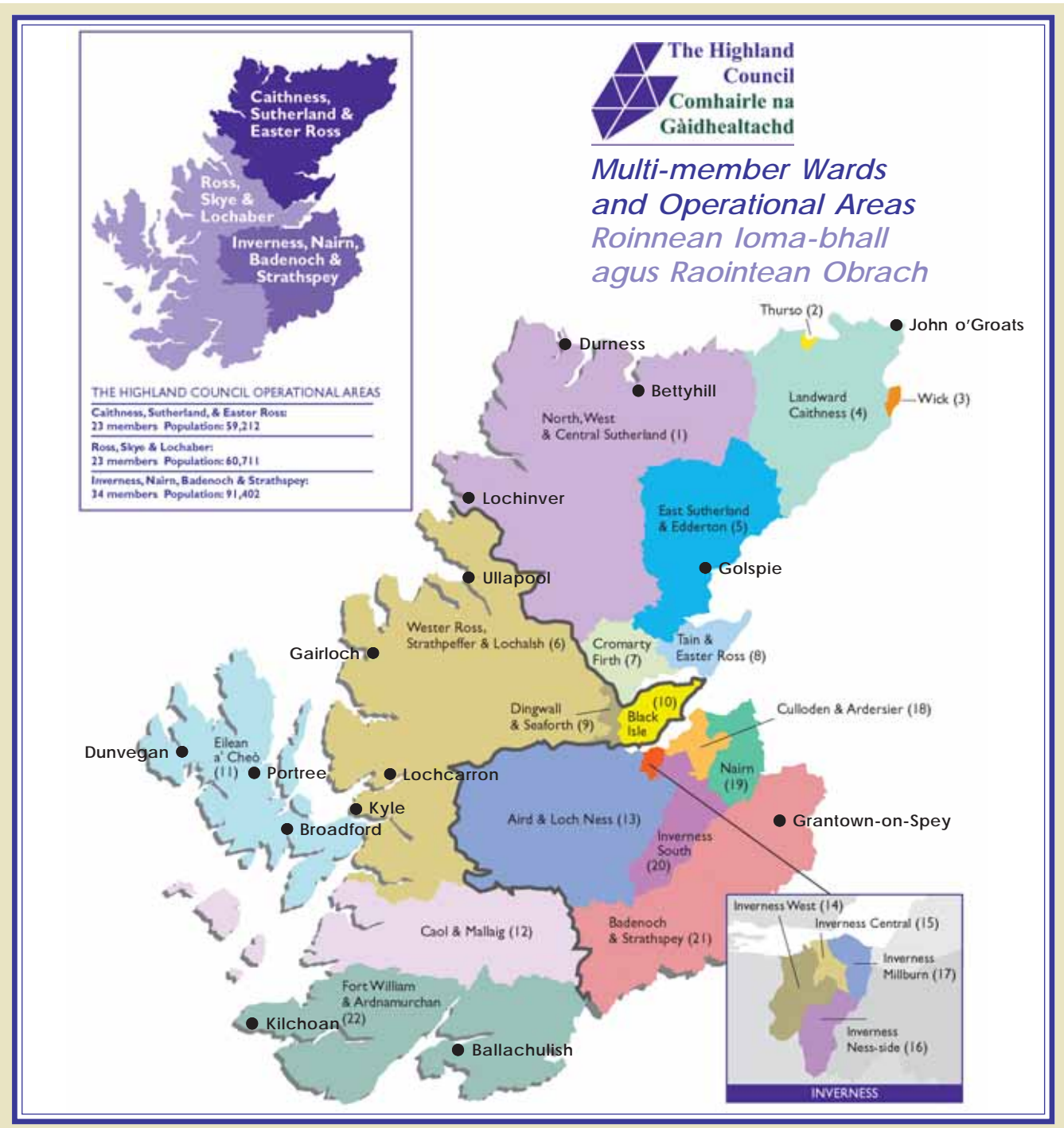
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Dunrobin Castle, Golspie



Strengthening the Highlands A' Neartachadh na Gàidhealtachd

The Highland Council has produced a programme of action, which sets out its priorities for making the Highlands one of Europe's leading regions.

The Council aims to create sustainable communities with more balanced population growth and economic development across the Highlands and to build a fairer and healthier Highlands.

The Programme contains a total of 93 commitments across five main themes and a further 15 actions to work with the Scottish and UK Governments. The themes are:

What we will do for
children and families

What we will do for
communities and older people

What we will do for
the economy

What we will do for
our environment

What we will do to make
**The Highland Council
more effective and efficient**

About The Highland Council Mu Chomhairle Na Gàidhealtachd

We are one of 32 all-purpose councils in Scotland, serving 219,000 people across 26,484 sq km.

MEMBERSHIP

The Council has 80 elected members, serving on 14 four-member wards and 8 three-member wards. Members will serve on the Council until 2012.

The political representation is:

- 25 Independent
- 20 Liberal Democrat
- 17 Scottish National Party
- 6 Labour
- 6 Independent Members' Group
- 4 Independent Alliance Group
- 1 Non-aligned
- 1 Vacancy

ADMINISTRATION

The Administration comprises members of the Independent, Liberal Democrat and Labour Groups. Scottish National Party Independent Members' Group and Independent Alliance Group members make up the Opposition.

STRATEGIC COMMITTEES

Members serve on the following 22-member strategic committees, which meet at Council Headquarters, Glenurquhart Road, Inverness, generally on a Wednesday or Thursday:

- Resources
- Housing and Social Work
- Education, Culture and Sport
- Planning, Environment and Development
- Transport, Environmental and Community Services
- Audit and Scrutiny
- Gaelic

INVERNESS CITY COMMITTEE

A city committee has been established in recognition of the importance of Inverness as the administrative and transport hub of the Highlands.

PLANNING APPLICATION COMMITTEES

There are three Planning Application Committees serving: - Caithness, Sutherland and Easter Ross; Ross, Skye and Lochaber; Inverness, Nairn and Badenoch and Strathspey.

HIGHLAND PLANNING REVIEW BODY

A Highland-wide review body considers appeals against decisions taken by Planning Officers, under delegated powers.

HIGHLAND LICENSING COMMITTEE/BOARD

A new Highland Licensing Committee/Board has replaced the 3 former Committees/Boards.

The Licensing Committee considers general licensing issues, such as taxi licensing, street trader licences and public entertainment licences, while the Licensing Board deals with liquor licensing and gambling.

WARD FORUMS

Elected members serve on Ward Forums, which are open to the public. Ward members are joined by the ward manager, key partners and agencies, including Community Councils, in discussing matters of local interest.

JOINT COMMITTEES

We work with NHS Highland and other partners on the Joint Committee for Children, Young People and Families, which reports to the full Council.

JOINT BOARDS

Members sit on the Northern Joint Police Board and the Highland and Islands Fire Board – boards which also comprise elected members from Orkney, Shetland and the Western Isles. They also serve on the Highland and Western Isles Valuation Joint Board, which also involves members from the Western Isles.

Know Your Councillor An Comhairliche Agad

KEY

STRATEGIC COMMITTEES

- RES** - Resources
ECS - Education Culture and Sport
HSW - Housing and Social Work
PED - Planning Environment and Development
TECS - Transport Environmental and Community Services
AS - Audit and Scrutiny
G - Gaelic

PLANNING APPLICATIONS COMMITTEES

CSER PAC

Caithness, Sutherland and Easter Ross

RSL PAC

Ross, Skye and Lochaber

INBS PAC

Inverness, Nairn and Badenoch and Strathspey

HIGHLAND PLANNING REVIEW BODY

HPRB

HIGHLAND LICENSING COMMITTEE/BOARD

HLC

Highland Licensing Committee

HLB

Highland Licensing Board

ICC - Inverness City Committee

JOINT BOARDS

- POLICE** - Northern Joint Police Board
FIRE - Highland and Islands Fire Board
VALUATION - Highland and Western Isles Joint Valuation Board



1 North, West and Central Sutherland

George Farlow

SNP

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Strategic Committees: PED; TECS; G.

Area Committee/Board: CSER PAC.



1 North, West and Central Sutherland

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Strategic Committees: Vice Chairman RES; HSW;

Area Committee/Board: HLC

Joint Boards: FIRE.



1 North, West and Central Sutherland

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Area Committee/Board: CSER PAC.



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Donald Mackay

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Area Committee/Board: Chairman CSER PAC.

Joint Boards: FIRE.



2 Thurso

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Joint Boards: POLICE.



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Joint Boards: POLICE.




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Joint Boards: POLICE.



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Joint Boards: POLICE.



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Area Committee/Board: CSER PAC.
Joint Boards: VALUATION.



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Area Committee/Board: CSER PAC.
Joint Boards: Vice-convenor POLICE.



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Area Committee/Board: RSL PAC.
Joint Boards: FIRE.

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Joint Boards: Convener FIRE.

6 Wester Ross Strathpeffer and Lochalsh



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Area Committee/Board: HLC; HLB.

7 Cromarty Firth




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Area Committee/Board: CSER PAC.
Joint Boards: POLICE.

8 Tain and Easter Ross



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Area Committee/Board: HLC; HLB.

6 Wester Ross Strathpeffer and Lochalsh



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Area Committee/Board: RSL PAC.
Joint Boards: FIRE.

7 Cromarty Firth



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Joint Boards: VALUATION, FIRE.

8 Tain and Easter Ross




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6 Wester Ross Strathpeffer and Lochalsh



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9 Dingwall and Seaforth



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Joint Boards: VALUATION.

10 Black Isle



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11 Eilean a' Cheò



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Area Committee/Board: RSL PAC.
Joint Boards: POLICE.

9 Dingwall and Seaforth



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10 Black Isle



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11 Eilean a' Cheò



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9 Dingwall and Seaforth



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10 Black Isle



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11 Eilean a' Cheò



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Area Committee/Board: HLC; HLB.
Joint Boards: POLICE.

9 Dingwall and Seaforth



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Joint Boards: FIRE.

10 Black Isle




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11 Eilean a' Cheò



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Joint Boards: POLICE; FIRE.

12 Caol and Mallaig



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Area Committee/Board: Vice-chairman RSL PAC.

13 Aird and Loch Ness



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Joint Boards: FIRE; Convener VALUATION.

14 Inverness West



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12 Caol and Mallaig



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13 Aird and Loch Ness



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14 Inverness West



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12 Caol and Mallaig




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Area Committee/Board: RSL PAC.
Joint Boards: FIRE.

13 Aird and Loch Ness




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14 Inverness West




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Area Committee/Board: ICC.
Joint Boards: POLICE; FIRE.



13 Aird and Loch Ness



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Area Committee/Board: INBS PAC; ICC.
Joint Boards: POLICE.



15 Inverness Central



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Joint Boards: VALUATION.

16 Inverness Ness-side



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Area Committee/Board: ICC.
Joint Boards: POLICE.

17 Inverness Millburn



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15 Inverness Central



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Area Committee/Board: Chairman HLC/HLB; ICC.
Joint Boards: POLICE.

16 Inverness Ness-side




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Strategic Committees: G.
Area Committee/Board: INBS PAC; ICC.

17 Inverness Millburn




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Area Committee/Board: Chairman ICC;
 Chairman INBS PAC.
Joint Boards: VALUATION.

15 Inverness Central



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Area Committee/Board: INBS PAC; ICC.

16 Inverness Ness-side



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Area Committee/Board: INBS PAC; ICC.
Joint Boards: FIRE.

17 Inverness Millburn




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Area Committee/Board: ICC.

15 Inverness Central



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Area Committee/Board: ICC.

16 Inverness Ness-side



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Area Committee/Board: ICC.
Joint Boards: FIRE.



Eastgate Centre, Inverness



18 Culloden and Ardersier

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Area Committee/Board: INBS PAC; ICC.
Joint Boards: FIRE.



19 Nairn

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Joint Boards: VALUATION.



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Area Committee/Board: INBS PAC; ICC.



18 Culloden and Ardersier

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Area Committee/Board: ICC.
Joint Boards: FIRE.



19 Nairn

Liz MacDonald

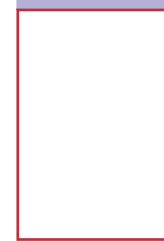
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Strategic Committees: HSW; TECS.
Area Committee/Board: INBS PAC.



20 Inverness South

By-election on 3 November 2011

Tel:

Mobile:

Email:

Address:

Strategic Committees:
Area Committee/Board:



18 Culloden and Ardersier

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Area Committee/Board: HLC; HLB; ICC.



19 Nairn

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20 Inverness South

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18 Culloden and Ardersier

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19 Nairn

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Vice-chairman INBS PAC



20 Inverness South

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21 Badenoch and Strathspey



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21 Badenoch and Strathspey



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21 Badenoch and Strathspey



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Joint Boards: FIRE; POLICE.

21 Badenoch and Strathspey




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22 Fort William and Ardnamurchan



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Joint Boards: POLICE.

22 Fort William and Ardnamurchan



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 Member all Committees

22 Fort William and Ardnamurchan



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Joint Boards: POLICE.

22 Fort William and Ardnamurchan



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Joint Boards: POLICE.



Kessock Bridge, North Kessock

Office Bearers Luchd-dreuchd



Left to Right: Jimmy Gray, Provost of Inverness; Sandy Park, Convener; and Michael Foxley, Leader of the Administration.

CONVENER: **Sandy Park**

Independent - Nairn

LEADER OF THE COUNCIL'S

ADMINISTRATION: **Michael Foxley**

Lib Dem - Fort William and Ardnamurchan

BUDGET LEADER: **David Alston**

Lib Dem - Black Isle

EDUCATION CULTURE AND SPORT COMMITTEE

CHAIRMAN: **Bill Fernie**

Independent - Wick

VICE-CHAIRMAN: **Drew Millar**

Lib Dem - Eilean a' Cheò

GAELIC COMMITTEE

CHAIRMAN: **Hamish Fraser**

Independent - Eilean a' Cheò

VICE-CHAIRMAN: **Isabelle Campbell**

Lib Dem - Wester Ross, Strathpeffer and Lochalsh

HOUSING AND SOCIAL WORK COMMITTEE

CHAIRMAN: **Margaret Davidson**

Independent - Aird and Loch Ness

VICE-CHAIRMAN: **Alasdair Christie**

Lib Dem - Inverness West

PLANNING ENVIRONMENT AND DEVELOPMENT COMMITTEE

CHAIRMAN: **Ian Ross**

Lib Dem - East Sutherland Edderton

VICE-CHAIRMAN: **Isobel McCallum**

Independent - Black Isle

RESOURCES COMMITTEE

CHAIRMAN: **Carolyn Wilson**

Independent - Cromarty Firth

VICE-CHAIRMAN: **Linda Munro**

Lib Dem - North, West and Central Sutherland

TRANSPORT ENVIRONMENTAL AND COMMUNITY SERVICES COMMITTEE

CHAIRMAN: **John Laing**

Independent - Eilean a' Cheò

VICE-CHAIRMAN: **Brian Murphy**

Labour - Fort William and Ardnamurchan

CITY OF INVERNESS COMMITTEE

CHAIRMAN AND PROVOST: **Jimmy Gray**

Labour - Inverness Millburn

AUDIT AND SCRUTINY COMMITTEE

CHAIRMAN: **Dave Fallows**

SNP - Badenoch & Strathspey

VICE-CHAIRMAN: **David Bremner**

Ind MG - Landward Caithness

JOINT BOARDS

Northern Joint Police Board

CONVENER: **Norman MacLeod**

Western Isles

VICE-CONVENER: **Ian Ross**

The Highland Council

Highland & Islands Fire Board

CONVENER: **Richard Durham**

The Highland Council

VICE-CONVENER: **Andrew Drever**

Orkney

Highland and Western Isles Joint Valuation Board

CONVENER: **Helen Carmichael**

The Highland Council

VICE-CONVENER: **Murdo Macleod**

Western Isles

PLANNING APPLICATIONS COMMITTEES (PAC)

Caithness Sutherland and Easter Ross PAC

CHAIRMAN: **Donald Mackay**

Independent - Thurso

VICE-CHAIRMAN: **Robert Coghill**

Independent - Landward Caithness

Ross Skye and Lochaber PAC

CHAIRMAN: **David Chisholm**

Ind MG - Dingwall and Seaforth

VICE-CHAIRMAN: **Bill Clark**

Independent - Caol and Mallaig

Inverness, Nairn and Badenoch and Strathspey PAC

CHAIRMAN: **Jimmy Gray**

Labour - Inverness Millburn

VICE-CHAIRMAN: **Sandy Park**

Independent - Nairn

HIGHLAND PLANNING REVIEW BODY (HPRB)

CHAIRMAN: **Ian Ross**

Lib Dem - East Sutherland Edderton

VICE-CHAIRMAN: **Isobel McCallum**

Independent - Black Isle

HIGHLAND LICENSING COMMITTEE/BOARD

CHAIRMAN: **Peter Corbett**

Independent - Inverness Central

VICE-CHAIRMAN: **Margaret Paterson**

Independent - Dingwall and Seaforth

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Ward Managers Stiùirichean Roinnean



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Ward 20: Inverness South
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Ward 16: Inverness Ness-side
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Ward 17: Inverness Millburn
Ward 18: Culloden and Andersier
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Caithness, Sutherland and Easter Ross
Ward 2: Thurso Ward 3: Wick
Ward 4: Landward Caithness
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Caithness, Sutherland and Easter Ross
Ward 7: Cromarty Firth
Ward 8: Tain & Easter Ross
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Ross, Skye and Lochaber
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Ward 22: Fort William and Ardnamurchan
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The Caithness Coastline

Education, Culture and Sport Service
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Director:

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**CAITHNESS, SUTHERLAND
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Housing and Property Service Seirbheis an Taigheadais is na Seilbhe

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*Area Housing and Property Manager
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Ross House, High Street, Dingwall



Lochbroom

Planning and Development Service
Seirbheis an Dealbhaidh is an Leasachaidh

Council Offices,
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Head of Environment & Development:
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*Countryside, Heritage & Natural Resources
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Development Plans Manager:
Vacant

Economy & Regeneration Manager:
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Business Support Manager
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Area Planning Manager (South):
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Inverness



Clachtoll, Sutherland

Social Work Obair Shòisealta

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Head of Operations (Criminal Justice & Central Services):

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**CAITHNESS, SUTHERLAND
AND EASTER ROSS**

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Area Children's Manager:

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Area Community Care Manager:

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ROSS, SKYE AND LOCHABER

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AND BADENOCH AND STRATHSPEY**

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Council Services

Seirbheisean Na Comhairle

The Council has 9,447 full-time equivalent employees. Our Services, together with their main responsibilities, are:

Chief Executive's Service

As the Head of Service, the Chief Executive's main role is to manage the day-to-day operation of the Council. His headquarters' management team includes an Assistant Chief Executive, and Heads of Service, covering E-Government, Policy and Performance, Legal Services and Personnel. He is assisted by a Corporate Manager, an Inverness City Manager and 13 Ward Managers to oversee the Council's performance in delivering services to local communities. He also has responsibility for the Council's Service Centre at Alness, which deals with all telephony enquiries, and a network of 35 Service Points, 20 of which provide a registration service. The annual budget for the service, which has 420 staff, is £23 million.

Education, Culture and Sport

This is the biggest of the Council's services, with 7,645 full and part time staff, including 2,932 teaching staff. The Service is responsible for 183 primary schools, 29 secondary schools, 156 nursery units; 3 special schools, 31,723 pupils; and 100 partner centres providing pre school education.

Finance

The Service bills and collects Council Tax and Non-domestic Rates and administers Council Tax Benefit and Housing Benefit. It also bills and collects water and wastewater charges on behalf of Scottish Water. It is also responsible for Money Advice and Benefits Maximisation within the Council. It manages the Pension Schemes for the Council and a number of other associated agencies. It also provides corporate support to the Council and Joint Boards in terms of accounting, treasury management, supplier payments, income recovery, internal audit and risk management, payroll and insurance services. It is responsible for procurement policy and strategy within the Council ensuring a best value approach.

Housing and Property

This Service delivers a range of services including developing and enabling affordable housing in Highland; energy management, advice and sustainability; provision of architectural and building engineering design and quantity surveying; asset management and property acquisition, disposal, valuation and lease negotiation; appointment and management of contractors and consultants for the Council's capital and revenue projects. The Service is responsible for the management of all council owned buildings, comprising approximately 13,700 council houses and 2,731 other properties. The management of council housing involves housing allocations, building maintenance, council house repairs, equipment and adaptations in council houses, the housing capital programme, dealing with rent arrears, rent enquiries, and tenancy matters. The Service also deals with homelessness and has a lead role in Gypsy/ Traveller matters.

Planning and Development

The Service is responsible for the preparation of statutory land use development plans; the determination of planning applications and building warrants and the enforcement of planning controls and building standards; preparation of design briefs; the provision of listed building, conservation area and archaeological information, advice and outreach work; the promotion of economic development, regeneration and tourism, managing the Scottish Highlands and Islands Film Commission; delivery of business support and employment initiatives through the wholly owned Council enterprise trust company, Highland Opportunity Limited; the provision of statistical information, research and Geographic Information System support for all Council Services; delivery of the capital programme of environmental improvements; promoting the enjoyment of the natural environment through the Countryside rangers; managing three national long-distance walking routes, three visitor centre and an extensive portfolio of countryside sites, Highland Freshwater Mussels; the preparation of statutory Core Path Plans and overseeing access provision; agriculture, forestry, biodiversity, fisheries and aquaculture policy, guidance and advice.

Putting Customers First Luchd-cleachdaidh an toiseach

Social Work

The Service provides extensive services for adults, children and young people and families and meets a range of statutory duties in relation to adults, children in need and offenders. Resources include community care, children Services and criminal justice teams with specialist Mental Health, Learning Disability, Home Care, Youth Action, Children's Disability and hospital-based teams. The Service also provides care and respite homes for older people, specialist day care centres and residential/respite care units for children. In addition, there is a registered fostering and adoption Service. Services are delivered in partnership with key stakeholders including NHS Highland, Northern Constabulary, Reporter to the Children's Panel, the Council's Housing and Education, Culture and Sport Services and the voluntary and independent sectors.

Transport, Environmental and Community Services

The Service is responsible for delivering services ranging from the maintenance of roads, bridges and street lights to environmental services including recycling, refuse collection, waste disposal, street cleaning, public toilets, grounds maintenance and burials. Staff design major infrastructure projects including roads, bridges, marine works and flood alleviation schemes. It is also responsible for monitoring public health matters including food safety, private water supplies, and contaminated land, and provide advice on consumer protection.

Whether contact is made in person, by telephone or over the internet, the Council aims to deal with customer enquiries at the first point of contact, providing a high standard of customer care. Our network of 35 Service Points is a demonstration of our commitment to local service delivery, enabling the public to access advice and information and pay bills raised by the Council.

In 20 of our Service Points, we also provide a registration service, enabling the public to register births, marriages and deaths as well as conducting civil marriages and partnerships. Our Customer Services Centre at Alness deals with all general enquiries from the public.

The telephone number is:
01349 886606
and the email address is:
customer.service@highland.gov.uk

It operates:
8am till 6pm, Monday to Friday
and
9am till noon, on a Saturday

At our Service Points, our friendly, experienced staff are there to help you with any council enquiry and provide access to a wide range of services. If we cannot help, we will arrange for a specialist to deal with your enquiry.

The Service Point network is:

CAITHNESS, SUTHERLAND AND EASTER ROSS

Caithness: Thurso, Wick

Sutherland: Bettyhill, Bonar Bridge, Brora, Dornoch, Durness, Golspie, Helmsdale, Lairg, Lochinver.

Easter Ross: Alness, Invergordon, Tain.

ROSS, SKYE AND LOCHABER

Ross: Dingwall, Fortrose, Gairloch, Lochcarron, Muir-of-Ord, Ullapool.

Skye: Broadford, Kyle, Portree.

Lochaber: Acharacle, Fort William, Kinlochleven, Mallaig.

INVERNESS, NAIRN AND BADENOCH AND STRATHSPEY

Inverness: Ardersier, Fort Augustus, Church Street, Hilton Village.

Nairn: Nairn.

Badenoch & Strathspey: Aviemore, Grantown, Kingussie.

Facts & Figures Firinnean & Figearan

ABOUT THE HIGHLANDS

- * At 10,000 sq miles, the land mass of the Highlands is 33% of the Scottish total. It stretches 209 miles from Dunnet Head to Dalwhinnie and 190 miles from Ardnamurchan to Auldearn.
- * Over 1/3 of our area is designated as being of national and international heritage importance. The Cairngorms National Park is one of only two national parks in Scotland.
- * Our coastline is 3,065 miles - 21% of the Scottish total. The region is home to Loch Morar, Scotland's deepest loch at 1,080 ft.
- * Approximately 15% of the Highlands is forested.
- * 80% of the land rises to over 300 metres. This includes Britain's highest mountain, Ben Nevis, Fort William at 4,406ft.
- * Our population is 219,400. This represents 9 people per km² compared to 66 per km² for the whole of Scotland.
- * Inverness is the administrative and transport centre of the Highlands.
- * It was awarded city status in 2000.
- * Around 7% of the population speak Gaelic.

ABOUT THE COUNCIL

- * The Highland Council is one of 32 all purpose councils in Scotland.
- * The Council has 80 elected members and the current political makeup is: Independent Group (25); Liberal Democrats (20); SNP (18); Labour (7); Independent Members Group (6); Independent Alliance Group (4).
- * We have 9,447 employees (full time equivalent).
- * The total revenue budget for 2011/2012 is £595 million; the capital budget is £71 million.
- * The housing revenue budget is £44 million and the housing revenue account capital budget is £16 million.
- * The total raised by Council Tax is £106 million.
- * Band D Council Tax is £1,163.
- * We run 35 Service Points to provide face-to-face access to Services.
- * Our Alness-based Service Centre ensures telephone enquiries are dealt with at the first point of contact.

SCHOOLS AND LEISURE FACILITIES

We are responsible for:

- * 56 nursery units, 183 primary schools, 29 secondary schools and 3 special schools.

We educate:

- * 31,723 pupils, 16,954 primary, 14,769 secondary
- * Gaelic Medium Education is delivered to 718 primary school pupils in 21 primary schools and 349 pupils in 12 secondary schools.

We serve:

- * On average 16,292 school meals each day.

ROADS AND TRANSPORT

We are responsible for:

- * 4,200 miles of local road network.
- * 25 harbours, 1321 bridges and 80 marine facilities.
- * £54 million allocated over the next three years to maintain the road network and carry out improvements to bridges.
- * We have a public transport budget of £3.3 million and administer 114 bus contracts, 23 demand responsive contracts (dial a bus and subsidised taxi) 2 ferry contracts and 23 community transport schemes.
- * 235 burial grounds & 1 crematorium.
- * 191 Highland schools now have 20 mph speed restrictions outside their gates.
- * 45% primary school pupils walk and cycling to and from school.
- * 62% of schools have green travel plans in place.

WASTE

Our recycling rate is 34% and our target for 2013 is 50%.

We operate:

- * 21 recycling centres, 200 recycling points & provide kerbside collections to 90,000 urban and rural households.
- * In 2010/11 52,700 tonnes of waste were recycled.

CHILDREN AND OLDER PEOPLE

We are responsible for:

- * 17 day centres, 8 for adults with learning disabilities.
- * 21 care homes for older people, 4 of which are for adults with learning disabilities.
- * 600,000 hours of home care per year.
- * 7 care homes and 2 respite care units for children.
- * 100 foster carers who look after 130 children and young people.

PLANNING AND DEVELOPMENT

We deal with the highest volume of planning applications and building warrants of any Council in Scotland. In 2008/09 we received:

- * 5,276 planning applications and 3,912 building warrants.
- * 24 full time and 3 seasonal Rangers took 13,200 people on events, including guided walks.
- * £14.26 million is invested in The Highland LEADER Programme.

HOUSING

We own:

- * 13,700 council houses and 1,900 non housing buildings.
- * £14m is invested in Landbank Fund for affordable housing.
- * £20 million is allocated to improve energy efficiency in 3,000 council homes.

Your Comments Ur Beachdan

The Highland Council seeks to provide its Services efficiently and to as high a standard as possible. We always welcome comments or suggestions, which could help us, improve these services. We are also aware that difficulties can occur from time to time which affect the delivery of these services and the following explains how you can complain if we have done something wrong, fail to do something we said we would do or you were not treated courteously or efficiently.

You can complain either in person, in writing, or by telephone to our Service Centre on 01463 702000 or you can use the Service Point e-mail address:
service.point@highland.gov.uk

If you are not satisfied with the outcome of your complaint you can contact the relevant Service Director at Headquarters. If you remain dissatisfied you can contact the Chief Executive who will arrange for your complaint to be investigated. You can also ask your local councillor to follow up your complaint through the three stages.

Copies of the Council's Comments and Complaints leaflets are available in all Service Points and can be downloaded via the Council's web site at:

www.highland.gov.uk/contact.htm

If you still feel you have not been treated fairly by the Council, you can complain to:

The Scottish Public Services Ombudsman
FREEPOST EH641
Edinburgh EH3 0BR

Tel: 0800 377 7330 **Fax:** 0800 377 7331

Email: ask@spso.org.uk

Website: www.scottishombudsman.org.uk

Notes Notaichean



The Highland Council, Council Offices, Glenurquhart Road, Inverness IV3 5NX

Customer Services Centre: 01349 886606

Email: webmaster@highland.gov.uk

Website: www.highland.gov.uk

Out of Hours Contact Numbers

Housing & Property: 0845 7002005 - Social Work: 0845 6014813 - Roads, Lighting and Flooding: 01349 886690

To request this information in an alternative format e.g. large print, Braille, computer disk, audio tape, or suitable language, please contact:

The Highland Council's Public Relations Office

Telephone: 01463 702020 Email: public.relations@highland.gov.uk

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To the best of our knowledge, all the information in this publication was correct at time of publication.

For the most up-to-date information on The Highland Council, please visit our website at **www.highland.gov.uk**