

Agenda Item	8
Report No	LA/18/25

Committee: Lochaber Area Committee

Date: 12th May 2025

Report Title: Environmental Health - Annual Report & Activity 2024/25

Report By: Assistant Chief Executive – Place

1 Purpose/Executive Summary

- 1.1 This report is to provide an update to members on the Environmental Health team and provide an annual report on local activity during 2024/25.

2 Recommendations

- 2.1 Members are asked to note and provide any feedback on:-
- i. The range and volume of work being undertaken locally by the environmental health team;
 - ii. The Highland wide issues; and
 - iii. The report format and content

3 Implications

- 3.1 **Resource** – The resources available to Environmental Health have to be prioritised, focusing on areas of greatest public health significance. The team continually explores ways to delivering services more efficiently and within budget including reviewing associated income streams, working with COSLA regarding resource allocation and seeking efficiencies in working practice and team structure.
- 3.2 **Legal** - As a regulatory service the Environmental Health team have a wide range of statutory duties. The team have an Enforcement Policy in place and officers follow the five principles of better regulation - regulation should be transparent, accountable, consistent, proportionate and targeted.

Please note that for purposes of this report no reference is made to individuals or businesses to ensure compliance with Data Protection and not to impact on any ongoing investigations or court proceedings.

- 3.3 **Risk** – There is current pressures on the environmental health profession and challenges in workforce planning. These challenges have been noted by COSLA and the Scottish Government. Work is ongoing with the Royal Environmental Health Institute of Scotland (**REHIS**) and the Society of Chief Officers of Environmental Health

in Scotland (**SoCOEHS**) to increase resilience of the service and a sustainable workforce.

A BSc course at University of the West of Scotland (**UWS**) which includes an integrated placement with Councils has closed, with a replacement course being planned. Currently there is no method of new entrants training to become an EHO in Scotland.

Environmental Health currently have three students across the Service already enrolled in the UWS course. One student will qualify in 2026 (Sutherland), with two others qualifying in 2027 (Lochaber and Inverness).

Two Food Safety Officers have recently completed their training and have successfully passed their professional qualifications last month. This includes one officer in Caithness and another in Dingwall.

The trainee Environmental Health Officer in Lochaber is currently filling a full-time EHO position due to challenges in recruiting qualified EHOs, attributable to the property market conditions in Lochaber. As a result, there is currently a 38% gap in addressing certain aspects of Environmental Health service demands in the Lochaber area pending the officer's qualification. However, recruitment is currently underway for an additional Technical Officer position at the Fort William area office to help address this staffing need.

3.4 Health and Safety (risks arising from changes to plant, equipment, process, or people) – There are no staff Health, Safety and Wellbeing implications arising from this report.

3.5 Gaelic - There are no Gaelic implications arising from this report.

4 Impacts

4.1 In Highland, all policies, strategies or service changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.

4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.

4.3 This is a monitoring or update report and therefore an impact assessment is not required.

5 Background

5.1 Members may be aware that Environmental Health submit an annual operational plan for Member approval. The plan details the objectives for the whole of the Environmental Health team, including the priorities for the year ahead. The latest **2024/2025** plan was approved by the Communities & Place Committee on **6th March 2024** – link to report [here](#). An updated plan will be submitted in **May 2025**.

- 5.2 This operational plan gave a commitment to provide reports on Environmental Health Activity and performance to local committees. The purpose being to increase awareness of the activities covered locally by the Environmental Health team, and to seek feedback from local members on both the work being carried out and/or any local issues going forward that may wish to see prioritised.
- 5.3 Environmental Health conduct a wide range of statutory duties on behalf of the Council with the general remit to protect and improve public health. This includes:-

Public Health Protection

This includes private water supplies, statutory nuisances (e.g. foul odours; smoke; premises in such a state etc), smoking in public places, port health, and communicable disease investigation (e.g. Food-borne / waterborne disease, legionnaires Disease).

Food Safety

This includes an enforcement and advisory role in all aspects of food authenticity, food hygiene, food labelling, and food export certification.

Health and Safety

This includes an enforcement and advisory role for all aspects of health and safety at work in Local Authority enforced premises, particularly the investigation of workplace accidents.

Private Sector Housing

This includes an enforcement and advisory role in sub-standard housing, closing and demolition orders, Houses in Multiple Occupation and housing defects. It also includes the administration of housing improvement and repairs grants.

Pollution Control

This includes an enforcement and advisory role in respect of noise control (commercial and domestic) and local air quality management.

Contaminated Land

This includes a regulatory and enforcement role for contaminated land prevention through development control. The team also provide an advisory role to other Council services on asset transfer and development.

Animal Health & Welfare

This includes an enforcement and advisory role in all aspects of Animal Health legislation. For example, dealing with disposal of animal carcasses on farm and taking animals into possession in serious farm welfare cases.

Licensing

This includes a general enforcement and advisory role for activities licensed under the Civic Government legislation, including short term lets. The Environmental Health team also have an administrative and enforcement role in respect of the licensing of caravan sites, venison dealers, animal boarding establishments, pet shops, zoos, cinemas, riding establishments, sports grounds and dangerous wild animals.

Dog Control

This includes an enforcement and advisory role in respect of stray dogs, dangerous/aggressive dogs, dog fouling and micro-chipping.

Pest Control, Litter, Fly-tipping, Waste Duty of Care, Abandoned Vehicles.

This includes a general enforcement and educational role regarding such issues. The team work closely with the Councils waste team and SEPA regarding waste and fly tipping issues.

- 5.4 Much of the work is pro-active and preventative. The team has an important role in ensuring the Highlands maintains its reputation of a safe and healthy place in which to live, work and holiday. We aim to support local businesses by providing advice on appropriate regulations and ensuring any regulatory activity follows the five principles of better regulation: Proportionate, Consistent, Accountable, Transparent and Targeted. This includes successfully adopting a '**4Es**' approach - Engage, Explain, Encourage and Enforce in responding to the vast majority of cases.
- 5.5 The Environmental Health operate three operational areas: **North, Mid and West**, with **Lochaber** being part of the **West Team**. The West Team has one Senior Environmental Health Officer who manages officers covering the different functions for both Lochaber & Skye. This SEHO is based in Fort William. For the Mid area, three SEHOs manage the officers, two from Inverness, with the third based in Dingwall. For the North, one SEHO manages the team.

There are ELEVEN posts (10.6 FTE) based in **Charles Kennedy Building**; they are:-

- 3x Environmental Health Officers (2.6 FTE) *[1FTE as a trainee]*
- 1x EH Technical Officer 2 (Housing Grants) (1 FTE)
- 1x Licensing Standards Officer (1 FTE)
- 1x EH Technical Officer 2 (Pollution/Public Health) (1 FTE) – NEW RESOURCE
- 2x EH Technical Officer 1 (Private Water Supplies) (2 FTE)
- 1x Assistant Community Works Officer (1 FTE) *[based @ Carr's Corner]*
- 1x Technical Assistant (Private Water Supplies) (1FTE) – TEMP CONTRACT
- 1x EH Technical Officer (Short Term Lets) (1 FTE)

All officers will also undertake cross boundary work to support the Mid and North teams as and when necessary. Any work related to contaminated land is delivered from our Mid team (Inverness).

Senior EHOs also have a Highland wide functional lead role for key statutory areas of work. This functional lead role includes developing policy & operational guidance and supporting officers with significant/complex cases.

Appendix 1 details the latest team structure for Environmental Health and includes a map of the relevant EH operational areas.

6 Summary of Environmental Health Activity/Local Issues

- 6.1 For the purpose of this report, the Environmental Health activity has been split into three main areas. These are outlined below: -

- i) **Reactive work** (i.e. service requests)
- ii) **Pro-active/scheduled work** (i.e. programmed inspections/visits)
- iii) **Formal Enforcement Activity** (i.e. Formal enforcement notices and reports to Procurator Fiscal)

For each area of activity, the relevant figures have been obtained from our case management system (CIVICA APP [Flare]) and presented as a total figure for both Lochaber wards (i.e Wards 11 & 21). See Fig 1 & 2 below for ease of reference.

Fig 1 – Ward Areas

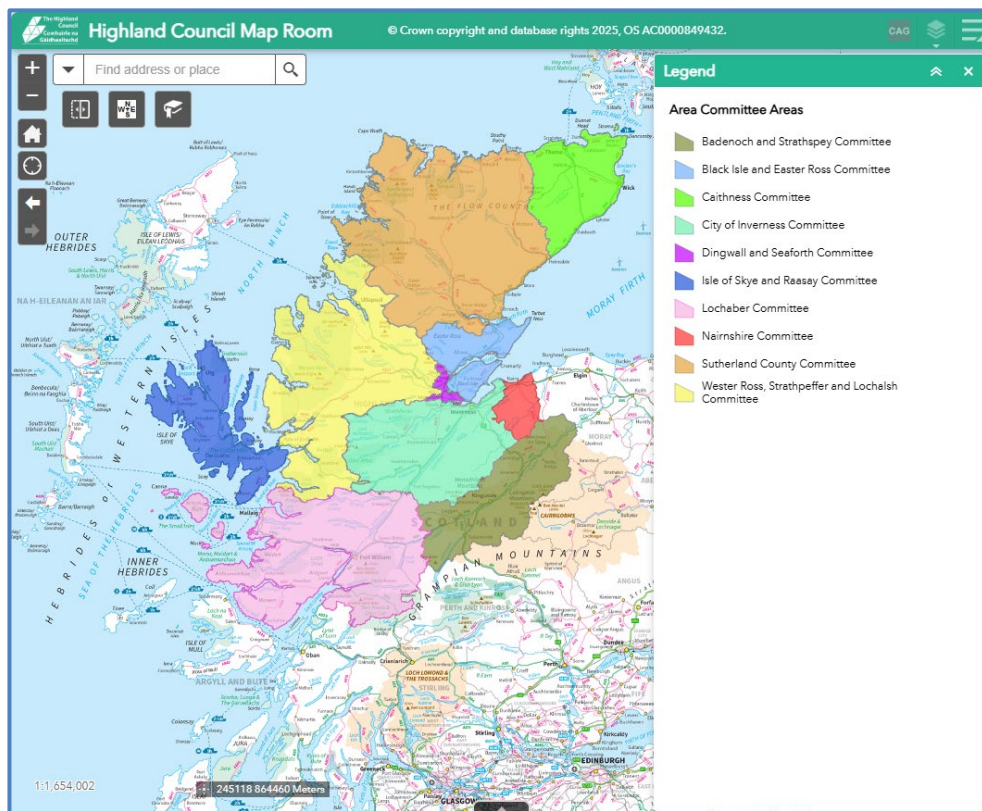
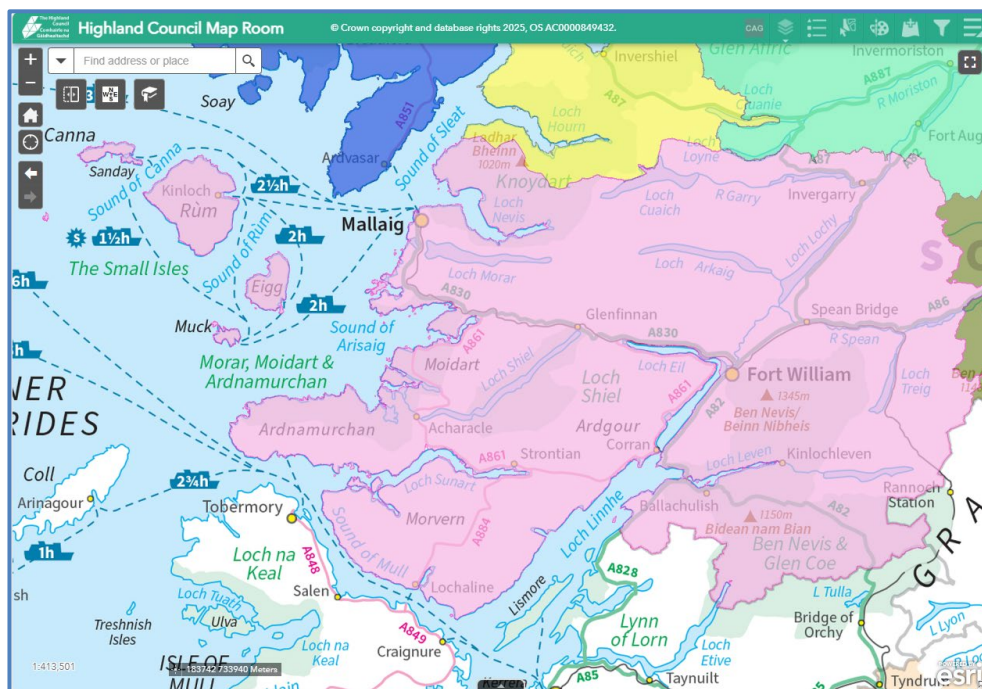


Fig 2 – Ward Areas covered by Report



Ward No 11 – Caol and Mallaig

Ward No 21 – Fort William and Ardnamurchan

All data is for the period between **1st April 2024 – 31st March 2025.**

6.2 Reactive Work

- 6.2.1 Table 1 below provides the number of Service requests (*i.e complaints; requests for advice; consultations etc*) received by the Environmental Health team, broken down by the general type category. A more detailed breakdown within each of the general category types is contained within **Appendix 2**.

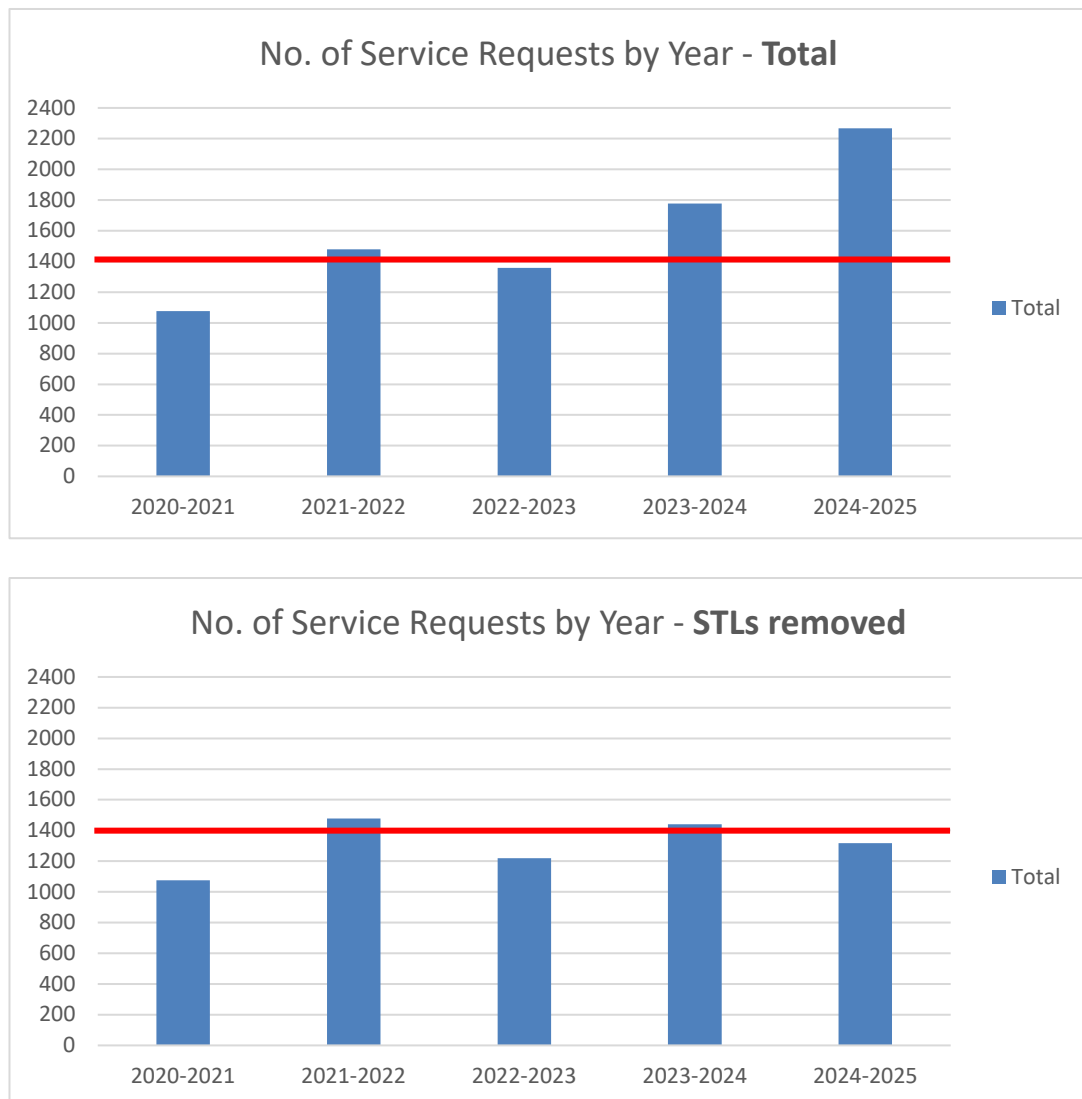
Table 1: No. of Service Requests by Category Type for Wards 11 & 21

Category Type	Number of Service Requests 2024/2025
Short Term Let Licensing	959
Export Health Certificates	209
Water Supply (inc PWS)	196
Food Safety	194
Abandoned Vehicles	105
Planning Consultations	84
Civic Government Licensing	83
Noise	69
General Enquiry	54
Health & Safety	37
Statutory Nuisance	35
Dog Control	34
Animal Health	31
Infectious Disease/HPT Referral	29
Miscellaneous Licensing	24
Housing	23
Pests (e.g. mice, rats, seagulls etc.)	10
Fly Tipping/Waste/Trade Waste	10
Litter	6
HMO Licensing	3
Air Quality	2
S87 Public Health Funerals	1

The total number of Service requests received by the Environmental Health team for these wards was **2268**.

This continues the post COVID trend of increased numbers of service requests. There is a general trend of increasing numbers of service requests across Highland. It reflects the increased statutory duties undertaken by the Service. Fig 3 illustrates.

Fig 3 – Comparison of Service Request demand between 2020 – 2024 within Wards 11 & 21.



Consultations arising from the Short Term Lets (STL) regime has resulted in a significant increase in service demand across the whole of Lochaber. This has been recognised and new resource there has been implemented since the introduction of the scheme. EH West has gained a total of four new posts to process STLs – two based in Fort William and another two in Portree.

In addition, **458** planning applications being screened by Contaminated Land Officers, with 228 of these being in Ward 11 – Caol and Mallaig and 230 in Ward 21 – Fort William and Ardnamurchan.

6.2.2 Table 2 below provides the number of **Housing Scheme of Assistance and Private Water Supply Improvement Grants** that have been approved during the period within Wards 11 & 21.

Table 2 – Number and value of Approved Grants			
Type	Amount	Total Value of Grants	Spend ***
Scheme of Assistance Housing Grant – Adaptation (for installation of stairlifts; level access showers and access ramps etc)	19	£76,354.00	£109,563
Scheme of Assistance Housing Grant – Repair (for significant essential repairs of privately owned property)	2	£23,028	£83,669
Private Water Supply Grants (i.e. to improve the quality of private water supply)	7	£12,000	n/a

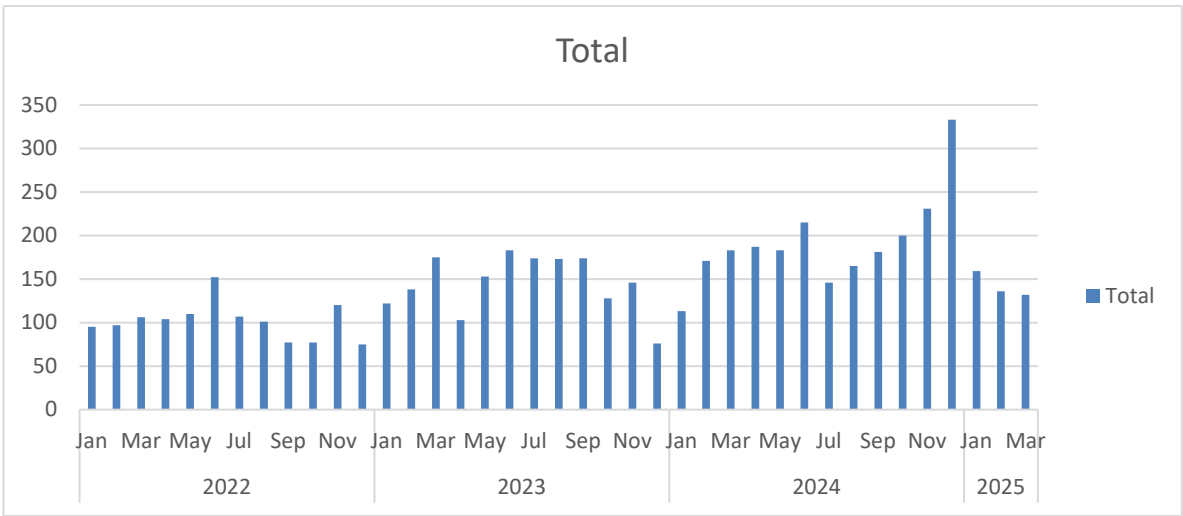
*** 24/25 Spend includes any grants approved in the previous grant year but not completed until the 25/25 year.

6.2.3 To provide an indication as to the different demand between the ward areas, a breakdown of the numbers within the individual ward areas is shown in Table 3 below.

Table 3 – Service Request Numbers by Ward Area		
Ward	Area	Total No of Service Requests
21	Fort William and Ardnamurchan	1344
11	Caol and Mallaig	725
	Other (out of area or blank)	199
Total		2268

6.2.4 The Lochaber Area experiences significant seasonal variations in service demand due to its prominence as a popular tourist destination. Adjusting to these fluctuations in workload is particularly challenging, especially with a small team and current staffing shortages.

Fig 2 – Monthly breakdown of Service Request demand (2022 – 2025)



NOTE: peak in December 2024 due to increased influx of delayed STL consultations

- 6.2.5 As well as being a statutory consultee for miscellaneous licences, Environmental Health also administer the issuing of these licences. Miscellaneous licensing includes animal boarding, breeding and selling, riding establishments, caravan sites, cinemas, dangerous wild animals, performing animals, venison dealers & zoos. Full details [here](#).

In Lochaber, seven such licences have been issued, this is in keeping with previous years.

6.3 Pro-Active/Scheduled Work

- 6.3.1 The Environmental Health team conduct a range of programmed work, particularly in respect of food safety where a significant number of inspections are conducted of food businesses to check compliance. Such work is in addition to responding to Service Requests.

A breakdown of the number of programmed inspections/visits that were undertaken for the period **1st April 2023 – 31st March 2024** within Wards 11 & 21 is detailed within Table 4 below.

Table 4 - Pro-Active Inspections/Visits by Type

Visit Type	No. of Visits
E01 PI Intervention (On time)	75
E02 PI Intervention (LATE)	9
E05 Sampling visit/sampling survey	78
E07 Advisory/Educational Visit	2
E08 Partial or non-PI Intervention	19
E12 EXPORT Random Insp ON TIME	5
E13 EXPORT Random Insp LATE	2
E16 OCV Start (1st intervention)	14
E17 OCV Routine	13
E18 OCV Complete (last intervention)	11
E20 APP EST - Pre Approval	2
E21 APP EST - 3 Month	2
E22 APP EST - 6 Month	1
EA1 Air Quality LSO Calibration	1
EH2 H&S Proactive Inspection Locally	1
LAA Misc Lic Site VISIT	4
LAB Misc Lic DESKTOP Audit	2
LS2 Licensing - STL Compliance Visit	1
Grand Total	253

Note there are **24** Approved Establishments in Lochaber. These are premises which are classified as food manufacturers and/ or processors. These require an enhanced level of intervention at regular intervals throughout the year. The introduction of a new inspection regime by Food Standards Scotland (FSS) called **Official Control Verification (OVC)** has resulted in a significant increase in resource demands which has impacted routine inspections of non-approved premises.

Table 5 – Approved Establishments by EH area office

Approved Establishments		Amount
EH Mid		36
	Ross and Cromarty	31
	Inverness	3
	Badenoch	1
	Nairn	1
EH West		30
	Lochaber	24
	Skye	6
EH North		16
	Sutherland	8
	Caithness	8
Other		4
	Reg with Other LA	4
Grand Total		86

Lochaber has the highest number of private water supplies (PWS) within Highland, totalling 2,400. PWS's which are commercial or use over a certain amount water on a daily basis are classed as Regulated Supplies under the legislation and require sampling on an annual basis. There are 353 regulated supplies in Lochaber which is nearly double any other Environmental Health Area Office

The geographical area of Lochaber makes resourcing this work very challenging. For example, samples collected from the Small Isles will necessitate a full day (06:00 a.m. to 6:00 p.m.) for collection, owing to the remote location and challenging access, which requires the use of a chartered boat service.

Table 6 – Private Water Supplies by EH area office

Area Office	Total No. of PWS Premises	%	Regulated PWS	%
EH Mid	4841	51.1%	539	45.2%
Ross & Cromarty	1992	22.2%	179	15.0%
Inverness	1494	16.8%	174	14.6%
Badenoch	1158	10.6%	163	13.7%
Nairn	197	1.5%	23	1.9%
EH West	3095	37.2%	493	41.3%
Lochaber	2400	27.4%	353	29.6%
Skye	695	9.8%	140	11.7%
EH North	1010	11.8%	161	13.5%
Sutherland	871	10.2%	151	12.7%
Caithness	139	1.6%	10	0.8%
Grand Total	8946	100.0%	1193	100.0%

6.4 Formal Enforcement Activity

- 6.4.1 Whilst the vast majority of service requests and issues identified by the Environmental health team are satisfactory resolved without the need to pursue formal enforcement action (i.e. by following the 4 Es approach), there is always a number of cases due to their seriousness or failure of the duty holder to comply, where formal enforcement action is required.

A breakdown of the number and type of enforcement notices that have been served between 1st April 2024 and 31st March 2025 in Wards 11 & 21 are detailed in Table 7 below.

Table 7 – Enforcement Notices Served between 1st April 2023 & 31st March 2024

Notice Type	Numbers Served
F11 2006 REGS - R6-hygiene improvement notice	1
F16 2006 REGS - R27-certification	1
F21 FSA - S9(3) DETENTION of suspected food	1
Grand Total	3

The low numbers of notices being issued serves as a strong indicator of the officers' professionalism and effectiveness in achieving outcomes by applying the principles of the 4E's (Engage, Educate, Encourage, and Enforce) approach, and avoiding the necessity of formal action.

6.5 Local Matters

6.5.1 Seizure of Illegal Venison

In October 2024, approximately 500 kg of illegally butchered venison was intercepted by authorities and prevented from entering the food supply chain. Investigations indicated that the deer had been processed by an establishment that was not authorised for such activities and the food had not been produced, processed or distributed in compliance with the Hygiene Regulations.

This operation required considerable staff time and collaboration with officers from EH Mid to coordinate the seizure, transport and storage of the meat while a decision regarding its suitability for consumption was being made. Ultimately the product was voluntarily surrendered and properly disposed of by Environmental Health.

6.5.2 Abandoned Vehicles

As can be seen there is a significant number of abandoned vehicles reported to our Service for investigation. We received **105** service requests which equates to around 5% of the total service requests for Lochaber. These can take up a significant resource in investigating and following up and are often found not to be truly "abandoned" vehicles. The team have been working with colleagues in the Housing and Parking enforcement teams to continually improve the response to abandoned vehicles. Improvements have been made to the council website and cost recovery. Improvement work in this area will continue in 2025/26.

6.5.3 Dog Control/Littering

There were **233** cases reported to EH West - Lochaber relating to dog control, litter and fly-tipping in the last year. There is a single officer who deals with dog control,

litter, fly-tipping and abandoned vehicles in Lochaber, which is in keeping with other areas across Highland.

7 Highland Wide Issues/Service Priorities

- 7.1 The **Short Term Lets** licensing regime commenced on **1 October 2022**. The service has a key role as a consultee on applications, assessing compliance at licensed premises and responding to complaints. The environmental health service across Highland has responded to over **8100** application consultations. The scheme will continue to be a priority and require resource going forward.
- 7.2 There have been new licensing requirements introduced for animal breeders (dog, cat & rabbit) and certain animal welfare establishments. This includes rehoming centres and animal sanctuaries. The new licensing schemes are in the process of being implemented. Following a Scottish Government consultation in 2023, the team are awaiting confirmed proposals on extending animal licensing to cover activities such as dog walking, dog grooming, livery services, and canine fertility services. It is expected that canine fertility services will be licences from April 2026, with no current planned date for the other activities, although an update on this is expected in the next year.
- 7.3 The Environmental Health team are continuing with EU exit related activities including undertaking inspections/audits of exporting food businesses to verify legislative compliance; provision of Export Health Certification; and liaison with UK and Scottish Government on import controls. As well as assisting with the arrangement of audits by countries we export to.
- 7.4 The team is continuing with the implementation of a new national approach to inspection of Approved Food Establishments – **Official Control Verification (OCV)**. This approach, required across **24** establishments in Lochaber, has substantially increased to resourcing required to inspect such premises. Approved Establishments are manufacturers of Products of Animal Origin (POAO) (i.e smokehouses; fish processors, dairies, manufacturing butchers etc)
- 7.5 The Scottish Government are considering the regulation of non-surgical cosmetic procedures. This is likely to generate additional work for Environmental Health as some of these procedures are likely to fall to Environmental Health for enforcement. We do not have a definitive count of the number of such premises in operation in Lochaber.
- 7.6 **SSEN Network – Pathway to 2030**
SSEN Transmission is currently consulting on and undertaking significant work to upgrade the electricity transmission network across the North of Scotland. Officers from each of our three EH operational teams are involved in assessing and responding to consultations for overhead line and substation proposals. Such work has been ongoing throughout the last year and will continue through 2025/26 and beyond. Particular input is being required in respect of assessing complex noise assessments and any potential noise impacts arising from such developments.

8 Going Forward

- 8.1 The local team will continue to follow the priorities as set by the Environmental Health Operational Plan and respond to any local emerging issues as and when they arise. Any urgent public health issues will always continue to be prioritised.
- 8.2 The local team would welcome feedback on this report, particularly regarding the usefulness and type of data presented; the report format and any information that members would wish to see for future reports. Additionally, the local team would want to know if there are any local issues that members consider should be prioritised or be given increased attention, we would welcome comments.

Designation: Assistant Chief Executive – Place

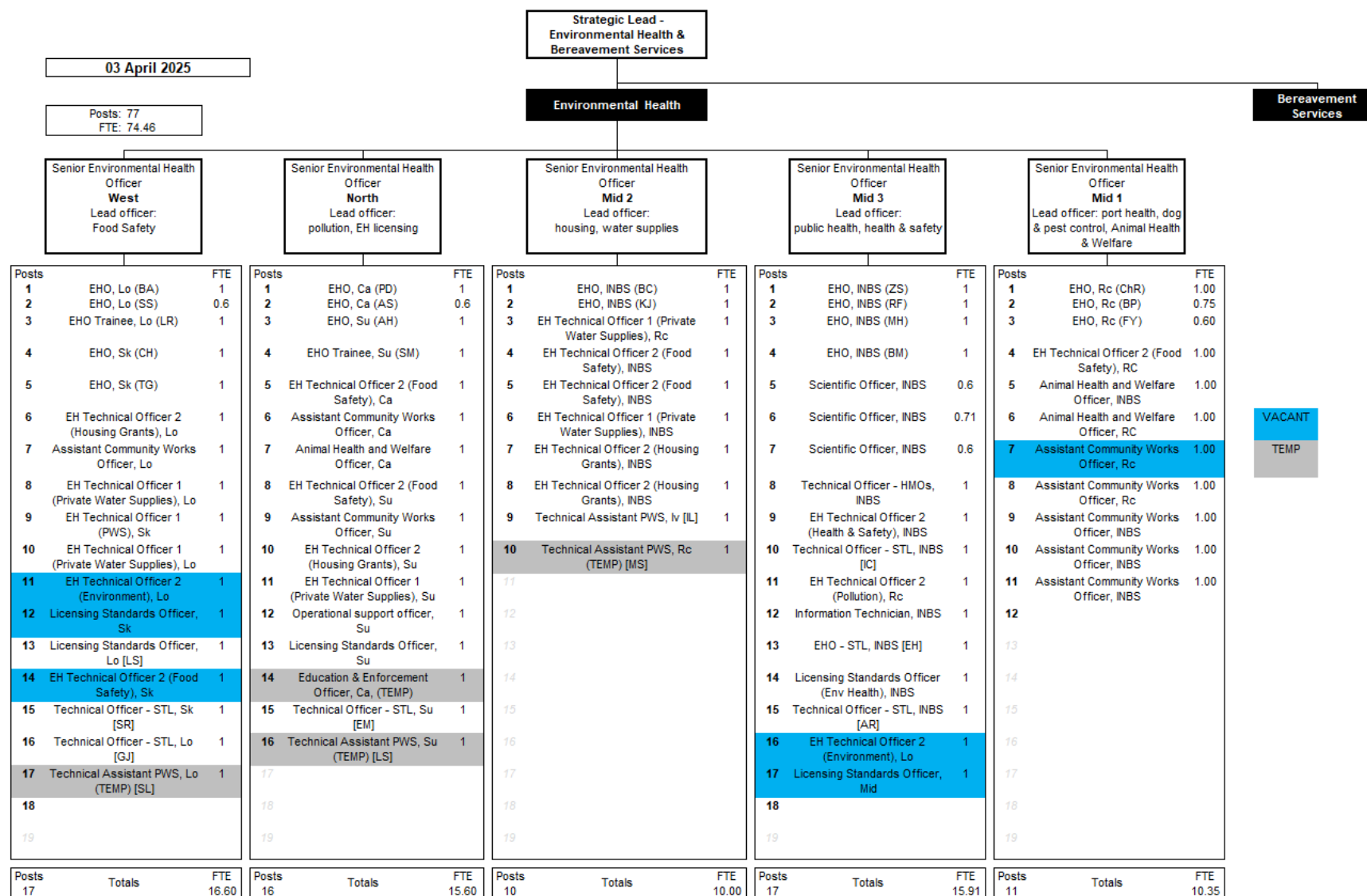
Date: 1 May 2025

Author: John Murray (Senior Environmental Health officer)
EH West

Background Papers: None

Appendices: Appendix 1 – Environmental Health Team Structure
Appendix 2 – EH Operational Areas
Appendix 3 – Detailed Breakdown of Service Request
Numbers within each of the General Category Types

Current Environmental Health Team Structure



EH Operational Areas



Appendix 3 - Detailed breakdown of service request numbers within each of the general category types

Category of Service Request	No. of SRUs
Short Term Let Licensing	959
LBE Short Term Let Licensing Consultation	951
LBG Short Term Let Licensing Complaint	5
LBF Short Term Let Licensing Enquiry	3
Export Health Certificates	209
X07 FISH/Shellfish EXPORT Certificates	209
Water Supply (inc PWS)	196
XWH Private supply STL Questionnaire	61
XWD Private supply request for sample	59
XWB Private supply enquiry (non grant)	45
XW1 Private supply grant enquiry	15
XWF Private supply other consultation	7
XWC Private supply complaint/contamination report	5
XWO Public supply complaint/contamination report	3
XWN Public supply enquiry/consultation	1
Food Safety	194
X02 Food Premises Registration	65
X05 FOOD SAFETY enquiry/consultation	53
X11 Shellfish REGISTRATION Documents	14
X42 Complaint: Hygiene of Premises	12
X19 FSS SHELLFISH - Sample FAILURE	10
X41 Complaint: Food (Unfit, Microbiological, foreign body)	8
X49 Support Attestation	7
X43 Complaint: Food Standards - item (composition, labelling etc.)	6
X18 FSS SHELLFISH - Alert ONLY	4
X44 Complaint: Food Standards - premises (composition, labelling etc.)	3
X15 REQUEST for classification/fast track (shellfish)	3
X17 FSS Food INCIDENT Report	3
X13 FSS FOOD Alert	2
X10 Approval/Lic/Auth application FH	2
X22 FSS CLUE intelligence	1
X16 Fishing Vessel Registration	1
Abandoned Vehicles	105
G01 Abandoned Vehicle	105
Planning Consultations	84
E02 Planning – General CONSULTATION (enter type code)	78
E18 Planning – ENQUIRY (enter type code)	3
E16 Planning – MAJOR Applications (enter type code)	3
Civic Government Licensing	83
LBC Civic Government Licensing Consultation (enter type code)	57
LCC Liquor Licensing Consultation (enter type code)	18
LBB Civic Government Licensing Enquiry (enter type code)	6
LCB Liquor Licensing Enquiry (enter type code)	2

Appendix 3 (cont)- Detailed breakdown of service request numbers within each of the general category types

Category of Service Request	No. of SRUs
Noise	69
N06 Noise Non-Domestic (enter type code)	39
N07 Noise Domestic (enter type code)	24
N05 Noise Advice Enquiry (enter type code)	6
General Enquiry	54
E17 GENERAL EH Enquiry	54
Other	41
OA1 Other	41
Health & Safety	37
H03 H & S Complaint (Non Work Related)	15
H20 H & S Complaint (Work Related/ HASAWA)	10
H19 RIDDOR Accident Notification	5
H23 H & S Request for Information/ Advice	4
H24 H & S Asbestos ASB5 Notification	1
H11 H&S Request For Information	1
H21 H & S Employee Complaint	1
Statutory Nuisance	35
N31 Foul Odours	9
N33 Smoke Complaint	6
N21 Premises - Dirty Houses & Gardens	5
N55 Travelling People	3
N34 General Nuisance - Other	3
N64 Other animal complaint (not noise)	2
N61 Serious Refuse - Foul or Putrescible	1
N32 Dust Complaint	1
N62 Animal waste nuisance (not dog fouling-use code D01)	1
N40 Choked/Defective Drain / Sewer	1
N63 Animal/Whale etc Carcass	1
N35 Light Nuisance	1
N37 Water Nuisance	1
Dog Control	34
D06 DC Dog Bite - Animal	11
D07 DC Dog - Other	9
D05 DC Dog Bite - Person	5
D01 DC Dog Fouling	4
D04 DC Aggressive Dog	4
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	1
Animal Health	31
A02 Animal welfare ENQUIRY	9
A03 ANIMAL - General ENQUIRY (not nuisance etc)	6
A12 Animal welfare COMPLAINT	4
A13 ANIMAL - General COMPLAINT (not nuisance)	4
A11 ABP COMPLAINT	3
A14 Animal disease COMPLAINT	2

Appendix 3 (cont) - Detailed breakdown of service request numbers within each of the general category types

Category of Service Request	No. of SRUs
A01 ABP ENQUIRY	2
A08 ANIMAL - Consultations (not licensing)	1
Infectious Disease/HPT Referral	29
XIB ID REPORT from public	15
XPI Illness report from ship/aircraft	7
XIF ID ADVISORY Notification from NHS Highland	3
XIC ID CONFIRMED Notification from NHS Highland	2
XIO ID Outbreak investigation	1
XID ID ENQUIRY	1
Miscellaneous Licensing	24
LAB Miscellaneous Licensing Enquiry (enter type code)	15
LAC Miscellaneous Licensing Consultation (enter type code)	7
LAD Miscellaneous Licensing complaint (enter type code)	2
Housing	23
NGB Housing grant enquiry	13
NHD Housing complaint - structural	3
NGD Housing grant application	2
NHZ Ukraine Refugee Property Check	2
NHE Housing complaint - other	2
NHG Request for Housing Condition Report	1
Pests (e.g. mice, rats, seagulls etc.)	10
P08 Rats NOT aff. House LOW (enter type)	4
P04 Rats aff. House HIGH (enter type)	2
P15 Gulls LOW (enter type)	1
P14 Other insect pests LOW (enter type)	1
P06 Mice small inf.LOW (enter type)	1
P10 Pests (Other)	1
Fly Tipping/Waste/Trade Waste	10
G21 Fly-tipping - Non-Urgent	7
G20 Fly-tipping - URGENT (e.g. public health risk)	3
Roadkill	10
G16 Roadkill - removal of dead animals from verge	10
FOI and EIR requests	9
E12 FOI request	7
E15 EIR (Environmental Information Request)	2
Litter	6
G11 Litter	6
HMO Licensing	3
LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	2
LDC HMO Complaint - Unlicensed Premises [Enter Type Code CHC-CHF]	1
Air Quality	2
N91 Air Quality Project Work	2
S87 Public Health Funerals	1
NBB National Assistance Burial enquiry/request (s50)	1