

Agenda Item	11
Report No	CIA/21/25

Committee: City of Inverness Area

Date: 19 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 variety 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 must 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 are 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 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 already enrolled in the UWS course and one student will qualify in 2026, with two others qualifying in 2027. Two Food Safety Officers have recently completed their training and successfully passed their professional qualifications in March. The EH team worked with Education and HR team to promote the EH profession in the senior Highland schools and in July 2024, two school 4th year students joined the Mid team for two weeks work experience.

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 6 March 2024 – link to report [here](#). An updated plan will be submitted in May.

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), blue-green algae, radon advice and National Assistance funerals.

Food Safety

This includes an enforcement and advisory role in all aspects of 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 (HMOs) and housing defects. It also includes the delivery and administration of the Council Scheme of Assistance that provides advice and funding by means of a grant for disabled adaptations in the home and for housing improvement and repairs. We also support the on-going Ukrainian resettlement team in conducting property inspections.

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 Council's waste team and SEPA regarding waste and fly tipping issues.

- 5.4 Much of the work is pro-active and preventative. The team has a key role in ensuring the Highlands maintains its reputation of a safe and healthy place in which to live, work and visit. 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 most cases.

5.5 The Environmental Health operate three operational areas: **North, Mid** and **West**, with the Inverness City area being covered by the Mid Team. The Mid Team has three Senior Environmental Health Officer (SEHO) who manage the wide range of officers that cover the different EH functions. Two SEHO are based in Inverness, with the third based in Dingwall. The Dingwall based post has recently been vacated due to retiral and recruitment process is underway. For the North and West teams, one SEHO manages each of the respective teams.

Officers within the mid-team will conduct duties throughout the Mid-area and will also undertake cross boundary work to support the North and West teams as and when necessary. The contaminated land officers cover the whole of Highland.

SEHOs 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.

Additionally, several EH officers participate and contribute to several Local, Regional and National working/steering groups which enable the sharing of best practice and the development of new legislation and statutory guidance.

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

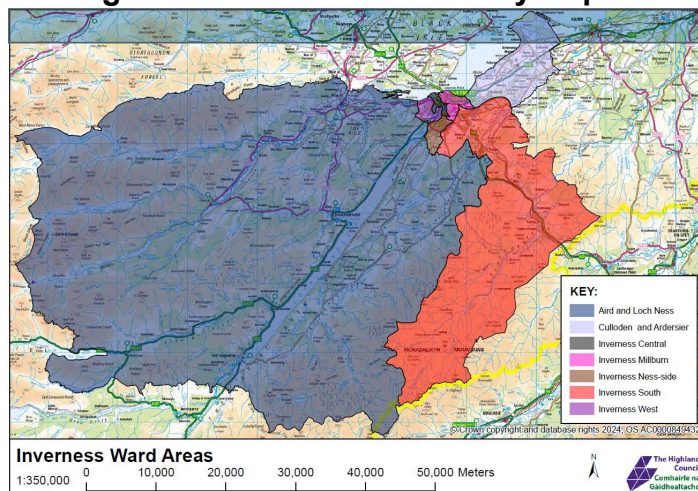
6 Summary of Environmental Health Activity/Local Issues

6.1 For the purpose of this report, the Environmental Health activity has been split into three principal 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 and presented as a total figure for all the Inverness wards (i.e. wards 13-18 & 20). See Fig 1 below for ease of reference.

Fig 1 - Ward Areas covered by Report



All data presented is for the period between **1 April 2024 – 31 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 of category. A more detailed breakdown within each of the general category types is contained within **Appendix 2**.

Table 1: Number of Service Requests by General Category Type for Wards 13-18 & 20

Category Type	Total No of Service Requests 2024/2025	Total No of Service Requests 2023/2024
Noise	425	484
Statutory Nuisance	121	157
Food Safety	277	395
Health & Safety	154	152
Civic Government Licensing	140	158
Miscellaneous Licensing	9	16
Short Term Let Licensing	720	542
HMO Licensing	60	40
Animal health	68	101
Housing	304	428
Pests (e.g. mice, rats, seagulls etc.)	45	28
Water Supply (incl. PWS)	169	216
Dog Control	99	158
Planning Consultations	134	196
Fly Tipping/Waste/Trade Waste	41	53
Abandoned Vehicles	376	272
S87 Public Health Funerals/Enquiry	11	10
Infectious Disease/HPT Referral	10	12
Liquor Licensing	8	-
Air Quality	14	-
Smoking Ban	4	-
General/Misc/Other	166	-
Litter	19	-
FOI/EIR Requests	13	-
Port Health/Ship Sanitation	3	-
Total	3390	3825

The total number of Service requests received by the Environmental Health team for these wards was **3390**.

Whilst the figures show a slight decrease in the overall demand from last year, this is considered most likely to have arisen as a result of changes to how we have been recording the service requests and improvements to the online reporting system which has resulted in a reduction of wrongly assigned service requests. Further work on improving the content on the Councils website and availability of advice/guidance to the public is hoped to further reduce some of the Service demand to make more efficient and effective use of existing resources.

- 6.2.2 In addition to the above Service Requests, **798 planning applications** were screened by our Contaminated Land Officers. Whilst the majority of actions were only advisory/informative due to the proposed developments not materially changing the risk of potential contamination, **4** applications were required to submit detailed site histories and **19** were recommended to undertake further contamination site investigations, remediation or validation works at former uses such as depot/petroleum licensed sites; electrical works; landfill/refuse sites; engineering works, railway land, sheep dips, smiddy and miscellaneous works.
- 6.2.3 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 13-18 & 20.

Table 2 – Number and value of Approved Grants

Type	Number	Total Value of Grants
Scheme of Assistance Housing Grant – Adaptation (i.e. for installation of stairlifts; level access showers and access ramps etc)	59	591,181*
Scheme of Assistance Housing Grant – Repair (for significant essential repairs of privately owned property)	1	27,326*
Private Water Supply Grants (i.e. to carry out improvements to the private water supply system)	8	8000

**-total grant expenditure in year (will have carry over from committed spend in 2023/24)*

- 6.2.4 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

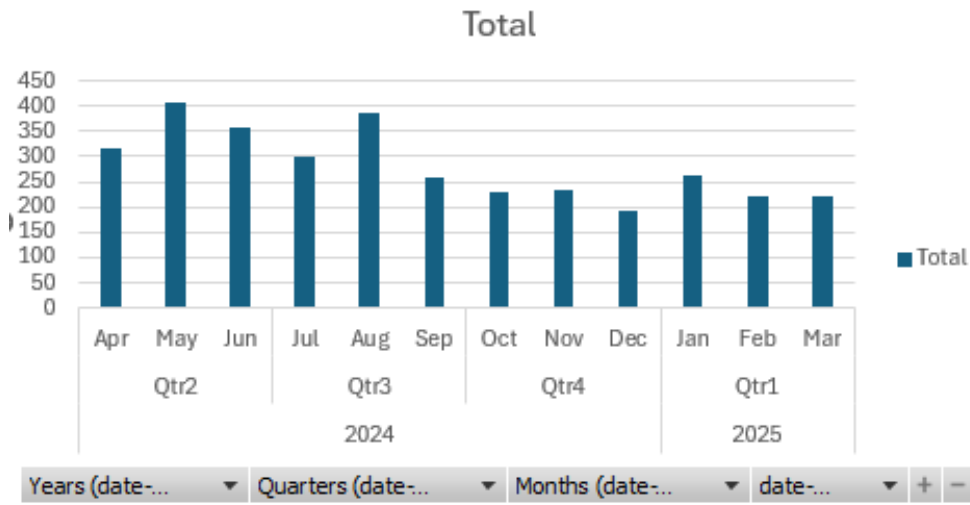
Ward No	Area	Total No of Service Requests
13	Aird & Loch Ness	275
14	Inverness West	386
15	Inverness Central	1104
16	Inverness Ness-Side	372
17	Inverness Millburn	361
18	Culloden & Ardersier	443
20	Inverness South	449
Total Inverness City Area*		3390

**This figure does not include the number of Contaminated Land planning screening assessments undertaken in each ward area. These are recorded on a separate database.*

- 6.2.5 As may be expected, the Service demand increases over the summer months when more people are out enjoying themselves and with the increased number of visitors to the area. This increased demand is shown in Fig 1 below which highlights the trend for service requests to increase over the summer months and then decrease over the

winter months. This trend is consistent with previous years and something we would expect to see continue.

Fig 1 – Monthly breakdown of Service Request Demand



- 6.2.6 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](#).

The Miscellaneous Licences are typically issued for a calendar year, and so numbers of licences have been included for 2024 & 2025 (to date). The exception is caravan site licences for touring/holiday sites – applications are only required if new site or change in licence holder.

Licence Type	2024	2025
Animal Boarding Establishment	31	31
Breeding of Dogs	2	1
Caravan Site – Holiday/Touring	6	-
Cinemas Act 1985	2	2
Animal Welfare/Rehoming	3	1
Riding Establishment	3	3
Animal Welfare – Selling	2	-
Venison Dealers	4	4

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 **1 April 2024 – 31 March 2025** within the Inverness City wards is detailed within Table 4 below.

Table 4 - Pro-Active Inspections/Visits by Type

Inspection/Visit Type	No of Inspections/Visits Conducted
Food Safety	255
Water Sampling	183*

*- this does not include re-sampling visits

Please note that these figures **do not** include any reactive inspections/visits conducted in response to a Service Request (i.e. complaints or licence consultation visits).

There are **173 Regulated (commercial)** and **313 Exempt (domestic)** private water supplies in the Inverness ward areas recorded on the Council's Private Water Supply register. All "Regulated" supplies must be annually monitored (sampled) and risk assessed (once every 5 years) by the Council.

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 1 April 2023 and 31 March 2024 in the Inverness wards are detailed in Table 5 below.

Table 5 – Enforcement Notices Served between 1 April 2024 & 31 March 2025

Notice Type	Number Served
Health and Safety	
Improvement Notice	3
Prohibition Notice	0
Food Safety	
Hygiene Improvement	1
Remedial Action Notice	2
Environmental Protection	0
Dog Control Notice	5

All enforcement notices were complied with by the duty holder.

- 6.4.2 There has been one case involving serious health and safety offences which has been reported to the Crown Office and Procurator Fiscal Service. This followed an investigation into a reported incident in a workplace.

7 Local Matters

7.1 Inverness Trade Waste Policy

Following successful recruitment at end of 2024, the team has looked to raise awareness of the Inverness Trade Waste Policy with businesses. This has included more regular pro-active patrols within the City Centre, liaison with Inverness BID and our waste teams and continuing to respond to any complaints. The Service is aware of the current issues around bin storage at Stephens Brae and we actively looking to find a solution.

7.2 Abandoned Vehicles

As can be seen there is a significant number of abandoned vehicles reported to our Service for investigation. We received 376 service requests for investigation in and around Inverness area. These 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. Improvement have been made to the Council website, cost recovery and a pilot of a new approach to housing car park areas in being trialled in Easter Ross. Improvement work in this area will continue in 2025/26.

7.3 Dog Control/Littering

In the last year there has continued to be a significant number of dog control related incidents (99) which have required investigation. This has led to 5 formal dog control notices being issued to dog owners within the Inverness area – a dog control notice will typically require dogs to be kept on a lead and to wear a muzzle when in a public place. However, this increase in dog control related issues has meant an impact on the available resource to undertake pro-active patrols in respect of dog fouling and littering etc over the period. It should be noted that it is our appointed dog wardens that carry out both roles.

The EH team aim to increase the number of pro-active campaigns/targeted enforcement patrols to take place over the coming year and so any feedback on localities particularly affected by dog fouling or littering would be welcome.

A new Senior EHO is currently being recruited to manage the team responsible for dog control/littering/fly-tipping after the retiral of Clifford Smith (SEHO). The new SEHO when appointed will cover the Inverness wards for these issues, including the Trade Waste Policy.

7.4 Renewable Energy

There has been an increased number of planning consultations linked to renewable energy developments (BESS sites; sub-stations; hydro schemes). Due to the size and complex nature of these developments, they require careful consideration to assess any potential impacts, particularly in respect of noise. This has resulted in an increased officer resource requiring to be allocated to this area of work.

7.5 Export Certification

The EH team provide a service for exporting food businesses to be issued with export health certification for food products they export to Europe and rest of the world. The Inverness team has certified and issued **191 EU export health certificates** to businesses within Highland.

8 **Highland Wide Issues/Service Priorities**

8.1 Short Term Lets

The short term lets licensing regime commenced on 1 October 2022. The team have a key role as a consultee on applications, assessing compliance at licensed premises and responding to complaints. To date, the Environmental Health Team have responded to over 8500 licence applications. It is estimated that there could be up to 10,000 short term let properties within Highland. The implementation of the scheme

will continue to be a priority and require significant resource going forward to conduct compliance monitoring; complaint investigation and licence renewals.

8.2 Animal Licensing

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.

8.3 EU Exit/Export Certification

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 that we export to.

8.4 Approved Food Establishments

The team is continuing with the implementation of a new national approach to inspection of Approved Food Establishments – Official Control Verification (OCV). Approved Establishments are manufacturers of products of animal origin (i.e. smokehouses; fish processors, dairies, manufacturing butchers etc).

This new approach, which is required across **71*** establishments in Highland, has increased the resourcing necessary to inspect such premises. There are 2 approved establishments within the Inverness City ward area.

**The figure of 71 is subject to change depending on whether a premises continues to require approval or not for the activities undertaken, or for any new premises requiring approval.*

8.5 Non-Surgical Cosmetic procedures - Licensing

There is a current consultation from the Scottish Government covering the regulation of non-surgical cosmetic procedures. This is likely to bring additional work for Environmental Health team in terms of licensing and assessing compliance with any mandatory conditions. It is not known at this time how many premises could be subject to such a licensing regime in Inverness Area when it eventually comes into force.

8.6 Renewable Developments

SSEN Transmission is currently consulting on and undertaking significant work to upgrade the electricity transmission network across the North of Scotland. Additionally, there is a considerable number of developments connected to the renewable energy sector (i.e. windfarms, Battery Energy Storage Systems (BESS) and Hydro schemes that are requiring significant input at the planning consultation stage. Officers from each of our three EH operational teams are involved in assessing and responding to consultations for all these types of development. 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.

8.7 Green Freeport

With development linked to the Green Freeport in and around Inverness and Cromarty Firth likely to continue increasing for the foreseeable future, there will be a corresponding increase in demand for resource in the EH team to assess any potential impacts arising from such developments. This may be for example in terms of contaminated land assessments or assessing operational impacts such as noise. Officers from our Mid Area team will be involved in assessing and responding to consultations for all the types of development linked to the Green freeport.

9 **Going Forward**

- 9.1 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.
- 9.2 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

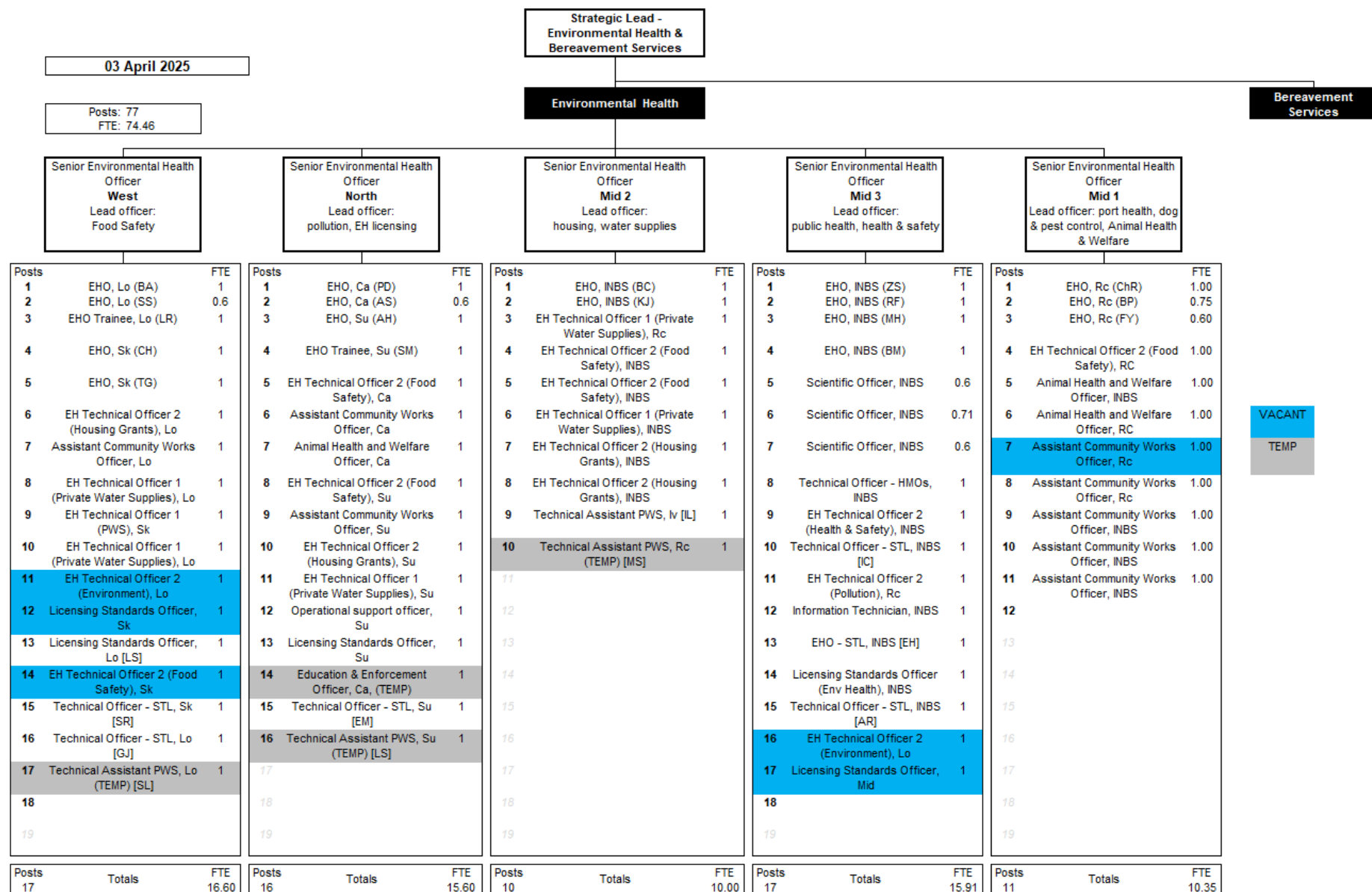
Date: 5 May 2025

Author: Gregor MacCormick (Senior Environmental Health officer)

Background Reports: None

Appendices: Appendix 1 – Environmental Health Team Structure & EH Operational Areas
Appendix 2 – Detailed breakdown of service request numbers within each of the general category types

Current Environmental Health Team Structure & Operational Areas



EH Operational Areas



Environmental Health Operational Areas

1: 1,200,000

0 25,000 50,000 75,000 100,000 Meters



Appendix 2 - Detailed breakdown of service request numbers within each of the general category types

Row Labels	Count of category
A01 ABP ENQUIRY	1
A02 Animal welfare ENQUIRY	23
A03 ANIMAL - General ENQUIRY (not nuisance etc)	25
A04 Animal disease ENQUIRY	1
A05 Animal traceability ENQUIRY	3
A06 WATSR ENQUIRY	1
A11 ABP COMPLAINT	2
A12 Animal welfare COMPLAINT	3
A13 ANIMAL - General COMPLAINT (not nuisance)	3
A14 Animal disease COMPLAINT	2
A15 Animal traceability COMPLAINT	2
A16 WATSR COMPLAINT	2
D01 DC Dog Fouling	10
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	11
D04 DC Aggressive Dog	29
D05 DC Dog Bite - Person	8
D06 DC Dog Bite - Animal	18
D07 DC Dog - Other	23
E02 Planning – General CONSULTATION (enter type code)	113
E11 SEPA Consultation/Enquiry	2
E12 FOI request	8
E15 EIR (Environmental Information Request)	5
E16 Planning – MAJOR Applications (enter type code)	10
E17 GENERAL EH Enquiry	39
E18 Planning – ENQUIRY (enter type code)	9
G01 Abandoned Vehicle	376
G05 Grounds Maintenance - Trees	1
G06 Grounds Maint - Grass Cutting	3
G11 Litter	19
G16 Roadkill - removal of dead animals from verge	26
G20 Fly-tipping - URGENT (e.g. public health risk)	3
G21 Fly-tipping - Non-Urgent	26
G22 Local Environment Patrol (e.g. dog fouling, litter, smoking ban)	10
G42 Trade waste policy complaint (enter type code)	2
H03 H & S Complaint (Non Work Related)	65
H11 H&S Request For Information	12
H19 RIDDOR Accident Notification	51
H20 H & S Complaint (Work Related/ HASAWA)	20
H22 H & S Complaint referral by another agency/ service	3
H25 H & S LOLER Notification	1
H26 H & S Safety at Sports Ground Intervention/ Visit	2
HSB Complaint-received direct-smoking ban	1
HSD Enquiry on smoking ban	3
LAB Miscellaneous Licensing Enquiry (enter type code)	5
LAD Miscellaneous Licensing complaint (enter type code)	4
LBB Civic Government Licensing Enquiry (enter type code)	14
LBC Civic Government Licensing Consultation (enter type code)	125

LBD Civic Government Licensing Complaint (enter type code)	1
LBE Short Term Let Licensing Consultation	698
LBF Short Term Let Licensing Enquiry	2
LBG Short Term Let Licensing Complaint	20
LCB Liquor Licensing Enquiry (enter type code)	1
LCC Liquor Licensing Consultation (enter type code)	7
LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	49
LDB HMO Complaint - Licensed Premises [Enter Type Code CHC-CHF]	1
LDC HMO Complaint - Unlicensed Premises [Enter Type Code CHC-CHF]	10
N05 Noise Advice Enquiry (enter type code)	45
N06 Noise Non-Domestic (enter type code)	98
N07 Noise Domestic (enter type code)	268
N09 Noise Housing Referral (enter type code)	14
N21 Premises - Dirty Houses & Gardens	6
N31 Foul Odours	18
N32 Dust Complaint	6
N33 Smoke Complaint	26
N34 General Nuisance - Other	25
N36 Insect Nuisance	3
N40 Choked/Defective Drain / Sewer	17
N41 Choked/Defective Septic Tank	3
N42 Blue Green Algae ALERT	4
N60 Routine Refuse Complaint	5
N61 Serious Refuse - Foul or Putrescible	1
N62 Animal waste nuisance (not dog fouling-use code D01)	3
N64 Other animal complaint (not noise)	2
N75 Public Health Incidents (e.g. flooding, fire, pollution)	2
N88 Air quality enquiry	1
N89 Air quality complaint	4
N90 Air Quality LSO Reactive Work	2
N91 Air Quality Project Work	7
NBB National Assistance Burial enquiry/request (s50)	11
NGB Housing grant enquiry	194
NHB Housing general enquiry	10
NHC Housing complaint - dampness	11
NHD Housing complaint - structural	6
NHE Housing complaint - other	12
NHG Request for Housing Condition Report	56
NHZ Ukraine Refugee Property Check	15
OA1 Other	97
P03 Mice large inf HIGH (enter type)	1
P04 Rats aft. House HIGH (enter type)	14
P06 Mice small inf.LOW (enter type)	4
P08 Rats NOT aff. House LOW (enter type)	12
P10 Pests (Other)	2
P11 Flies LOW (enter type)	1
P15 Gulls LOW (enter type)	11
X02 Food Premises Registration	93
X05 FOOD SAFETY enquiry/consultation	85

X08 FOOD (non Fish/Shellfish) EXPORT Health Certificates	1
X11 Shellfish REGISTRATION Documents	2
X13 FSS FOOD Alert	1
X41 Complaint: Food (Unfit, Microbiological, foreign body)	42
X42 Complaint: Hygiene of Premises	46
X43 Complaint: Food Standards - item (composition, labelling etc.)	4
X44 Complaint: Food Standards - premises (composition, labelling etc.)	3
XIC ID CONFIRMED Notification from NHS Highland	7
XIF ID ADVISORY Notification from NHS Highland	3
XPC Ship Sanitation Certificate Request	2
XPD Ship/aircraft request for samples	1
XW1 Private supply grant enquiry	17
XWB Private supply enquiry (non grant)	139
XWC Private supply complaint/contamination report	3
XWD Private supply request for sample	2
XWH Private supply STL Questionnaire	6
XWO Public supply complaint/contamination report	1
XWQ Lead in public supply notification requiring investigation	1
Grand Total	3390