

Agenda Item	7
Report No	BSAC/16/25

Committee: Badenoch and Strathspey Area

Date: 4 August 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 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 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 Environmental Health team worked with Education and HR team to promote the Environmental Health profession in the senior Highland schools and in July 2024, two school 4th year students joined the Mid Team for two weeks work experience. Unfortunately, due to resources, we were unable to offer a similar school placement this summer.

- 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 2025/26 plan was approved by the Communities & Place Committee on 22 May 2025 – link to report [here](#).

- 5.2 The 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 provides 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 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 Badenoch and Strathspey 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 Environmental Health functions. Two SEHO are based in Inverness, with the third based in Dingwall. 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 and operational guidance and supporting officers with significant/complex cases.

Additionally, several Environmental Health 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 Environmental Health operational areas.

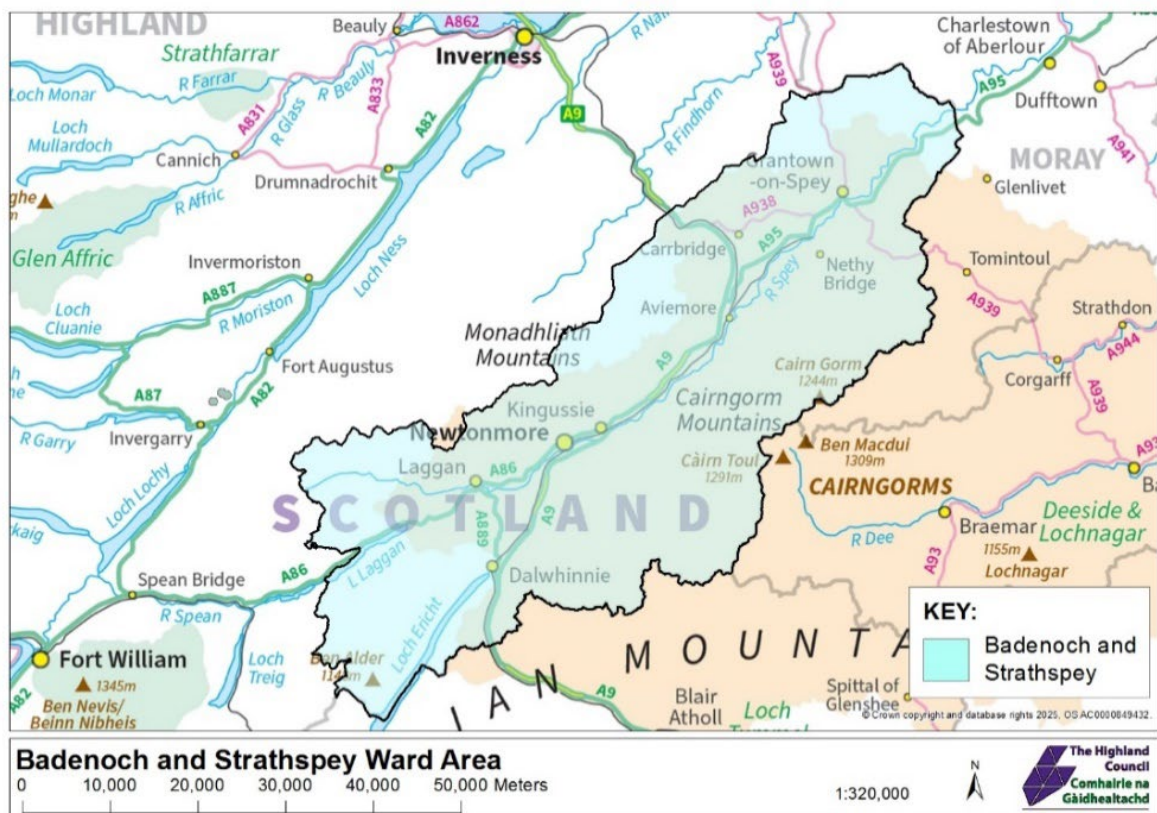
6 Summary Of Environmental Health Activity/Local Issues

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); and
- 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 the ward.

Fig 1 - Ward Areas covered by Report



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

Reactive Work

- 6.2 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

Category Type	Total No of Service Requests 2024/2025	Total No of Service Requests 2023/2024
Noise	39	62
Statutory Nuisance	11	14
Food Safety	59	66
Health & Safety	17	35
Civic Government Licensing	17	26
Miscellaneous Licensing	3	6
Short Term Let Licensing	331	347
HMO Licensing	1	1
Animal health	18	19
Housing	40	48
Pests (e.g. mice, rats, seagulls etc.)	7	5
Water Supply (incl. PWS)	201*	128*
Dog Control	11	4
Planning Consultations	11	12
Fly Tipping/Waste/Trade Waste	2	1
Abandoned Vehicles	47	31
S87 Public Health		1
Funerals/Enquiry	1	
Infectious Disease/HPT Referral	3	4
Liquor Licensing	5	1
Air Quality	0	1
Smoking Ban	0	0
General/Misc/Other	16	28
Litter	6	0
FOI/EIR Requests	2	5
Total	848	845

The total number of Service requests received by the Environmental Health team for these wards was **848**. These figures are consistent with the previous year.

Further work on improving the content on the Council's website and availability of advice/guidance to the public will further reduce some of the Service demand to make more efficient and effective use of existing resources.

- 6.3 Contaminated land officers screened **229 planning applications**. Whilst the majority of actions were only advisory/informative due to the proposed development not materially changing the risk of potential contamination, **6** steading/conversion questionnaires were issued; and **3** applications were recommended to undertake contamination site investigations due to the former use of the sites being a sawmill, a depot and a sewage works.

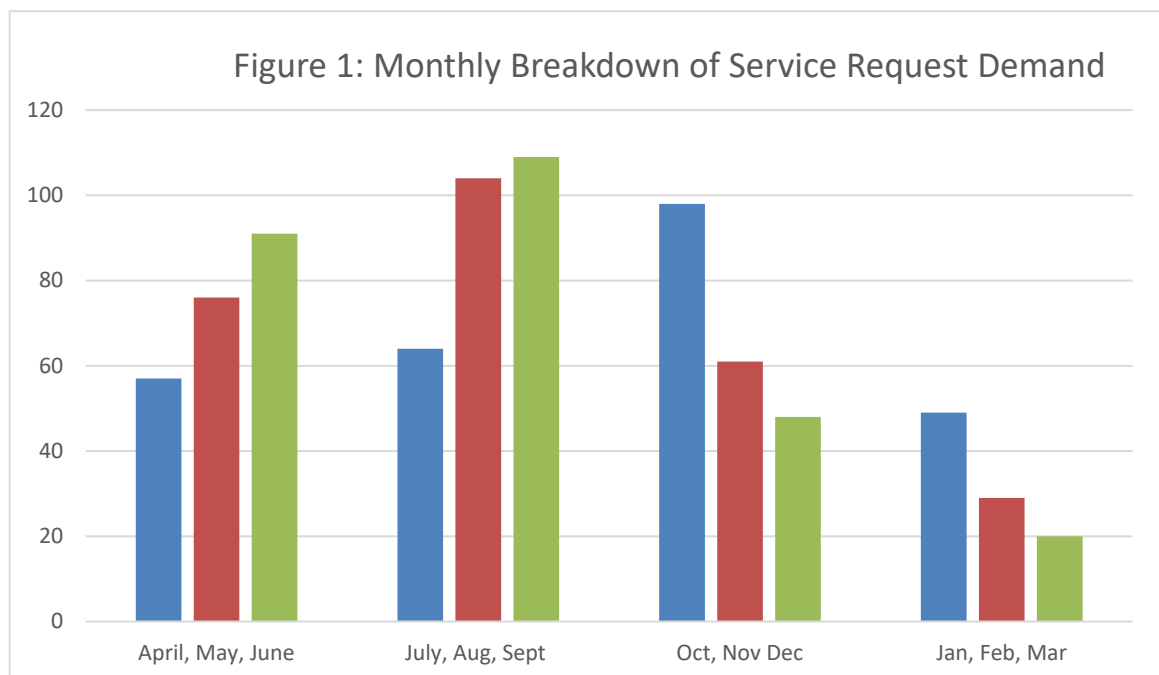
- 6.4 Table 2 below provides the number of Housing Scheme of Assistance and Private Water Supply Improvement Grants that have been approved during the period.

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)	16	103,340,*
Scheme of Assistance Housing Grant – Repair (for significant essential repairs of privately owned property)	1	8,047*
Private Water Supply Grants (i.e. to carry out improvements to the private water supply system)	2	1830.58

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

- 6.5 As 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.



- 6.6 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	6	5
Breeding of Dogs	-	-
Caravan Site – Holiday/Touring	2	-
Cinemas Act 1985	-	1
Animal Welfare/Rehoming	-	-
Riding Establishment	3	2
Animal Welfare – Selling	-	-
Venison Dealers	5	-
Zoo*	2	-

**there are two zoo licensed premises in the ward area with an additional two applicants pending which involved a multi-agency consultation process.*

Pro-Active/Scheduled Work

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

A breakdown of the number of programmed inspections/visits that were carried out during the period **1 April 2024 - 31 March 2025** is detailed within Table 4 below.

Table 4 - Pro-Active Inspections/Visits by Type

Inspection/Visit Type	No of Inspections/Visits Conducted
Food Safety	70
Water Sampling	207*

** this does 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 **166 Regulated (commercial)** and **204 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.

Formal Enforcement Activity

- 6.8 All service requests and issues identified by the Environmental Health team have been satisfactory resolved without the need to pursue formal enforcement action (i.e., by following the 4 Es approach) between 1 April 2024 - March 2025.
- 6.9 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 accident in a workplace. A further workplace fatality investigation is ongoing.
- 6.10 A health and safety concern at a workplace resulted in a multi-agency response by the Scottish Fire and Rescue Service and SEE that resulted in both Agencies taking formal enforcement action to protect the premises and the public.
- 6.11 There were two investigations by officers following an animal escape and a serious health and safety issue at a licensed zoo premises. On both occasions informal action was taken to ensure compliance with zoo licence conditions and Standards of Modern Zoo Practice.

7 Local Matters

7.1 Abandoned Vehicles

There is a significant increase in the number of abandoned vehicles reported to our Service for investigation. We received 47 service requests for investigation in and around the ward area. These take up a significant resource in investigating and are quite often found not to be abandoned. 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 an innovative approach to housing car park areas is being trialled in Easter Ross. Improvement work in this area will continue in 2025/26.

7.2 Dog Control/Littering

In the last year there has been an increase in the number of dog control related incidents (11) which have required investigation. Whilst no formal dog control notices have been issued to dog owners within the Badenoch and Strathspey area, each complaint requires investigation which often involves a visit to the dog owner and property to offer advice. The increase in abandoned car reports and dog control related issues has thereby had 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 Environmental Health 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 newly appointed Senior EHO will manage the team responsible for dog control/littering/fly-tipping after the retiral of Clifford Smith (SEHO) and will cover the Badenoch & Strathspey wards for these issues, including the Trade Waste Policy.

7.3 **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.

7.4 **Export Certification**

The Environmental Health 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.

For information, there are currently 850 applications with 730 licences grants (7 with additional conditions).

8.2 **Animal Licensing**

There have been new licensing requirements introduced for animal breeders (dog, cat and 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 require 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 no approved establishments within the Badenoch and Strathspey 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 Badenoch and Strathspey 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 growth and development linked to the Green Freeport in and around Inverness and Cromarty Firth 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: 9 July 2025

Author: Patricia Sheldon, Senior Environmental Health Officer

Background Papers: 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

Appendix 1 - Current Environmental Health Team Structure & Operational Areas

07 July 2025			Strategic Lead - Environmental																	
Posts: 77 FTE: 74.46			Environmental Health												Bereavement Services					
Senior Environmental Health			Senior Environmental Health			Senior Environmental Health			Senior Environmental Health			Senior Environmental Health								
Posts		FTE	Posts		FTE	Posts		FTE	Posts		FTE	Posts		FTE						
1	EHO, Lo	1	1	EHO, Ca	1	1	EHO, INBS	1	1	EHO, INBS	1	1	EHO, Rc	1.00						
2	EHO, Lo	0.6	2	EHO, Ca	0.6	2	EHO, INBS	1	2	EHO, INBS	1	2	EHO, Rc	0.75						
3	EHO Trainee, Lo	1	3	EHO, Su	1	3	EH Technical Officer 1 (Private	1	3	EHO, INBS	1	3	EHO, Rc	0.60						
4	EHO, Sk	1	4	EHO Trainee, Su	1	4	EH Technical Officer 2 (Food	1	4	EHO, INBS	1	4	EH Technical Officer 2 (Food	1.00						
5	EHO, Sk	1	5	EH Technical Officer 2 (Food	1	5	EH Technical Officer 2 (Food	1	5	Scientific Officer, INBS	0.6	5	Animal Health and Welfare	1.00						
6	EH Technical Officer 2	1	6	Assistant Community Works	1	6	EH Technical Officer 1 (Private	1	6	Scientific Officer, INBS	0.71	6	Animal Health and Welfare	1.00	VACANT					
7	Assistant Community Works	1	7	Animal Health and Welfare	1	7	EH Technical Officer 2 (Housing	1	7	Scientific Officer, INBS	0.6	7	Assistant Community Works	1.00	TEMP					
8	EH Technical Officer 1	1	8	EH Technical Officer 2 (Food	1	8	EH Technical Officer 2 (Housing	1	8	Technical Officer - HMOs,	1	8	Assistant Community Works	1.00						
9	EH Technical Officer 1	1	9	Assistant Community Works	1	9	Technical Assistant PWS, Iv	1	9	EH Technical Officer 2 (Health	1	9	Assistant Community Works	1.00						
10	EH Technical Officer 1	1	10	EH Technical Officer 2	1	10	Technical Assistant PWS, Rc	1	10	Technical Officer - STL, INBS	1	10	Assistant Community Works	1.00						
11	EH Technical Officer 2	1	11	EH Technical Officer 1	1	11			11	EH Technical Officer 2	1	11	Assistant Community Works	1.00						
12	Licensing Standards Officer,	1	12	Operational support officer, Su	1	12			12	Information Technician, INBS	1	12								
13	Licensing Standards Officer,	1	13	Licensing Standards Officer,	1	13			13	EHO - STL, INBS [EH]	1	13								
14	EH Technical Officer 2 (Food	1	14	Education & Enforcement	1	14			14	Licensing Standards Officer	1	14								
15	Technical Officer - STL, Sk	1	15	Technical Officer - STL, Su	1	15			15	Technical Officer - STL, INBS	1	15								
16	Technical Officer - STL, Lo	1	16	Technical Assistant PWS, Su	1	16			16	EH Technical Officer 2	1	16								
17	Technical Assistant PWS, Lo	1	17			17			17	Licensing Standards Officer,	1	17								
Posts	Totals	FTE	Posts	Totals	FTE	Posts	Totals	FTE	Posts	Totals	FTE	Posts	Totals	FTE						
17		16.60	16		15.60	10		10.00	17		15.91	11		10.35						

EH Operational Areas



Appendix 2

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

Row Labels	Count of category
A02 Animal welfare ENQUIRY	6
A03 ANIMAL - General ENQUIRY (not nuisance etc)	4
A05 Animal traceability ENQUIRY	1
A12 Animal welfare COMPLAINT	2
A14 Animal disease COMPLAINT	1
A15 Animal traceability COMPLAINT	1
D04 DC Aggressive Dog	4
D05 DC Dog Bite - Person	2
D06 DC Dog Bite - Animal	1
D07 DC Dog - Other	1
E02 Planning – General CONSULTATION (enter type code)	11
E12 FOI request	2
E17 GENERAL EH Enquiry	3
G01 Abandoned Vehicle	46
G11 Litter	6
G16 Roadkill - removal of dead animals from verge	1
G21 Fly-tipping - Non-Urgent	2
H03 H & S Complaint (Non-Work Related)	11
H11 H&S Request For Information	1
H19 RIDDOR Accident Notification	4
LAD Miscellaneous Licensing complaint (enter type code)	1
LBB Civic Government Licensing Enquiry (enter type code)	2
LBC Civic Government Licensing Consultation (enter type code)	17
LBE Short Term Let Licensing Consultation	326
LBG Short Term Let Licensing Complaint	5
LCC Liquor Licensing Consultation (enter type code)	5
LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	9
LDC HMO Complaint - Unlicensed Premises [Enter Type Code CHC-CHF]	1
N05 Noise Advice Enquiry (enter type code)	3
N06 Noise Non-Domestic (enter type code)	15
N07 Noise Domestic (enter type code)	22
N31 Foul Odours	5
N32 Dust Complaint	1
N33 Smoke Complaint	1
N41 Choked/Defective Septic Tank	2
N42 Blue Green Algae ALERT	1
N62 Animal waste nuisance (not dog fouling-use code D01)	1
NBB National Assistance Burial enquiry/request (s50)	1
NGB Housing grant enquiry	26
NHZ Ukraine Refugee Property Check	13
P02 Biting Insect	1
P08 Rats NOT aff. House LOW (enter type)	4

X02 Food Premises Registration	23
X05 FOOD SAFETY enquiry/consultation	18
X41 Complaint: Food (Unfit, Microbiological, foreign body)	2
X42 Complaint: Hygiene of Premises	11
X43 Complaint: Food Standards - item (composition, labelling etc.)	2
XIF ID ADVISORY Notification from NHS Highland	2
X10 ID Outbreak investigation	1
XW1 Private supply grant enquiry	53
XWB Private supply enquiry (non grant)	127
XWC Private supply complaint/contamination report	4
XWD Private supply request for sample	2
XWH Private supply STL Questionnaire	16
XWO Public supply complaint/contamination report	1
XWN Public supply enquiry	1
XWQ Lead in public supply notification requiring investigation	1
Grand Total	848