

Agenda Item	10
Report No	LA/26/26

The Highland Council

Committee: Lochaber Area

Date: 11 May 2026

Report Title: Environmental Health - Annual Report & Activity 2025/26

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 2025/26.

2 Recommendations

2.1 Members are asked to **note** and provide any feedback on:-

- i. The scope and volume of work currently being delivered in the local area;
- ii. Local issues and current operational priorities;
- iii. Highland wide issues impacting Environmental Health services; and
- iv. The format and content of the report.

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 help provide a sustainable workforce.
- 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 will be aware that Environmental Health submits an annual operational plan for approval. This plan sets out the objectives for the service, including the key priorities for the year ahead. The most recent 2025/2026 plan was approved by the Communities & Place Committee on [22nd May 2025](#). A revised plan will be presented in May 2026.

Consideration is currently being given to moving from an annual plan to a three-year Operational Plan. This approach would support longer term, strategic planning.

Annual progress updates would then be provided through these annual Area Committee reports.

- 5.2 The purpose of these Area Committee reports is to:-
- i. increase awareness of the range of activities undertaken locally by the Environmental Health team;
 - ii. to seek feedback from Members on the work and performance of the service; and
 - iii. to identify any existing or emerging local issues that Members wish to see prioritised going forward.

5.3 Environmental Health delivers a wide range of statutory functions on behalf of the Council, with the overarching remit to protect and improve public health. Key areas of responsibility include:

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 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 Councils waste team and SEPA regarding waste and fly tipping issues.

- 5.4 Much of the team's work is proactive and preventative in nature. Environmental Health plays a vital role in ensuring that the Highlands maintains its reputation as a safe and healthy place to live, work, and visit. We aim to support local businesses by providing clear advice on regulatory requirements and by ensuring that our regulatory activity adheres to the five principles of better regulation: **proportionate, consistent, accountable, transparent, and targeted.**

We have also adopted a successful '**4Es**' approach — **Engage, Explain, Encourage, and Enforce** — which underpins how we respond to most cases and helps to promote compliance in a constructive and collaborative manner.

- 5.5 The Environmental Health team has recently undergone a management re-structure as part of ongoing workforce planning and in response to increasing demands on the service.

Two new Area Environmental Health Managers were appointed in October 2025 to cover the North and South operational areas. These roles are designed to support both the Strategic Lead for Environmental Health & Bereavement Services and the Senior Environmental Health Officers (SEHO's) who manage the operational teams in each local office.

There are eight Senior Environmental Health Officers across Highland, each responsible for managing local teams delivering the full range of Environmental Health functions. The SEHO's are based in the following area offices: Fort William, Inverness, Dingwall, Portree, Drumbuie and Wick.

In addition to their local management responsibilities, SEHO's hold Highland-wide functional lead roles for key statutory areas of work. These roles include developing policy and operational guidance and supporting officers in managing significant or complex cases.

Several members of the Environmental Health team also participate in local, regional, and national working or steering groups. Their involvement helps share best practice and contributes to the development of new legislation and statutory guidance.

Appendix 1 provides the latest Environmental Health team structure, including a map of the operational areas, the area office locations and relevant points of contact.

5.6 The Environmental health team that covers the Lochaber area is based in **Charles Kennedy Building**. There are 11 posts (10.6 FTE); which consist of:

- 1 x Senior Environmental Health Officer (1 FTE)
- 2 x Environmental Health Officers (1.6 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)
- 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)

Where necessary officers may be required to undertake cross boundary work to support the other area-based teams. Any work related to contaminated land is delivered by officers based within our Dingwall office.

The Lochaber based team is currently looking to appoint a new Technical Officer 2 – Food Safety post. This will be a new resource for the Lochaber area and so will be a significant benefit. Due to ongoing recruitment challenges in appointing fully qualified officers, this post may need to be filled on a trainee basis until full qualification is achieved. The recruitment process is on-going.

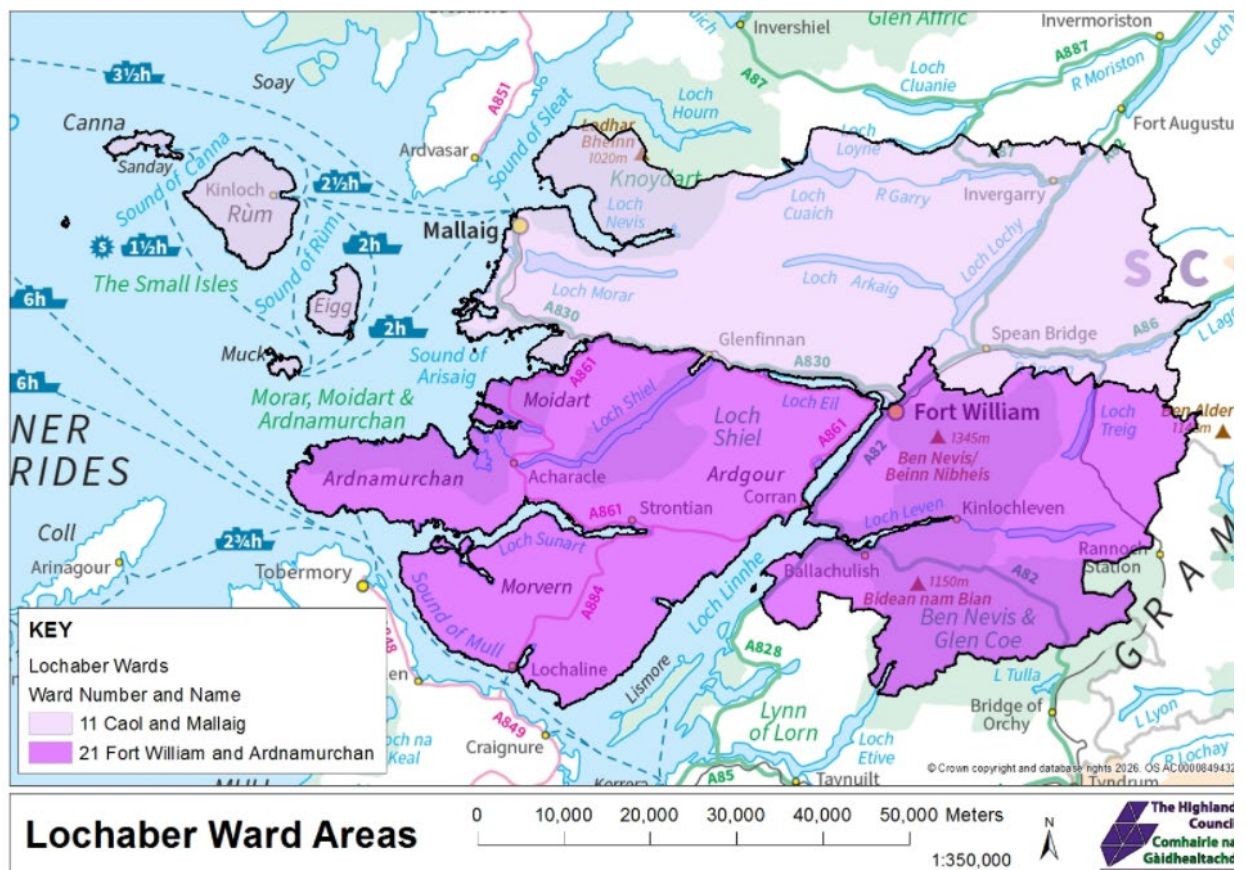
6 Summary of Environmental Health Activity/Local Issues

6.1 This report groups Environmental Health activity into three key 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 Lochaber wards (i.e. wards 11 & 21). See Fig 1 below for ease of reference

Fig 1 - Ward Areas covered by Report



All data presented is for the period between 1st April 2025 – 31st March 2026.

6.2 Reactive Work

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 11 & 21

Category Type	Number of Service Requests 2025/26	Number of Service Requests 2024/25
Short Term Let Licensing	282	959
Export Health Certificates	265	209
Water Supply (inc PWS)	135	196
Food Safety	207	194
Abandoned Vehicles	160	105
Planning Consultations	115	84
Civic Government /Liquor Licensing	89	83
Noise	88	69
General Enquiry	18	54
Health & Safety	26	37
Statutory Nuisance	40	35
Dog Control	23	34
Animal Health	41	31
Infectious Disease/HPT Referral	15	29
Miscellaneous Licensing	22	24
Housing	37	23
Pests (e.g. mice, rats, seagulls etc.)	10	10
Fly Tipping/Waste/Trade Waste	19	10
Litter	5	6
HMO Licensing	20	3
Air Quality	2	2
S87 Public Health Funerals	0	1

The total number of Service requests received by the Environmental Health team for these wards was **1674**.

As can be seen there was a significant drop in the number of STL licence consultations compared to previous year. This is due to the STL licences being on a 3yr licence cycle. Renewal applications will be expected to increase this year as legislation now been in place since October 2022.

This is a similar position in respect of Houses in Multiple Occupation (HMO) licences where there was a notable increase last year compared to year before due to the 3yr licence period.

Similar to across Highland, there was also a notable increase in reports of abandoned vehicles. Further detail is provided on these services requests within Section 6.7 of this report.

- 6.3 To provide details of the **OUTCOME** for each of these Service requests, a breakdown of the outcome codes recorded for each is shown in Table 3 below. For ease of understanding, the outcomes have been consolidated under 5 main headings.

Table 2: Breakdown of the outcome for Service Requests

Outcome Descriptor	Number
No Breach/No Further Action Required	260
Advice, Guidance & Informal Resolution	915
Statutory / Formal Enforcement Action	12
Case Referred, Withdrawn or Managed Elsewhere	142
Internal / Administrative (Manager Use Only)	345
Grand Total	1674

For the full set of outcome codes recorded on our database please refer to **Appendix 3** which outlines how our database outcome codes have been consolidated into these headings.

- 6.4 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 4 below.

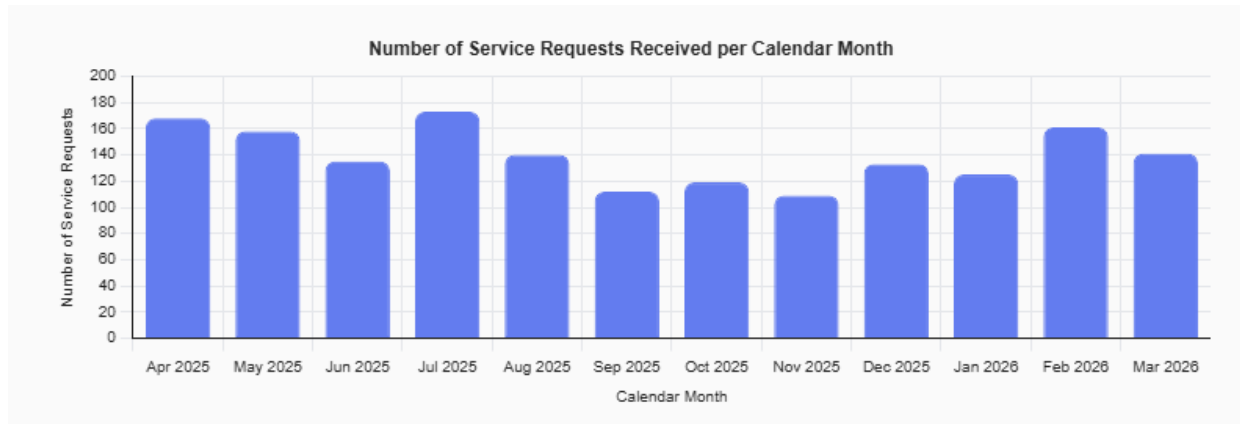
Table 3: Service Request Numbers by Ward Area

Ward No	Area	Total No of Service Requests
11	Caol & Mallaig	781
21	Fort William & Ardnamurchan	893
Total Lochaber Area		1674*

**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.*

6.5 To provide an indication as to the variations in demand across the year, a breakdown by calendar month is provided in Fig 2 below.

Fig 2: Monthly breakdown of Service Request demand



6.6 Table 4 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 4: 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)	29	£187,043
Scheme of Assistance Housing Discretionary Grant – Repair (for significant essential repairs of privately owned property)	1	£25,000*
Private Water Supply Grants (i.e. to carry out improvements to the private water supply system)	9	£16223.24

* (Discretionary grant approved in 2024/25 with the project completing in 2025/26)

6.7 Abandoned Cars

As highlighted in Section 6.2 above, there was a significant increase in the number of abandoned vehicle reports last year. Note, a small proportion of the increase in 25/26 may be down to a change in the database as in 25/26 officers ensured every case report covered only one vehicle, whereas the format in 24/25 could include multiple vehicles in one case report. A detailed breakdown of the service requests is included below for reference.

Table 5: Service request by Type of Vehicle Reported Abandoned

Vehicle Type	Number of Service Requests
Car	110
Van	19
Trailer	1
Caravan	6
Boat	2
Motorbike	1
Total	160

Table 6: Status of reports of Abandoned Vehicle

For ease of understanding, the outcomes recorded against these reports have been consolidated under 7 main headings.

Status	Number of Service Requests
Under Investigation/Monitoring	74
Not Abandoned – Case Closed	39
Self-resolved	4
Following intervention, vehicle removed	18
Enforcement Action – Vehicle Removed	10
Invalid or Unactionable Report	13
Other Outcome	2
Total	160

For the full set of outcome codes recorded on our database please refer to **Appendix 3** which outlines how our database outcome codes have been consolidated into these headings.

Our Service is currently undertaking a review of our operational procedures in respect to reports of abandoned vehicles due to the significant increase across Highland. A report is being put to the Communities & Place Committee on the 21 May 2026 specifically on the topic.

6.8 The Environmental Health team conduct a range of programmed work, particularly in respect of food safety where a significant number of inspections/interventions 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/Interventions that were undertaken for the period **1st April 2025 – 31st March 2026** within the Lochaber Area wards is detailed within Table 8 below.

Table 8: Pro-Active Inspections/Visits/Interventions by Type

For ease of understanding, the outcomes recorded against these reports have been consolidated under 5 main headings.

Visit Type	Number
Food Safety/Hygiene/Advisory Intervention	84
Approved Food Establishment/Export Health Intervention	21
H&S Workplace Pro-active Intervention	1
Licensing Compliance Check/Intervention	234
PWS Sampling/Survey	391

For the full set of outcome codes recorded on our database please refer to **Appendix 3** which outlines how our database outcome codes have been consolidated into these headings.

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).

6.9 **Pro-Active/Scheduled Work**

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

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- 6.10 Lochaber has the highest number of private water supplies (PWS) within Highland, with a total of **651** supplies, representing just over one fifth of all PWS across Highland (2912 in total). Of these, **312** are classed as regulated supplies under the legislation due to their commercial use or higher daily water consumption and therefore require routine monitoring and risk assessment once every 5 years. When compared with Highland wide figures, Lochaber accounts for approximately 26.5% of all regulated private water supplies (**312** out of **1188**), highlighting a disproportionately high concentration of regulated supplies within the area. During 2025/26, a total of **391** regulatory samples were taken from regulated supplies in Lochaber. This included annual programmed samples, re-samples, and investigatory samples, reflecting the level of monitoring activity required in the area relative to other HC areas.

To assist with the Council meeting our statutory obligations to risk assess all our Regulated PWS's, a temporary Technical Assistant post supports the Lochaber team. Their role is to undertake sampling and support the 2 Technical Officers in prioritising the risk assessment of Regulated supplies. During 25/26, a total of 28 Regulated supply risk assessments were completed.

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 can require the use of a chartered boat service.

There continues to be an increase in the number of regulated supplies on the Council's PWS Register, which is likely to be a result of the introduction of short-term let licensing requirements.

6.11 **Formal Enforcement Activity**

Whilst most 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 2025 and 31st March 2026 in the Lochaber area wards are detailed in Table 9 below.

Table 9: Enforcement Notices Served between 1st April 2025 & 31st March 2026

Notice Type	Number Served 2025/26
Health and Safety Prohibition Notice	1
Food Safety Hygiene Improvement Remedial Action Notice	5 1
Environmental Protection	1
Shellfish Temporary Closure Notice	2

All enforcement notices were complied with by the duty holder.

The relatively 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.

7 Local Matters

7.1 Sustained Environmental Health Input to Major Infrastructure

The continued level of engagement required in relation to large scale infrastructure projects across Lochaber. Ongoing proposals such as the Coire Glas pumped storage hydro scheme, along with the Skye Reinforcement Project affecting parts of Lochaber, generate regular consultation through the planning process. Environmental Health input is routinely sought on matters including private water supplies (PWS), construction and operational noise, artificial lighting, and dust management, to ensure potential impacts on communities and the environment are appropriately assessed and mitigated. These projects remain resource-intensive and require sustained cross service involvement as they progress through their respective planning stages.

7.2 EU Fishery Product Audit – Approved Establishment

An EU audit of Life Bivalve Molluscs (LBM's) fishery products was carried out on 19-20 June 2025, including inspection of an approved establishment in Lochaber. The audit involved EU auditors and representatives from DEFRA, Food Standards Scotland and the Food Business Operator themselves. Findings noted effective planning, appropriate verification of official controls and consistent supporting evidence.

7.3 Ballachulish Bathing Water Designation

Members are advised that Ballachulish has recently been designated as a formal bathing water. As a result, SEPA will be responsible for routine sampling and water quality monitoring. The Council, as the responsible authority, has duties in relation to the installation of advisory signage and the publication of sampling results to inform the public. As this is the first year of designation, no classification data will be available during the current bathing season. Should water quality results over consecutive sampling periods fail to meet required standards in future years, there is provision for Scottish Ministers to review and potentially remove the bathing water designation. Environmental Health will continue to liaise with SEPA and other partners as monitoring arrangements develop.

7.4 BSW

Environmental Health continues to engage with BSW in relation to ongoing noise concerns affecting nearby residents. Since the abatement notice was issued in October 2025, BSW has commissioned specialist noise consultants to identify principal noise sources at the site and to assess potential mitigation measures. Several initial actions have been progressed, including the replacement of vehicle reversing alarms with self-adjusting alarms and consideration of enhanced acoustic barriers or enclosure of key plant areas, supported by further noise modelling work. While longer-term mitigation measures remain under review, recent feedback from residents and an Elected Member indicates that there has been a noticeable improvement in noise levels from mid-February 2026. Environmental Health is scheduled to meet with site management to obtain further updates and will continue to monitor the situation, including undertaking additional noise monitoring where appropriate.

7.5 Fume Incident in Leisure Centre

Environmental Health were involved in supporting partner agencies during investigations into hydrocarbon fumes which affected the local leisure centre. The incident was led by Scottish Water; however, Environmental Health's primary role was to ensure that no members of the public or staff were exposed to harmful fumes, and officers acted promptly to ensure that all affected areas within the premises were fully closed while investigations were undertaken. Investigations concluded that the source was likely due to intermittent disposal of chemicals into the sewer network rather than an historic contamination. Significant remedial and preventative actions were undertaken, and no adverse health impacts were reported. Following these actions, the incident was recorded for future reference, and no further occurrences were reported.

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 9000 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 investigations and process both new and renewal applications. Renewal applications are now being received.

8.2 **Animal Health – New Enforcement Powers**

Recent legislative changes have introduced new fixed penalty powers for enforcing animal health and welfare requirements. These powers provide officers with an additional, proportionate tool to address non-compliance, enabling swift and effective action where breaches are identified without the need for immediate escalation to formal reporting or court proceedings. This is particularly important in Highland, where livestock farming, crofting, and frequent animal movements are integral to the rural economy. Maintaining high standards of biosecurity and disease control is essential to protecting animal health, safeguarding the food chain, and preserving the region's reputation for high-quality agricultural produce.

At present, the Council is awaiting the final enforcement guidance from the Scottish Government on the implementation of these new fixed-penalty provisions. Once this guidance is issued, targeted training will be provided to the Council's three Animal Health Officers, and the necessary enforcement protocols and procedures will be put in place.

8.3 **EU Exit/Export Certification**

The Environmental Health team continues to undertake a range of EU-exit-related activities, including inspections and audits of food businesses involved in export to verify compliance with legislative requirements; the provision of Export Health Certificates; and ongoing liaison with both the UK and Scottish Governments regarding import control arrangements. The team also supports the organisation and delivery of audits carried out by countries receiving Highland-produced exports.

This work remains a priority for Environmental Health in Highland due to the region's significant reliance on food production, particularly within the aquaculture, meat, and game sectors. Many local businesses depend on access to international markets, and maintaining compliance with evolving export and import regulations is essential to safeguard these trade routes.

Whilst there may be upcoming changes in the requirement to provide Export health Certification, it is unlikely that any such changes will be implemented within the next 18 months and so this will continue to be a priority for the Service.

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 approach, which is required across **83* establishments** in Highland, (**20** premises of which are based in Lochaber) has increased the resourcing necessary to inspect such premises.

**The figure of 83 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

New Scottish Government legislation will introduce a licensing scheme for non-surgical cosmetic procedures (i.e such as fillers and injectable treatments). The aim is to strengthen public protection by ensuring practitioners and licensed premises meet consistent hygiene, safety, and competency standards. Local authorities will be responsible for administering and enforcing the new licensing regime. The Scottish Government has indicated that the legislation is expected to be introduced during 2026, with licensing requirements coming into force following the publication of final guidance. Once this guidance is issued, Environmental Health will work with colleagues in Licensing to develop procedures to support effective implementation across Highland.

8.6 Renewable Developments

Environmental Health continues to provide significant input to major infrastructure and renewable energy developments across Highland, including SSEN Transmission projects and proposals for wind farms, Battery Energy Storage Systems (BESS), and hydro schemes. Officers from all area offices assess and respond to planning consultations, with a particular focus on complex noise assessments and potential noise impacts. This work has been substantial over the past few years and is expected to continue throughout 2026/27 and beyond, reflecting the scale of national infrastructure investment in the region.

8.7 Green Freeport

With development associated with the Inverness and Cromarty Firth Green Freeport expected to increase for the foreseeable future, there will be a corresponding rise in demand on Environmental Health resources to assess potential environmental impacts. This will include work on contaminated land assessments and the evaluation of operational impacts such as noise etc. Environmental Health input is critical at this early stage of development to ensure that such developments are safe and delivered in a way that protects public health. By identifying risks early and setting clear requirements for mitigation, the team helps maintain community confidence, supports responsible economic development, and ensures compliance with statutory environmental standards during both the construction and operational stages of such developments.

8.8 Environmental Crime

Environmental Health will place a renewed focus on tackling Environmental Crime in 2026/27 and beyond, with particular emphasis on issues such as abandoned vehicles, fly-tipping, and other forms of antisocial environmental behaviour. The Service recognises that these matters are a priority for many Local Members, as they have a direct impact on community wellbeing, local amenity, and the wider environment. Addressing them often requires coordinated, multi-agency action. By prioritising this area of work, Environmental Health aims to take a more proactive approach, strengthen enforcement activity, and ensure that incidents are managed promptly, consistently, and effectively across Highland.

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 on the usefulness of the information provided, the type of data presented, and the overall report format. We are also keen to hear what additional information Members would find helpful in future reports. In addition, we would welcome any views on local issues that Members believe should be prioritised or given increased attention going forward.

Designation: Assistant Chief Executive - Place

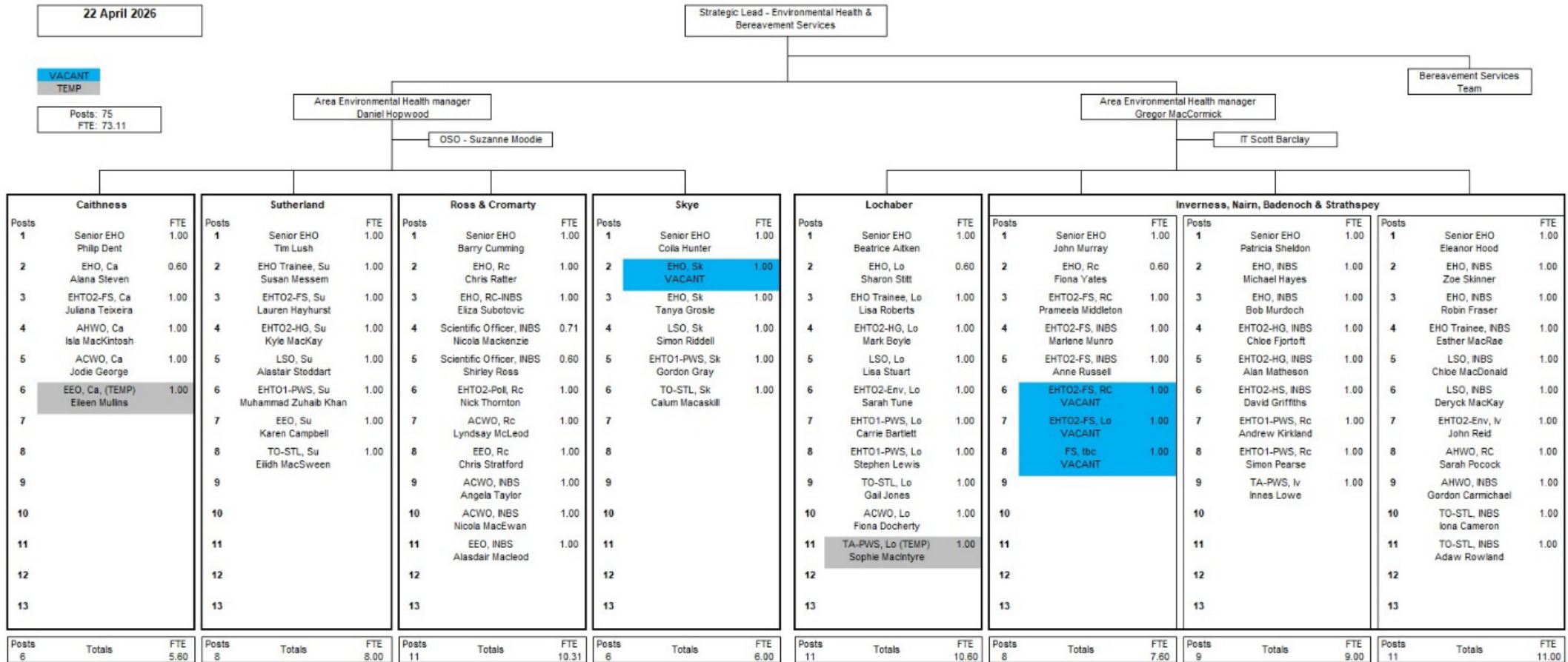
Date: 22 April 2026

Author: Beatrice Aitken (Senior Environmental Health Officer)

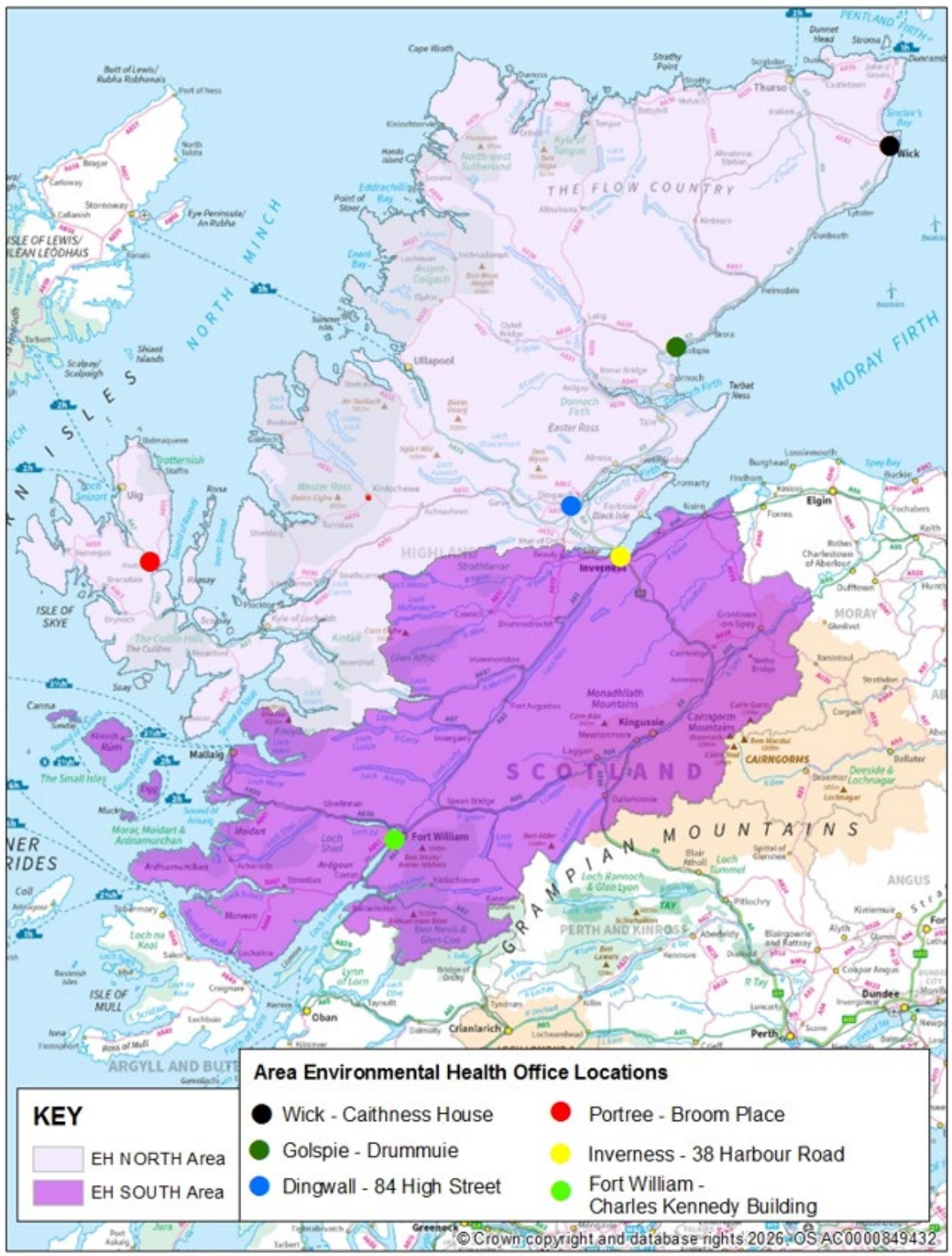
Background Papers: N/A

Appendices: Appendix 1 – Environmental Health Team Structure & Contact Arrangements
Appendix 2 – Detailed breakdown of service request numbers within each of the general category types
Appendix 3 – Consolidation of outcome codes from EH Civica Database

Appendix 1 - Current Environmental Health Team Structure & Operational Areas



EH Operational Areas and Area Offices



Environmental Health Management Areas and Area Office Locations

0 25 50 Kilometers

1:1,200,000

Contact Details for Environmental Health Teams

The preferred and best method to contact Environmental Health Teams is via our generic mailbox - envhealth@highland.gov.uk

This mailbox is monitored by our Business Support Admin and so ensures any matters can be picked up timeously and responded to by relevant SEHO or investigating officer.

SENIOR MANAGEMENT – STRATEGIC & HIGHLAND WIDE ISSUES			
Alan Yates	Strategic lead Environmental Health & Bereavement Services	Highland Wide	alan.yates@highland.gov.uk
Gregor MacCormick	Area Environmental Health Manager (South)	Inverness, Nairn, Badenoch & Lochaber Areas	gregor.maccormick@highland.gov.uk
Daniel Hopwood	Area Environmental Health Manager (North)	Ross & Cromarty; Skye; Sutherland & Caithness	daniel.hopwood@highland.gov.uk
LOCAL AREA MANAGERS - ALL OPERATIONAL MATTERS			
Beatrice Aitken	Senior Environmental Health Officer	Lochaber Area Main contact for all operational Environmental Health matters	beatrice.aitken@highland.gov.uk
Eleanor Hood	Senior Environmental Health Officer	INBS Area Licensing, Animal health, Noise, Statutory Nuisance and Inverness Trade Waste Policy issues	eleanor.hood@highland.gov.uk
Patricia Sheldon	Senior Environmental Health Officer	INBS Area Housing Grants; Private Water Supplies; Statutory Nuisance and Health & Safety	patricia.sheldon@highland.gov.uk
John Murray	Senior Environmental Health Officer	INBS Area Food safety; Food Standards; Approved premises; Export Certification	john.murray@highland.gov.uk
Barry Cumming	Senior Environmental Health Officer	Ross & Cromarty Main contact for all operational Environmental Health matters	barry.cumming@highland.gov.uk
Tim Lush	Senior Environmental Health Officer	Sutherland Main contact for all operational Environmental Health matters	timothy.lush@highland.gov.uk
Philip Dent	Senior Environmental Health Officer	Caithness Main contact for all operational Environmental Health matters	philip.dent@highland.gov.uk
Coila Hunter	Senior Environmental Health Officer	Skye Main contact for all operational Environmental Health matters	coila.hunter@highland.gov.uk

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

Ward 11 Caol and Mallaig	781
A01 ABP ENQUIRY	1
A02 Animal welfare ENQUIRY	6
A03 ANIMAL - General ENQUIRY(not nuisance etc)	4
A1 1 ABP COMPLAINT	2
A1 2 Animal welfare COMPLAINT	5
A1 3 ANIMAL - General COMPLAINT(not nuisance)	1
D01 DC Dog Fouling	3
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	1
D04 DC Aggressive Dog	2
D05 DC Dog Bite - Person	1
D06 DC Dog Bite - Animal	5
D07 DC Dog - Other	1
E02 Planning – General CONSULTATION (enter type code)	60
E12 FOI (enter type code)	2
E16 Planning – MAJOR Applications (enter type code)	1
E17 GENERALEH Enquiry	7
E18 Planning – ENQUIRY (enter type code)	1
G01 Abandoned Vehicle	43
G1 1 Litter	4
G1 6 Roadkill - removal of dead animals from verge	3
H03 H & S Complaint (Non Work Related)	2
H1 9 RIDDOR Accident Notification	2
LAB Miscellaneous Licensing Enquiry (enter type code)	10
LAC Miscellaneous Licensing Consultation (enter type code)	2
LAD Miscellaneous Licensing complaint (enter type code)	1
LBB Civic Government Licensing Enquiry (enter type code)	10
LBC Civic Government Licensing Consultation (enter type code)	16
LBE Short Term Let Licensing Consultation	97
LBF Short Term Let Licensing Enquiry	4
LBG Short Term Let Licensing Complaint	2
LCB Liquor Licensing Enquiry (enter type code)	1
LCC Liquor Licensing Consultation (enter type code)	5
LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	1
N05 Noise Advice Enquiry (enter type code)	3
N06 Noise Non-Domestic (enter type code)	21
N07 Noise Domestic (enter type code)	14
N31 Foul Odours	2
N33 Smoke Complaint	3
N35 Light Nuisance	2
N40 Choked/Defective Drain / Sewer	3
N42 Blue Green Algae ALERT	1
N62 Animal waste nuisance (not dog fouling-use code D01)	1

N75 Public Health Incidents (eg flooding, fire, pollution)	1
NGB Housing grant enquiry	5
NGD Housing grant application	2
NHC Housing complaint - dampness	1
NHG Request for Housing Condition Report	1
OAI Other	23
P02 Biting insects HIGH (enter type)	1
P11 Flies LOW (enter type)	5
P15 Gulls (enter type)	1
X02 Food Premises Registration	27
X05 FOOD SAFETY enquiry/consultation	28
X07 FISH/Shellfish EXPORT Certificates	242
XI0 Approval/Lic/Auth application FH	1
XI1 Shellfish REGISTRATION Documents	2
XI7 FSS Food INCIDENT Report	4
XI8 FSS SHELLFISH - Alert ONLY	3
XI9 FSS SHELLFISH - Sample FAILURE	2
X41 Complaint: Food (Unfit, Microbiological, foreign body)	1
X42 Complaint: Hygiene of Premises	3
X43 Complaint: Food Standards - item (composition, labelling etc.)	1
X49 Support Attestation	6
XID ID ENQUIRY	1
XIO ID Outbreak investigation	1
XW1 Private supply grant enquiry	10
XWB Private supply enquiry (non grant)	26
XWC Private supply complaint/contamination report	4
XWD Private supply request for sample	12
XWF Private supply other consultation	1
XWG Private supply insufficient: enquiry or complaint	5
XWH Private supply STL Questionnaire	4
XWN Public supply enquiry/consultation	1

Ward 21 Fort William and Ardnamurchan	893
A01 ABP ENQUIRY	3
A02 Animal welfare ENQUIRY	6
A03 ANIMAL - General ENQUIRY (not nuisance etc)	4
A04 Animal disease ENQUIRY	2
A08 ANIMAL - Consultations (not licensing)	1
A12 Animal welfare COMPLAINT	3
A14 Animal disease COMPLAINT	2
A15 Animal traceability COMPLAINT	1
D01 DC Dog Fouling	2
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	1
D04 DC Aggressive Dog	2
D05 DC Dog Bite - Person	1
D07 DC Dog - Other	4
E02 Planning - General CONSULTATION (enter type code)	49

E11 SEPA Consultation/Enquiry	1
E12 FOI (enter type code)	3
E16 Planning – MAJOR Applications (enter type code)	1
E17 GENERAL EH Enquiry	11
E18 Planning – ENQUIRY (enter type code)	2
G01 Abandoned Vehicle	117
G11 Litter	1
G16 Roadkill - removal of dead animals from verge	10
G20 Fly-tipping - URGENT (e.g. public health risk)	3
G21 Fly-tipping - Non-Urgent	3
H03 H & S Complaint (Non-Work Related)	4
H11 H&S Request For Information	1
H19 RIDDOR Accident Notification	10
H20 H & S Complaint (Work Related/ HASAWA)	2
H23 H & S Request for Information/ Advice	1
H24 H & S Asbestos ASB5 Notification	1
H27 H & S Primary Authority Referral	3
LAB Miscellaneous Licensing Enquiry (enter type code)	5
LAC Miscellaneous Licensing Consultation (enter type code)	4
LBB Civic Government Licensing Enquiry (enter type code)	7
LBC Civic Government Licensing Consultation (enter type code)	34
LBE Short Term Let Licensing Consultation	165
LBF Short Term Let Licensing Enquiry	2
LBG Short Term Let Licensing Complaint	12
LCB Liquor Licensing Enquiry (enter type code)	2
LCC Liquor Licensing Consultation (enter type code)	14
LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	19
N05 Noise Advice Enquiry (enter type code)	10
N06 Noise Non-Domestic (enter type code)	13
N07 Noise Domestic (enter type code)	27
N21 Premises - Dirty Houses & Gardens	1
N31 Foul Odours	9
N33 Smoke Complaint	6
N34 General Nuisance - Other	1
N35 Light Nuisance	2
N40 Choked/Defective Drain / Sewer	1
N41 Choked/Defective Septic Tank	1
N48 Plant cmplt/query (injurious weeds, invasive species, ragwort etc)	1
N62 Animal waste nuisance (not dog fouling-use code D01)	1
N64 Other animal complaint (not noise)	1
N75 Public Health Incidents (eg flooding, fire, pollution)	3
N88 Air quality enquiry	1
N90 Air Quality LSO Reactive Work	1
NGB Housing grant enquiry	9
NHC Housing complaint - dampness	5
NHD Housing complaint - structural	1

NHE Housing complaint - other	3
NHG Request for Housing Condition Report	7
NHZ Ukraine Refugee Property Check	3
OAI Other	27
P02 Biting insects HIGH (enter type)	1
P06 Mice small inf. LOW (enter type)	1
P08 Rats NOT aff. House LOW (enter type)	1
X02 Food Premises Registration	49
X05 FOOD SAFETY enquiry/consultation	25
X07 FISH/Shellfish EXPORT Certificates	23
XI 1 Shellfish REGISTRATION Documents	7
XI 7 FSS Food INCIDENT Report	1
XI 8 FSS SHELLFISH - Alert ONLY	3
XI 9 FSS SHELLFISH - Sample FAILURE	10
X22 FSS CLUE intelligence	1
X41 Complaint: Food (Unfit, Microbiological, foreign body)	9
X42 Complaint: Hygiene of Premises	21
X43 Complaint: Food Standards - item (composition, labelling etc.)	2
X44 Complaint: Food Standards - premises (composition, labelling etc.)	1
XIB ID REPORT from public	7
XIC ID CONFIRMED Notification from NHS Highland	1
XPI Illness report from ship/aircraft	5
XW1 Private supply grant enquiry	14
XWB Private supply enquiry (non grant)	29
XWD Private supply request for sample	16
XWF Private supply other consultation	2
XWH Private supply STL Questionnaire	10
XWN Public supply enquiry/consultation	1
Grand Total	1674

Appendix 3 – Consolidation of Outcome Codes used on the Environmental health Civica database

For ease of understanding within the report, our Service consolidated a number of the recorded outcome codes/descriptors that are used within our Civica database.

The following outlines how we have consolidated the codes.

Service Requests - Section 6.3 – Table 2

Database Outcome Descriptor	Consolidated Report Descriptor
<i>No breach identified</i>	No Breach/No Further Action
<i>NO FURTHER CONTACT from Client</i>	
<i>Logged as INTEL or INFORMATION ONLY</i>	
<i>No action possible</i>	
<i>Issued ADVICE or Information</i>	Advice, Guidance & Informal Resolution
<i>INFORMAL or VERBAL ACTION Taken</i>	
<i>Responded to CONSULTATION / FOI etc.</i>	
<i>CERTIFICATE(S) etc. Issued</i>	Statutory / Formal Enforcement Action
<i>Formal enforcement action taken</i>	
<i>REFERRED to OTHER THC Department</i>	Case Referred, Withdrawn or Managed Elsewhere
<i>REFERRED to EXTERNAL Organisation</i>	
<i>Client cancelled service</i>	
<i>ALREADY LOGGED in Flare</i>	
<i>Not actioned (manager use only)</i>	Internal / Administrative (Manager Use Only)
<i>OTHER (give details)</i>	
<i>Blank</i>	

Abandoned Vehicles - Section 6.7 – Table 6

Database Outcome Descriptor	Consolidated Report Descriptor
<i>Under On-Going Investigation</i>	Under Investigation/Monitoring
<i>Deemed NOT abandoned - Monitor</i>	
<i>Deemed NOT abandoned – Case Close</i>	Not Abandoned – Case Closed
<i>Objection received by Landowner</i>	Self-resolved
<i>On initial visit, vehicle gone</i>	Following intervention, vehicle removed
<i>On any revisit, Vehicle Gone</i>	
<i>Removed and Destroyed</i>	Enforcement Action – Vehicle uplifted and destroyed
<i>No further contact or details</i>	Invalid or Unactionable Report
<i>Insufficient information to locate vehicle</i>	
<i>Duplicate request from same complainant</i>	
<i>Duplicate request from different complainant</i>	
<i>Other – details in comments</i>	Other Outcome

Pro-Active Inspections/Visits/Interventions – Section 6.9 – Table 8

Database Outcome Descriptor	Consolidated Report Descriptor
E01 PI Intervention (On time)	Food Safety/Hygiene/Advisory Intervention
E02 PI Intervention (LATE)	
E07 Advisory/Educational Visit	
E08 Partial or non-PI Intervention	
E12 EXPORT Random Insp ON TIME	Approved Food Establishment/Export Health Intervention
E13 EXPORT Random Insp LATE	
E16 OCV Start (1st intervention)	
E17 OCV Routine	
E18 OCV Complete (last intervention)	
E20 APP EST - Pre Approval	
E21 APP EST - 3 Month	H&S Workplace Pro-active Intervention
EH2 H&S Proactive Inspection Locally	Licensing Compliance Check/Intervention
LAB Misc Lic DESKTOP Audit	
LS2 Licensing - STL Compliance Visit	PWS Sampling/Survey
E05 Sampling visit/sampling survey	