

Agenda Item	11
Report No	NC/11/26

The Highland Council

Committee: Nairnshire

Date: 18 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:-

- i. **Note** the scope and volume of work currently being delivered in the local area;
- ii. **Note** and comment on local issues and current operational priorities;
- iii. **Note** and comment on Highland wide issues impacting Environmental Health services; and
- iv. **Note** and comment on 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 and 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 22 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 farms 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 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 SEHO's 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, Drummie 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.

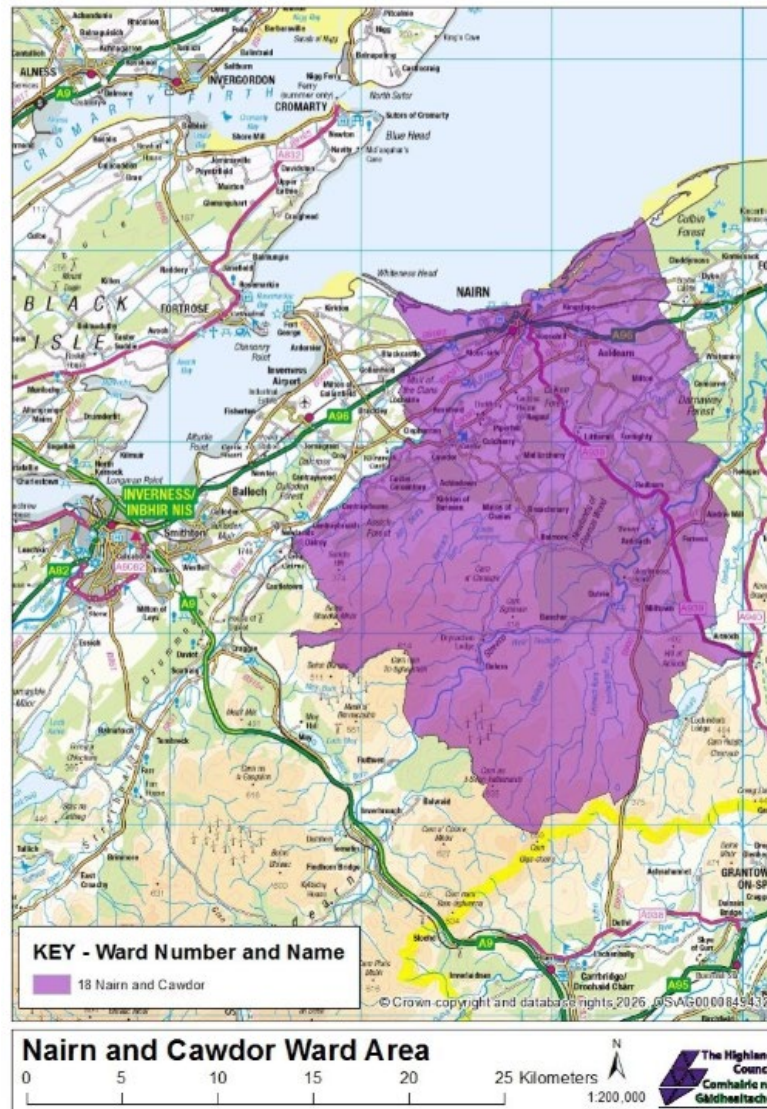
6 Summary of Environmental Health Activity/Local Issues

- 6.1 For 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 **1st April 2025 – 31st March 2026**.

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 for Wards 13-18 & 20

Category Type	Total No of Service Requests 2025/2026	Total No of Service Requests 2024/2025
Noise	33	31
Statutory Nuisance	30	19
Food Safety	53	27
Health & Safety	14	9
Civic Government Licensing	28	19
Miscellaneous Licensing	5	1
Short Term Let Licensing	39	102
HMO Licensing	0	0

Animal health	25	19
Housing	47	45
Pests (e.g. mice, rats, gulls etc)	16	7
Water Supply (incl. PWS)	36	33
Dog Control	45	5
Planning Consultations	10	10
Fly Tipping/Waste/Trade Waste	9	3
Abandoned Vehicles	35	15
S87 Public Health Funerals	6	1
Infectious Disease/HPT Referral	6	2
Liquor Licensing	0	5
Air Quality	0	3
Smoking Ban	0	5
General/Misc./Other	22	12
Litter	0	3
FOI/EIR Requests	6	0
Total	465	374

The total number of Service requests received by the Environmental Health team for the Nairnshire ward area was 465.

The drop in the number of STL licence consultations compared to previous year, is due to the licences being on a 3yr licence cycle. STL renewal applications will be expected to increase this year as legislation now been in place since October 2022.

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

There is an increase in Service requests relating to dog related matters which is consistent with other Ward areas.

- 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 2 below. For ease of understanding, the outcomes have been consolidated under 6 main headings.

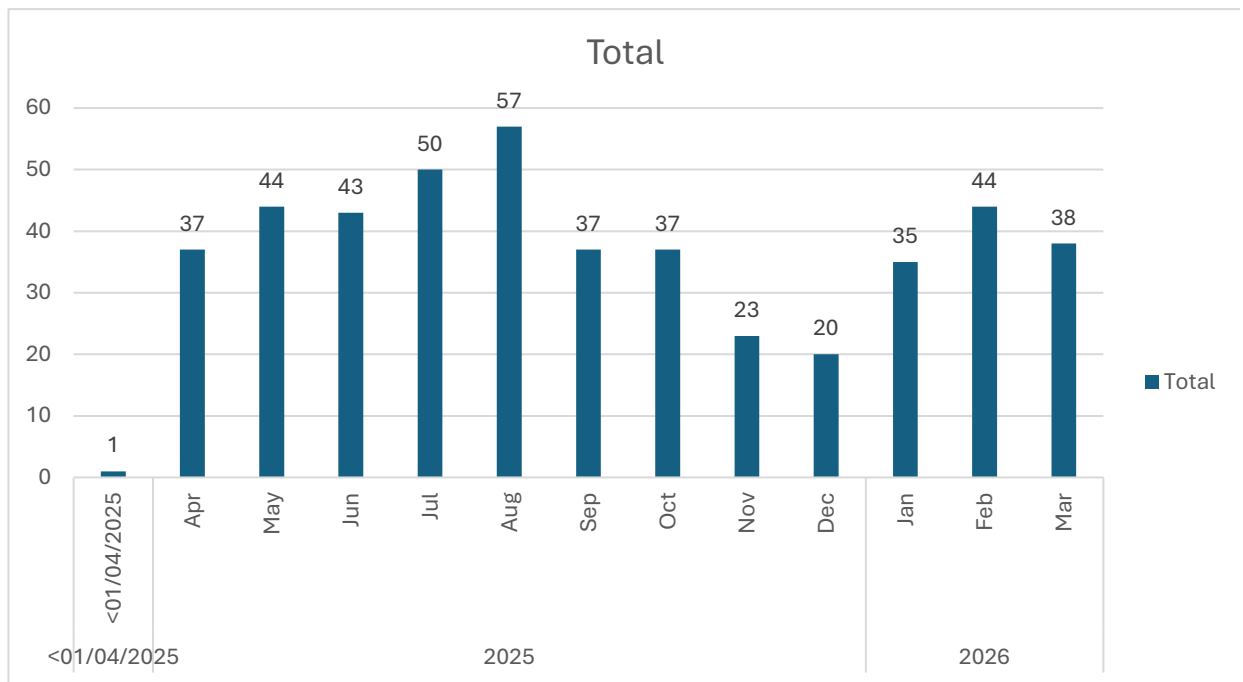
Table 2: Breakdown of the outcome for Service Requests

Outcome Descriptor	Number
Open – under investigation	36
No Breach/No Further Action Required	136
Advice, Guidance & Informal Resolution	176
Statutory / Formal Enforcement Action	23
Case Referred, Withdrawn or Managed Elsewhere	62
Internal / Administrative (Manager Use Only)	32
Grand Total	465

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 variations in demand across the year, a breakdown by calendar month is provided in Fig 1 below.

Fig 2: Monthly breakdown of Service Request demand



6.5 In addition to the above Service Requests, **127** 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, a number of applicants were required to submit detailed site histories and/or 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.

6.6 Table 3 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 3 – 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)	34	126,854
Private Water Supply Grants (i.e. to carry out improvements to the private water supply system)	1	2566.93

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. A detailed breakdown of the service requests is included below in Table 4 and 5 for reference.

Table 4: Service request by Type of Vehicle Reported Abandoned

Vehicle Type	Number of Service Requests
Car	15
Van	6
Blank	14
Total	35

**The use of the descriptor codes to permit more detailed reporting of the abandoned vehicle service requests commenced in June 2025 and this is reason why a number recorded as blank.*

Table 5: Status of reports of Abandoned Vehicle

For ease of understanding, the outcomes recorded against these reports have been consolidated under 6 main headings

Status	Number of Service Requests
Under Investigation/Monitoring	8
Not Abandoned – Case Closed	15
Self-resolved	5
Following intervention, vehicle removed	1
Enforcement Action – Vehicle Removed	1
Invalid or Unactionable Report	5
Total	35

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.

- 6.8 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 and zoos. Full details [here](#).

The Miscellaneous Licences are typically issued for a calendar year. The exception is caravan site licences for touring/holiday sites – applications are only required if new site or change in licence holder.

Table 6 – Miscellaneous Licence Activity within the City of Inverness Wards

Licence Type	2026
Animal Boarding Establishment	5
Caravan – Residential Mobile Home	1

6.9 **Pro-Active/Scheduled Work**

- 6.10 The Environmental Health team conduct a range of programmed work, particularly in respect of food safety where a considerable 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 Nairnshire ward area is detailed within Table 4 below.

Table 7 - Pro-Active Inspections/Visits/Interventions by Type

Visit Type	Number
Food Safety/Hygiene/Advisory Intervention	26
Licensing Compliance Check/Intervention	22

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).

- 6.11 The Council's Private Water Supply register has a total of 66 private water supplies within the Nairnshire ward area. Of these, 23 are regulated (commercial) supplies, serving 54 linked properties and an estimated population* of 346 people. The remaining 43 are exempt (domestic) supplies, serving 26 linked properties with an estimated population* of 106 people. (*estimates based upon available data).

All regulated private water supplies are subject to annual monitoring through sampling, with a full risk assessment by the Council required at least once every five years.

The introduction of Short-Term Licensing (STL) has meant several existing PWS supplies are now considered to be regulated supplies as they are considered commercial when serving a holiday let property.

6.12 Formal Enforcement Activity

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

A breakdown of the number and type of enforcement notices that have been served between 1st April 2023 and 31st March 2024 in the Lochaber area wards are detailed in Table 8 below.

Table 8 – Enforcement Notices Served between 1st April 2025 & 31st March 2026

Notice Type	Number Served
Health and Safety Improvement Notice	1
Residential Caravan Site Improvement Notice	9
Environmental Protection	1

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 Staffing capacity challenges resulted in a reduction in proactive Environmental Crime and Dog Control operations in the Nairnshire area, with resources necessarily directed towards responding to service requests. This area of work is a priority for 2026/27 where intention is to undertake a more pro-active approach to tackling areas of concern.

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. 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, 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 nonsurgical 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 SEN 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 near 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 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: 29 April 2026

Author: Patricia Sheldon, Senior Environmental Officer

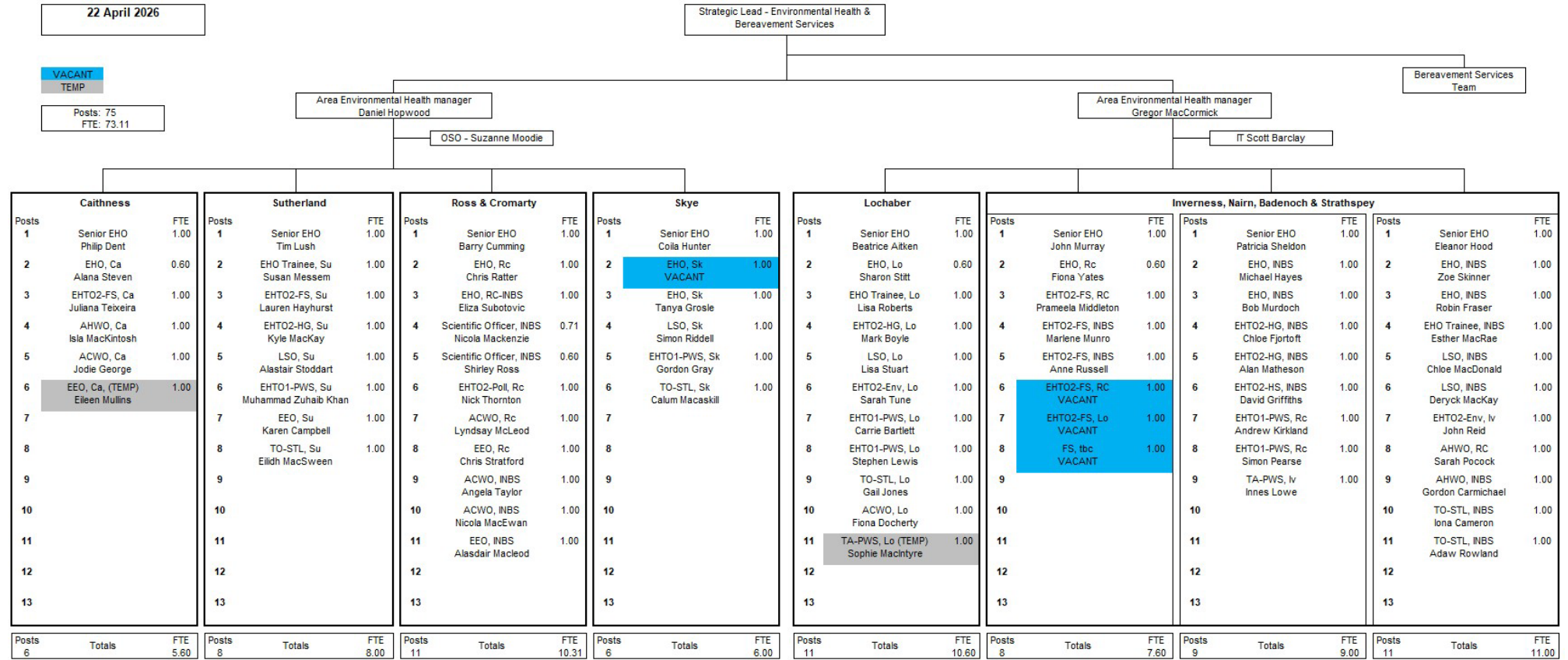
Background Papers: None

Appendices: Appendix 1 – Environmental Health Team Structure & Contact Arrangements

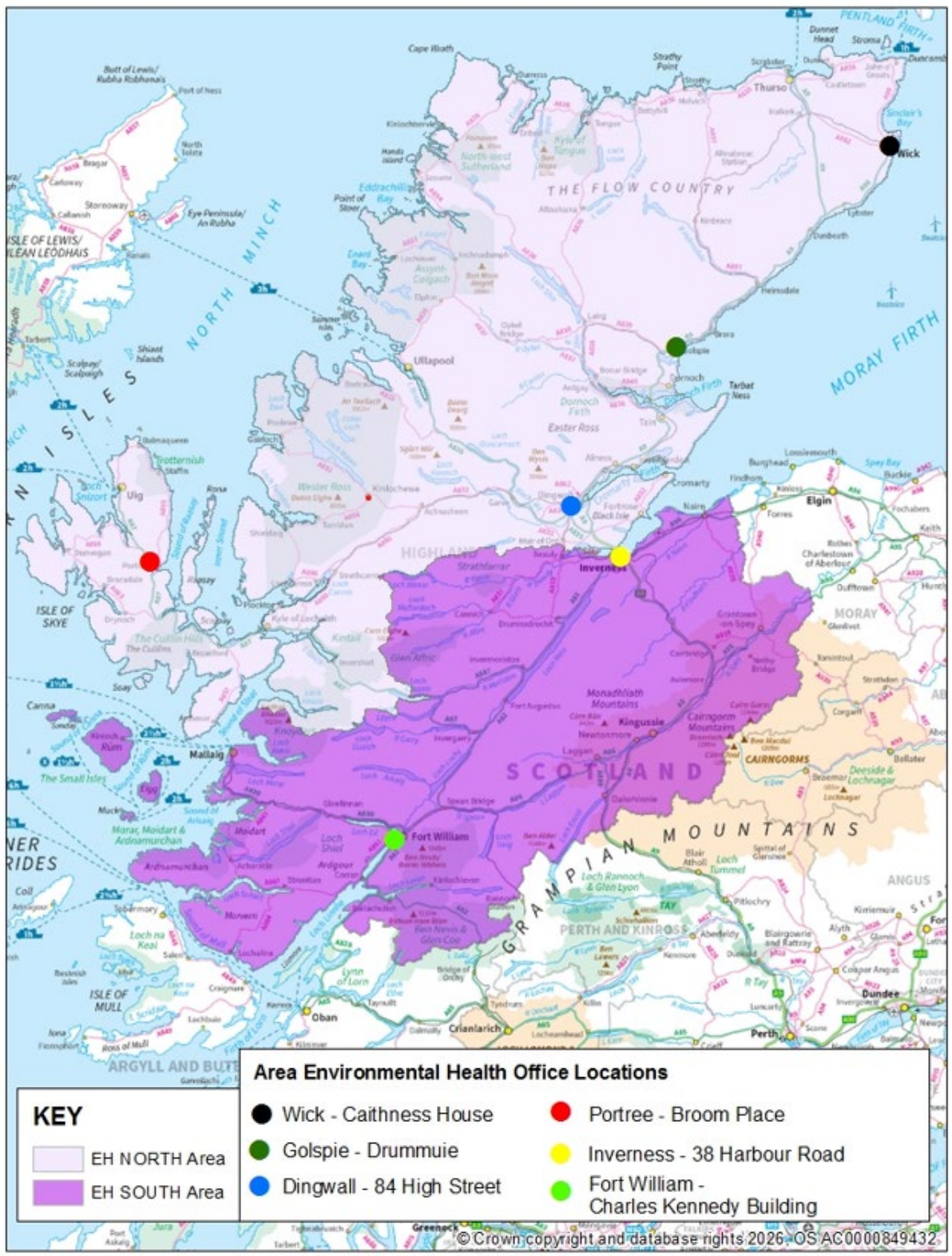
Appendix 2 – Detailed breakdown of service request numbers within each of the general category types

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

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

Row Labels	Count of category
A02 Animal welfare ENQUIRY	3
A03 ANIMAL - General ENQUIRY (not nuisance etc)	14
A08 ANIMAL - Consultations (not licensing)	1
A11 ABP COMPLAINT	2
A12 Animal welfare COMPLAINT	4
A13 ANIMAL - General COMPLAINT (not nuisance)	1
D01 DC Dog Fouling	15
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	3
D04 DC Aggressive Dog	8
D05 DC Dog Bite - Person	2
D06 DC Dog Bite - Animal	4
D07 DC Dog - Other	13
E02 Planning – General CONSULTATION (enter type code)	9
E11 SEPA Consultation/Enquiry	1
E12 FOI (enter type code)	5
E15 EIR (Environmental Information Request)	1
E17 GENERAL EH Enquiry	5
G01 Abandoned Vehicle	35
G02 Grounds Maintenance - General	1
G16 Roadkill - removal of dead animals from verge	4
G21 Fly-tipping - non-urgent	4
H03 H & S Complaint (Non Work Related)	5
H11 H&S Request For Information	2
H20 H & S Complaint (Work Related/ HASAWA)	2
H23 H & S Request for Information/ Advice	4
H26 H & S Safety at Sports Ground Intervention/ Visit	1
LAB Miscellaneous Licensing Enquiry (enter type code)	3
LAC Miscellaneous Licensing Consultation (enter type code)	1
LAD Miscellaneous Licensing complaint (enter type code)	1
LBB Civic Government Licensing Enquiry (enter type code)	1
LBC Civic Government Licensing Consultation (enter type code)	27
LBE Short Term Let Licensing Consultation	37
LBF Short Term Let Licensing Enquiry	1
LBG Short Term Let Licensing Complaint	1
N05 Noise Advice Enquiry (enter type code)	3
N06 Noise Non-Domestic (enter type code)	5
N07 Noise Domestic (enter type code)	24
N09 Noise Housing Referral (enter type code)	1
N21 Premises - Dirty Houses & Gardens	1
N31 Foul Odours	10
N32 Dust Complaint	1
N33 Smoke Complaint	4
N34 General Nuisance - Other	5

N35 Light Nuisance	2
N37 Water Nuisance	1
N40 Choked/Defective Drain / Sewer	2
N48 Plant cmplt/query (injurious weeds, invasive species, ragwort etc)	1
N60 Routine Refuse Complaint	1
N64 Other animal complaint (not noise)	2
NBB National Assistance Burial enquiry/request (s50)	6
NGB Housing grant enquiry	22
NGD Housing grant application	16
NHC Housing complaint - dampness	1
NHD Housing complaint - structural	1
NHE Housing complaint - other	3
NHG Request for Housing Condition Report	2
NHZ Ukraine Refugee Property Check	2
OA1 Other	17
P04 Rats aff. House HIGH (enter type)	2
P08 Rats NOT aff. House LOW (enter type)	7
P09 Bees LOW (enter type)	1
P10 Pests (Other)	1
P15 Gulls (enter type)	2
P16 Pigeons LOW (enter type)	3
X02 Food Premises Registration	19
X05 FOOD SAFETY enquiry/consultation	16
X17 FSS Food INCIDENT Report	1
X41 Complaint: Food (Unfit, Microbiological, foreign body)	5
X42 Complaint: Hygiene of Premises	6
X43 Complaint: Food Standards - item (composition, labelling etc.)	3
X44 Complaint: Food Standards - premises (composition, labelling etc.)	1
X50 CookSafe ONLINE ORDER (Insert Type)	2
XIB ID REPORT from public	2
XIC ID CONFIRMED Notification from NHS Highland	2
XIF ID ADVISORY Notification from NHS Highland	2
XW1 Private supply grant enquiry	5
XWB Private supply enquiry (non grant)	30
XWH Private supply STL Questionnaire	1
Grand Total	465

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

For ease of understanding within the report, our Service consolidated several 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>Blank</i>	Open – Under Investigation
<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>	

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 – Case Close</i>	Not Abandoned – Case Closed
<i>On initial visit, vehicle gone</i>	Self-resolved
<i>On any revisit, Vehicle gone</i>	Following intervention, vehicle removed
<i>Removed and Destroyed</i>	Enforcement Action – Vehicle Removed
<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>	
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Pro-Active Inspections/Visits/Interventions – Section 6.8 – Table 7

Database Outcome Descriptor	Consolidated Report Descriptor
Animal Health (Licensed Premise)	Animal Health
Animal Health (National Scheme)	
EH Food Law	Food Safety/Hygiene/Advisory Intervention
EH Licensing	Licensing Compliance Check/Intervention
Health & Safety	H&S Workplace Pro-Active Intervention
Pollution	Air Quality Calibration