

Agenda Item	8
Report No	SR/15/26

The Highland Council

Committee: Isle of Skye and Raasay

Date: 1 June 2025

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** local issues and current operational priorities;
- iii. **Note** Highland wide issues impacting Environmental Health services; and
- iv. **Agree** the format and content of the report.

3 Implications

3.1 **Resource** - The resources available to Environmental Health have to be prioritised, focusing on areas of greatest public health significance. The team continually explores ways to delivering services more efficiently and within budget including reviewing associated income streams, working with COSLA regarding resource allocation and seeking efficiencies in working practice and team structure.

3.2 **Legal** - As a regulatory service the Environmental Health team have a wide range of statutory duties. The team have an Enforcement Policy in place and officers follow the five principles of better regulation – regulation should be transparent, accountable, consistent, proportionate and targeted.

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

- 3.3 **Risk** - There is current pressure 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 to maintain 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 may be aware that Environmental Health submit an annual Operational Plan for Member approval. Previously the plan detailed the objectives for the whole of the Environmental Health team, including the priorities for the year ahead.

The latest Operation Plan was presented to the Communities and Place Committee on 21 May 2026. The new plan now encompasses a 3-year phased approach, as opposed to the historic yearly plan. Updates will be given accordingly in subsequent years, via annual representation at Area Committees.

- 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, communicable disease investigation (e.g. food-borne/waterborne disease, Legionnaires Disease), blue-green algae, radon advice and National Assistance funerals.

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

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

Private Sector Housing - This includes an enforcement and advisory role in sub-standard housing, closing and demolition orders, Houses in Multiple Occupation (HMOs) and housing defects. It also includes the delivery and administration of the Council Scheme of Assistance that provides advice and funding by means of a grant for disabled adaptations in the home and for housing improvement and repairs. We also support the on-going Ukrainian resettlement team in conducting property inspections.

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

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

Animal Health & Welfare - This includes an enforcement and advisory role in all aspects of Animal Health legislation. For example, dealing with disposal of animal carcasses on 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 - Often referred to as Environmental Crime, 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 “**4E's**” 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 area 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, Golspie 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 Skye and Raasay area, is based in the Office in Portree. There are six posts (6 FTE), which consists of:-

- 1 x Senior Environmental Health Officer (1 FTE)
- 2 x Environmental Health Officer (2 FTE)
- 1 x Private Water Supply Technical Officer (1 FTE)
- 1 x Licensing Standards Officer (Short Term Lets) (1 FTE)
- 1 x Short Term Lets Technical Officer (1FTE)

The Skye and Raasay Team are currently in the process of recruiting a new staff member into one of the Environmental Health Officer posts; this is an additional resource for the area, so will be a significant benefit. Due to the current recruitment difficulties for fully qualified officers, this post may require to be filled as a trainee post until fully qualified; the recruitment process is on-going.

All officers also undertake cross boundary work to support the other area teams as and when necessary. Any work related to Contaminated Land is delivered by specialist officers based in Dingwall.

6 Summary of Environmental Health Activity/Local Issues

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

- Reactive work** (i.e. service requests).
- Pro-active/scheduled work** (i.e. programmed inspections/visits).
- 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 Eilean a' Cheo Ward (Ward 10).

All data sets are for the period between **1 April 2025 – 31 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 Ward 10

Category Type	Total No. of Service Requests	
	2025/2026	2024/2025
Short Term Lets	305	793
Food Safety	146	103
Port Health	108	216
Planning	83	80
Private Water Supplies	53	94
Abandoned Vehicles	48	28
Animal Health	36	22
Miscellaneous Licensing	28	23
Civic Government Licensing	22	43
Statutory Nuisance	21	13
Dog Control	19	9
Health and Safety	16	10
General Enquiries	15	47
Noise	12	28
Pest Control	10	9
Houses in Multiple Occupation	7	1
Infectious Diseases	3	5
Fly Tipping/Litter	2	4
National Assistance Burials	1	1

The total number of Service requests received by the Environmental Health team for this Ward in 2025/26 was **1012**.

The number of service requests received has remained over 1000; there is still a general trend of increasing numbers of service requests across Highland. It reflects the increased statutory duties undertaken by the Service.

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 5 main headings.

Table 2 – Breakdown of the outcome for Service Requests

Outcome Descriptor	Number
No Breach/No Further Action Required	264
Advice, Guidance & Informal Resolution	563
Statutory / Formal Enforcement Action	16
Case Referred, Withdrawn or Managed Elsewhere	53
Internal / Administrative (Manager Use Only)	51
<i>Ongoing (no outcome, case active)</i>	65
Grand Total	1012

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 different years, a breakdown is provided in Fig. 1 below. To provide an indication as to the monthly variation, a breakdown is provided in Fig. 2 below. In Fig. 2, it should be noted that there are two distinct seasonal increases of service request numbers. The first is in February/March, thought to be connected to people starting to engage with Environmental Health about the coming season. The second is just before the summer months, again likely due to initial rise in activity locally along with the anticipated summer rush.

Fig. 1 – Comparison of Service Request demand between 2020 – 2025 for Ward 10.

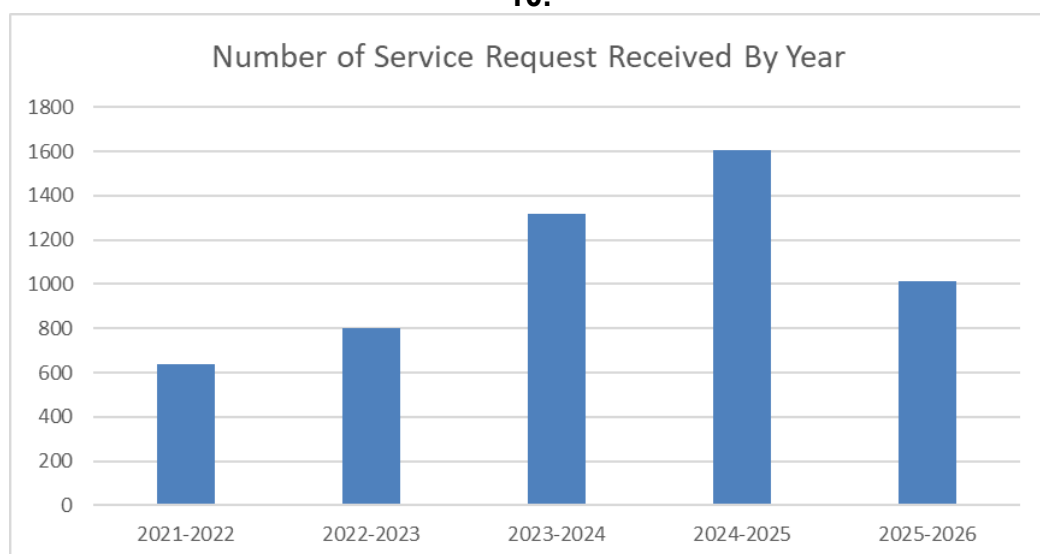
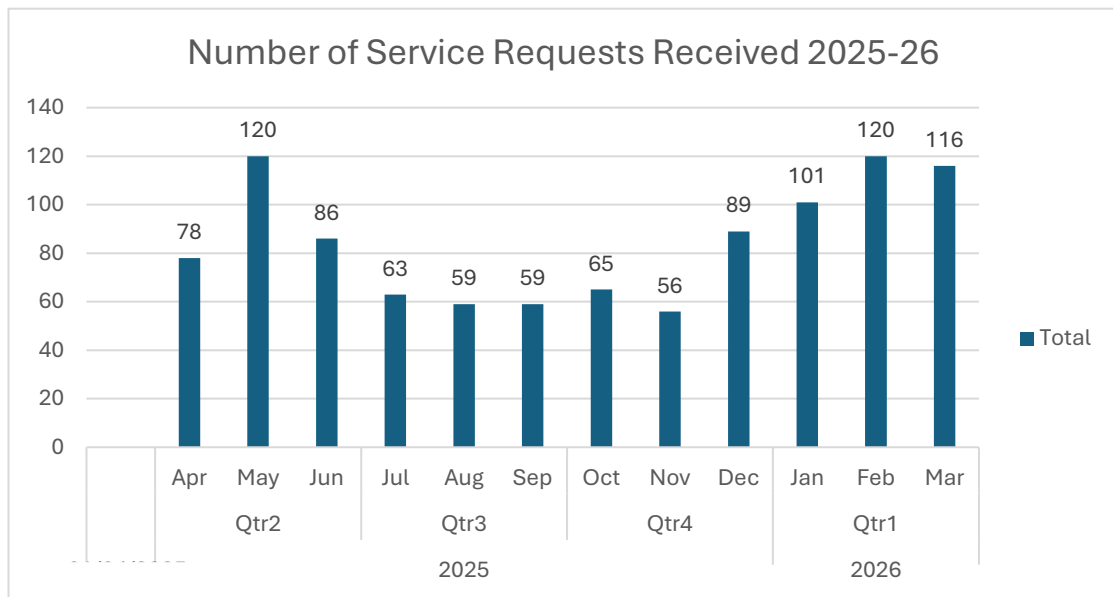


Fig. 2 – Monthly breakdown of Service Request demand



6.5 In addition to the above Service Requests, **441** 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, some applicants were required to submit detailed site histories and/or recommended to undertake further contamination site investigations, remediation or validation works. This was required for proposed development sites that had formerly been used as, for example, depots/petroleum licensed sites; electrical works; landfill/refuse sites; engineering works, railway land, sheep dips, smiddies 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 Ward 10.

Table 3 – Number and value of Approved Grants

Type	Number	Total Value of Grants
Scheme of Assistance Housing Grant – Adaptation (for installation of stairlifts, level access showers, access ramps, etc.)	45	£197,852
Scheme of Assistance Housing Grant – Repair (for significant essential repairs of privately owned property)	0*	£0
Private Water Supply Grants (i.e. to improve the quality of private water supply)	4	£4,308.77

*Repairs grant funding is currently on-hold and likely to remain that way for 2026/27

6.7 There was a significant increase in the number of Abandoned Vehicle reports last year up from 28 to 48. This is a common theme across the Highland region. A detailed breakdown of the service requests is included below for reference.

A proportion of the increase in 2025/26 may also be down to a change in database recording. In 2025/26 Officers ensured every case report covered only one vehicle, whereas the format in 2024/25 could include multiple vehicles in one case report.

Table 4 – Service request by Type of Vehicle Reported Abandoned

Vehicle Type	Number of Service Requests
Car	37
Van	7
Caravan	3
Lorry	1
Total	48

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	14
Not Abandoned – Case Closed	15
Self-resolved	11
Enforcement Action – Vehicle Removed	2
Invalid or Unactionable Report	4
Other/Exceptional Outcome	2
Total	48

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 & zoos. Full details can be found at <https://www.highland.gov.uk/directory/14/apply-for-a-licence/category/89>

In Skye and Raasay, 15 such licences have been issued in the last financial year; this is in keeping with previous years.

The Miscellaneous Licences are typically issued for a calendar year. There are exceptions to this, including caravan site licences for touring/holiday sites (applications are only required if new site or change in licence holder) and Venison Dealer licences (which are granted for 3 years). Table 6 below details the different types and numbers of licences that were issued to premises on Skye and Raasay for 2025/26:

Table 6 – Number of Licences issued by the Service in Ward 10

Licence Type	Issued between 1 st April 2025 and 31 st March 2026
Animal Boarding Establishment	3
Animal Welfare/Rehoming	2
Caravan Site – Holiday/Touring	5
Cinemas Act 1985	1
Venison Dealers	4

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 are conducted of food businesses to check compliance. Such work is in addition to responding to Service Requests.

A breakdown of the number of programmed inspections/visits that were undertaken for the period **1 April 2025 – 31 March 2026** within Ward 10 is detailed within Table 7 below.

Table 7 – Pro-Active Inspections/Visits by Type

For ease of understanding, the outcomes recorded against these reports have consolidated under 5 main headings. See Appendix 3 for the Consolidation of Codes.

Visit Type	Number
Food Safety/Hygiene/Intervention	34
Approved Establishment/Export Health Intervention	1
H&S Workplace Pro-active Intervention	1
Licensing Compliance Check/Intervention	27
PWS Sampling/Survey	129*

**Please note that this figure is from June to year end due to post vacancy, as opposed to the full year*

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

6.10 Within Skye and Raasay, there are a total of 348 Private Water Supplies (PWS) which accounts for 12% of Highland Council's total number (2,915 supplies). Of these supplies, 137 are classed as Regulated Supplies under the legislation. This is due to their commercial use or higher daily water consumption. As they are designated as Regulated, they are subject to routine monitoring (yearly as a minimum) and risk assessment once every 5 years.

During 2025/26, a total of 167 samples were taken from supplies on Skye and Raasay; this total includes 129 annual programmed routine samples of the Regulated Supplies, with the remainder consisting of subsequent re-samples, house sales and investigatory samples. This reflects the level of monitoring activity required. In addition to the samples, 11 Risk Assessments were completed by our Technical Officer in 2025/26.

The geography of Skye and Raasay, and the locations in which the PWS are located makes resourcing this work challenging. In addition, we have time constraints in when samples are collected by the Courier for transport to the lab; this restricts our available sample time to 8am through to midday, dependent on location.

There continues to be an increase in the number of Regulated Supplies on the Highland Council's PWS Register, which is likely to be a direct result of the introduction of the Short Term Let Licensing Scheme (of which having a PWS that complies with the latest PWS Regulations is a mandatory condition).

6.11 **Formal Enforcement Activity**

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 "4E's" approach), there is always a number of cases due to their seriousness or failure of the duty holder to comply, where formal enforcement action is required.

A breakdown of the number and type of enforcement notices that have been served between 1 April 2025 and 31 March 2026 in Ward 10 are detailed in Table 8 below.

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

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

All enforcement notices were complied with by the duty holder.

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 Skye and Raasay is a main focus at present. Ongoing proposals such as the Skye Reinforcement Project and the associated workers camp generate regular consultation and re-consultation throughout the planning process. Environmental Health input is routinely sought on matters including private water supplies, 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 and construction stages.

In addition to the SSEN projects, the Team have had input into the two new Primary Schools in Broadford and Dunvegan, and the application for the replacement Talisker Distillery. The team also deal with a significant number of smaller development applications including single house, short term lets, saunas and food businesses, to name but a few.

7.2 Short Term Let (STL) Licensing and House of Multiple Occupation (HMO)

There are currently 1,481 licensed Short Term Lets (STL) in the Skye and Raasay area, equating to approximately 16% of the Highland Council total. In 2025/26, a total of 289 consultations were carried out relating to Short Term Let licensing, equating to around 28% of the total service requests received in Skye and Raasay. To deal with this demand we have 2 full-time posts dedicated to responding to these consultations.

These posts respond to desk-based consultations primarily across the Skye and Raasay area, but also across the whole Highland area. They also carry out initial visits and compliance visits in the Skye and Raasay area, to ensure new and current STLs meet the mandatory conditions of licence.

The proactive compliance visits to STL's have resulted in the service of two notices in relation to electrical safety. These notices were complied with by the duty holder. The local team are also starting to investigate and report on unlicensed STL's, when time and caseload allow.

In addition to the STL duties, our Licensing Standards Officer (LSO) is now undertaking HMO inspections; originally this resource sat outwith the local area but has now been returned to the Islands. At present we have 25 Licensed HMO's across the area. Our LSO is also proactive in tackling unlicensed HMO's, using the "4E's" approach to gain co-operation and compliance.

7.3 **Stranded Sperm Whale, Raasay**

The team were involved in responding to the stranding of a sperm whale on the Osaig shoreline on Raasay. Sadly, the whale died. As the whale measured over 25 feet in length, it was classified as a “Royal Fish”, meaning that the Crown has final authority over the management of its remains. It was agreed that the local team would work with a local contractor to bury the whale in situ.

The area remains signposted due to ongoing beach subsidence caused by the decomposition of the whale.

Marine wildlife strandings are not uncommon along the shores of Skye and Raasay, along with the increase in more unusual species visiting the local waters. Where a stranded animal has the potential to pose a public health risk, the team will usually be involved in any response.

7.4 **Skye Live**

The team continues to support and work with the Skye Live organisers.

The event is now into its eleventh year. The team have advised them on food safety, health and safety, event management and noise. The team also monitor the event while it is happening, visiting the food establishments, assessing the site for health and safety compliance and monitoring the noise output at various locations around Portree.

7.5 **Dog Control/Littering**

There were 21 cases reported to the team relating to dog control, litter and fly-tipping in the last year; this is an increase from 10 in the previous year. In most cases, offending items were removed and advice was given to dog owners.

While there is currently no locally based resource to support this work, this service is effectively delivered by colleagues in the Dingwall Office. Work is ongoing to develop the most effective and flexible arrangements to ensure this resource continues to provide a strong and responsive support to the Environmental Health team on Skye and Raasay.

7.6 **Port Health**

At present, the port at the MOWI plant in Kyleakin is a designated port for Animal Feed only. As part of this we receive Maritime Declarations of Health from any vessel berthing there, having come from waters outside of the UK. This is a desktop-based exercise allowing the vessel to declare any health issues and for the Port Health Officers (EHO's) to grant permission for the boat to dock. Officers have processed 119 notifications in the past year.

Since Covid there has been a steady rise in the number of Cruise Ships arriving at Portree Bay, and additionally in Elgol. Our EHO's are the Port Health Officers and carry out these duties when required. Most of these boats have come from another British port before arriving in Portree so there is no requirement for them to notify Environmental Health, unless there is an issue onboard in terms of the Port Health Legislation.

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 71* establishments in Highland, has increased the resourcing necessary to inspect such premises. Currently, there are 5 Approved Premises in the Skye and Raasay 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; this is constantly under review.*

8.5 **Licensing – Non-Surgical Cosmetic procedures**

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 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

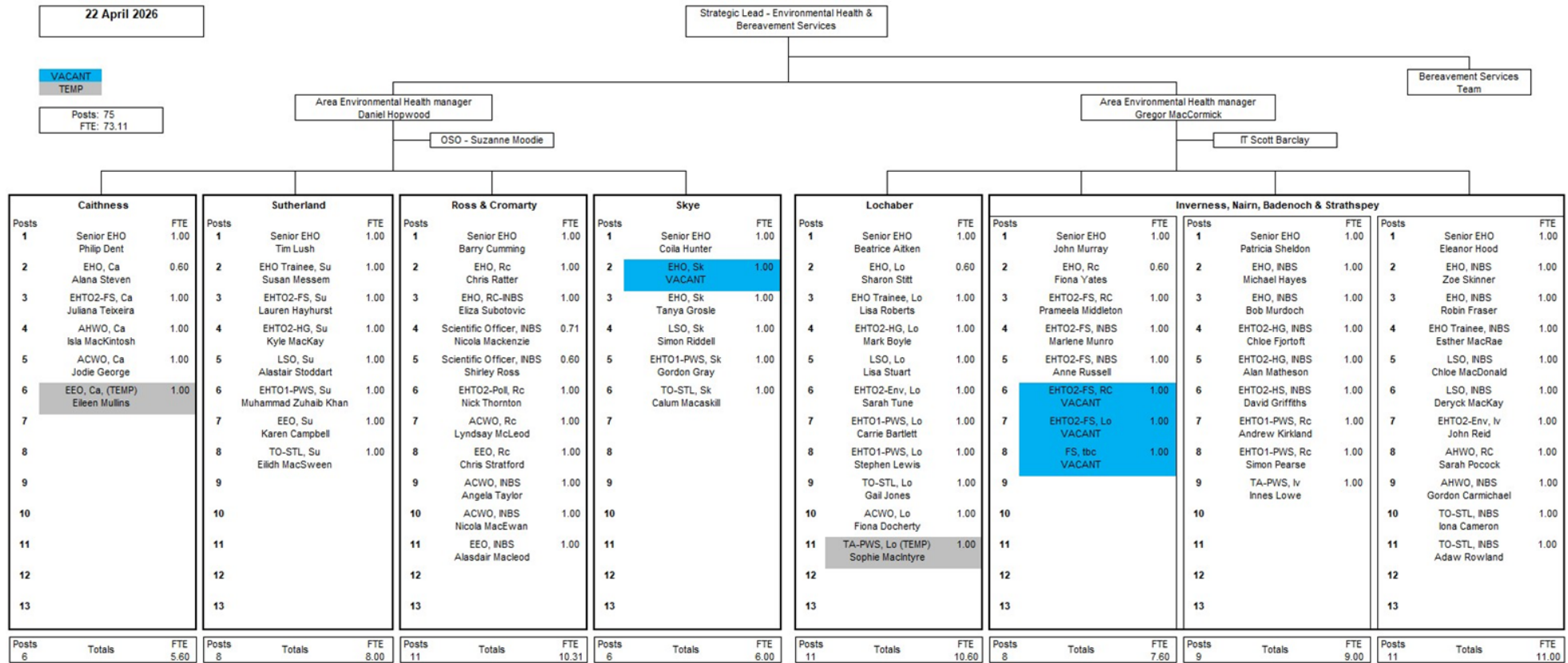
Date: 12 May 2026

Author: Coila Hunter, Senior Environmental Health Officer

Background Papers: None

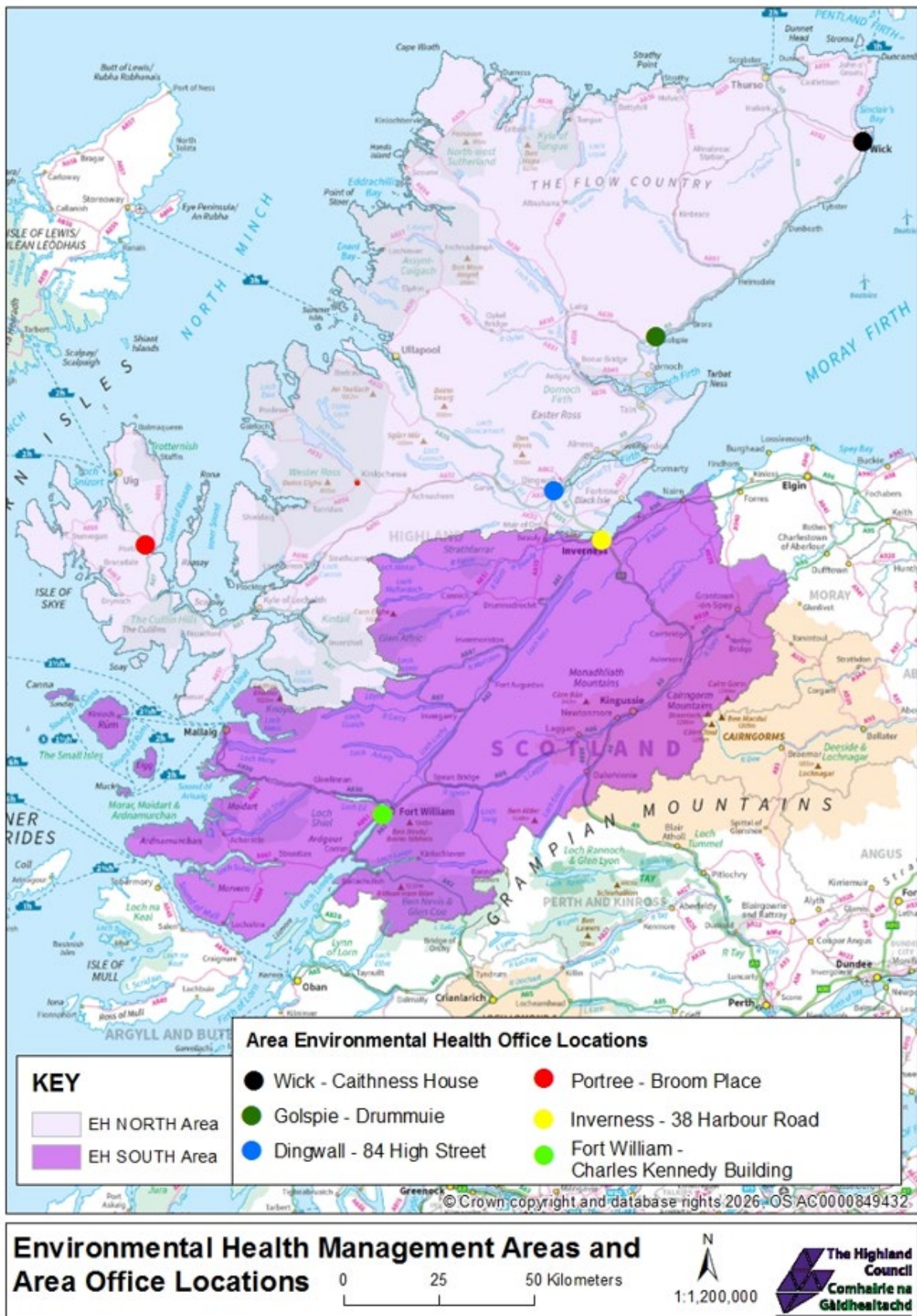
Appendices: Appendix 1 – Environmental Health Team Structure, Operational Areas, Area Offices & Contact Arrangements
Appendix 2 – Detailed breakdown of Service Request numbers within each of the General Category Types
Appendix 3 – Consolidation of Outcome Codes from EH Civica Database

Appendix 1 – Current Environmental Health Team Structure & Operational Areas



- Key**
- EHO: Environmental Health Officer
 - EHTO: Environmental Health Technical Officer (number denotes level)
 - LSO: Licensing Standards Officer
 - AHWO: Animal Health and Welfare Officer
 - ACWO: Assistant Community Works Officer
 - EEO: Education and Enforcement Officer
 - OSO: Operational Support Officer
 - FS: Food Safety
 - STL: Short Term Let
 - PWS: Private Water Supplies

EH Operational Areas and Area EH Offices



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
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Appendix 2 – Detailed breakdown of Service Request numbers within each of the general category types, 1st April 2025 to 31st March 2026

Animal Health & Welfare	A01	ABP ENQUIRY	2
	A02	Animal Welfare ENQUIRY	3
	A03	ANIMAL – General ENQUIRY (not nuisance etc.)	4
	A04	Animal disease ENQUIRY	1
	A05	Animal traceability ENQUIRY	1
	A08	ANIMAL – Consultations (not licensing)	2
	A11	ABP COMPLAINT	5
	A12	Animal welfare COMPLAINT	8
	A13	ANIMAL – General COMPLAINT (not nuisance)	2
	A14	Animal disease COMPLAINT	7
	A15	Animal traceability COMPLAINT	2
Dog Control	D01	DC Dog Fouling	5
	D04	DC Aggressive Dog	5
	D05	DC Dog Bite – Person	1
	D06	DC Dog Bite – Animal	4
	D07	DC Dog – Other	4
Planning & Other Consultations	E02	Planning – General CONSULTATION	77
	E06	Groundwater Consultation/Enquiry	1
	E16	Planning – MAJOR Applications	6
	E18	Planning – ENQUIRY	4
Misc	E12	FOI	1
	E17	GENERAL EH Enquiry	15
	OA1	Other	1
	G02	Grounds Maintenance – General	1
	G16	Roadkill – removal of dead animals from verge	2
	G21	Fly-tipping – Non-Urgent	2
	G42	Trade waste policy complaint	1
Abandoned Vehicles	G01	Abandoned Vehicle	48
Health & Safety	H03	H&S Complaint (Non Work Related)	5
	H11	H&S Request for Information	1
	H19	RIDDOR Accident Notification	4
	H20	H&S Complaint (Work Related / HASAWA)	1
	H23	H&S Request for Information / Advice	4
	H28	H&S Cooling Tower Notification	1
Licensing Consultations	LAB	Miscellaneous Licensing Enquiry	15
	LAC	Miscellaneous Licensing Consultation	13
	LBB	Civic Government Licensing Enquiry	4
	LBC	Civic Government Licensing Consultation	18
	LBE	Short Term Let Licensing Consultation	289
	LBF	Short Term Let Licensing Enquiry	10
	LBG	Short Term Let Licensing Complaint	6
	LCB	Liquor Licensing Enquiry	2
	LDA	Housing (Scotland) Act – HMO Application	7
Noise	N05	Noise Advice Enquiry	4
	N06	Noise Non-Domestic	4

	N07	Noise Domestic	4
Other Statutory Nuisance	N21	Premises – Dirty Houses & Gardens	1
	N31	Foul Odours	1
	N33	Smoke Complaint	1
	N34	General Nuisance – Other	10
	N37	Water Nuisance	1
	N55	Travelling People	1
	N60	Routine Refuse Complaint	1
	N62	Animal Waste nuisance	1
	N63	Animal / Whale etc. Carcass	1
	N64	Other animal complaint (not noise)	2
	N75	Public Health Incidents (e.g. flooding, fire, pollution)	1
Council Assisted Burials	NBB	National Assistance Burial enquiry/request (s50)	1
Housing	NGB	Housing grant enquiry	6
	NHB	Housing general enquiry	3
	NHC	Housing complaint – dampness	1
	NHE	Housing complaint – other	3
	NHG	Request for Housing Condition Report	2
Pest Control	P02	Biting insects HIGH	1
	P04	Rats aff. House HIGH	3
	P06	Mice small inf. LOW	2
	P08	Rats NOT aff. House LOW	2
	P10	Pests (other)	1
	P14	Other insect pests LOW	1
Food Law	X02	Food Premises Registration	53
	X05	FOOD SAFETY enquiry/consultation	60
	X11	Shellfish REGISTRATION Documents	11
	X16	Fishing Vessel Registration	2
	X18	FSS SHELLFISH – Alert ONLY	4
	X19	FSS SHELLFISH – Sample FAILURE	4
	X41	Complaint: Food (Unfit, Micro, foreign body)	5
	X42	Complaint: Hygiene of Premises	6
	X43	Complaint: Food Standards – item (composition, labelling etc.)	1
	XIC	ID CONFIRMED Notification from NHS Highland	3
Port Health	XPB	Port Health enquiry/consultation	106
	XPC	Ship Sanitation Certificate Request	2
Water Supplies	XW1	Private supply grant enquiry	19
	XWB	Private supply enquiry (non grant)	17
	XWC	Private supply complaint/contamination report	2
	XWD	Private supply request for sample	29
	XWG	Private supply insufficient: enquiry or complaint	2
	XWH	Private supply STL Questionnaire	8
	XWP	Public supply request for sample	1
	XWQ	Lead in public supply notification requiring investigation	1
	XWR	Public Supply Incident (significant/major)	1
TOTAL			1012

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 6.2 – Table 1

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>	
<i>Formal enforcement action taken</i>	Statutory / Formal Enforcement Action
<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 5

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>	
<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 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 7

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