

Agenda Item	9
Report No	CC/21/26

Committee: Caithness

Date: 3 August 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 as a whole, including the key priorities for the year ahead.

From 2026/27 onwards the annual plan was agreed at the Communities and Place Committee to run as a three-year Operational Plan. This approach supports longer term, strategic planning and falls in line with the Council's partners such as the health protection team at NHS Highland.

Annual progress updates will 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. 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 (SEHOs) 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 SEHOs are based in the following area offices: Fort William, Inverness, Dingwall, Portree, Golspie and Wick.

In addition to their local management responsibilities, SEHOs 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 There are five posts (4.6 FTE) based in Caithness House, Wick that cover the Caithness area; they are:-

- 1x Senior Environmental Health Officer (1 FTE)
- 1 x Environmental Health Officers (0.6 FTE)
- 1 x Food Safety Officer (1 FTE)
- 1 x Education & Enforcement Officer (Dog Warden) (1 FTE)
- 1 x Animal Health & Welfare Officer (covers Caithness & Sutherland) (1 FTE)

Officers completing work relating to private sector grants, private water supplies, animal health and short term let inspections conduct duties throughout the North area, with all bar the Animal Welfare Officer being based in Sutherland. All officers will also undertake cross boundary work to support the other teams as and when necessary. Any work related to contaminated land is delivered from the Inverness and Dingwall Offices.

SEHO also has a Highland wide functional lead role for key statutory areas of work. This functional lead role includes developing policy & operational guidance and supporting officers with significant/complex cases.

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 both Caithness wards (i.e. Wards 2 & 3). See Fig 1 below for ease of reference. **Fig 1 - Ward Areas covered by Report**



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

6.2 Reactive Work

Table 1: Number of Service Requests by General Category Type for Wards 2 & 3

Category Type	Total No. of Service Requests	
	2025/2026	2024/2025
Animal Health and Welfare	114	86
Abandoned Vehicle	163	188
GENERAL EH Enquiry	122	85
Nuisance	60	64
Planning – General Consultation	69	96
Food Premises Registration	53	53
Housing grant enquiry	42	17
Civic Government Licensing Consultation / Enquiry	14	8
Private Water Supply enquiries, complaints etc	45	18
Miscellaneous Licensing Enquiry / Complaint / Consultation	71	49
FOOD SAFETY enquiry/consultation	22	18
Planning – MAJOR Applications	18	26
Housing (Scotland) Act - HMO Application / Complaint	4	1
DC Fouling patrols	38	29
Dog Control	56	84
H & S Complaint / RIDDOR	19	40
S87 Public Health Funerals	7	5
Noise	99	56
Request for Housing Condition Report / complaint	8	6
Food Safety	133	81
Litter / fly tipping	44	21
Other	28	23
Total	1229	1054

The total number of Service requests received by the Environmental Health team for these wards was **1229**.

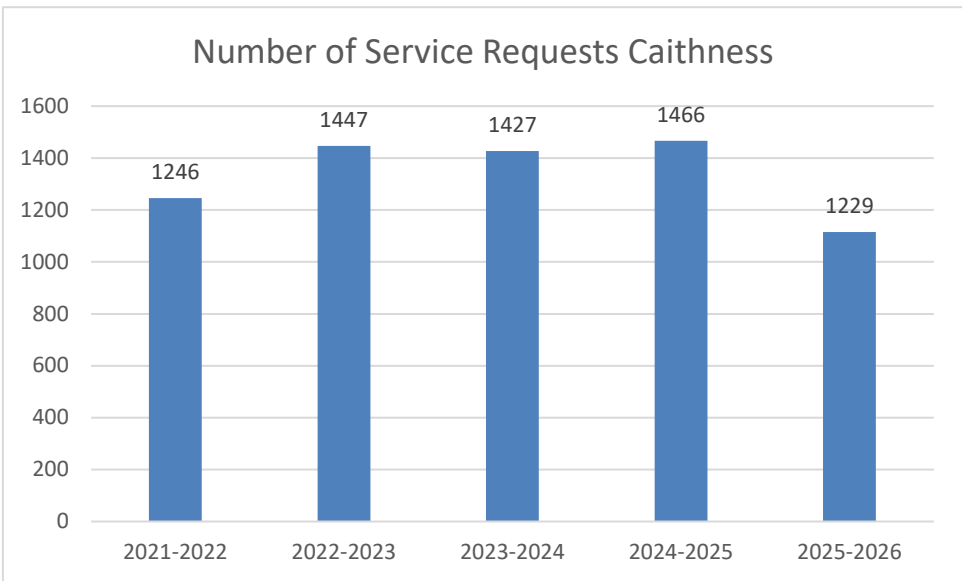
There was a significant reduction in the number of STL licence consultations compared to the previous year, largely due to the three-year licence cycle. As licences begin to reach renewal, application numbers are expected to rise again, particularly as the legislation has now been fully in place since October 2022. Although this deadline was set, existing hosts were granted a one-year grace period, allowing them to operate without a licence until October 2023. This resulted in a notable surge in applications in October 2023. Given the three-year duration of licences, a similar increase in workload is anticipated in October 2026.

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.

Whilst the raw number of service request has fallen, the number of time intensive complaints has risen. Planning applications, complicated Nuisance cases, neighbour disputes and animal welfare cases may not be large in number but can place added time pressure onto the investigating officer.

Fig 2 – Comparison of Service Request demand between 2021/2 – 2025/6 within Wards 2 & 3.



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	93
Advice, Guidance & Informal Resolution	317
Statutory / Formal Enforcement Action	18
Case Referred, Withdrawn or Managed Elsewhere	140
Internal / Administrative	451
Total	1019

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.

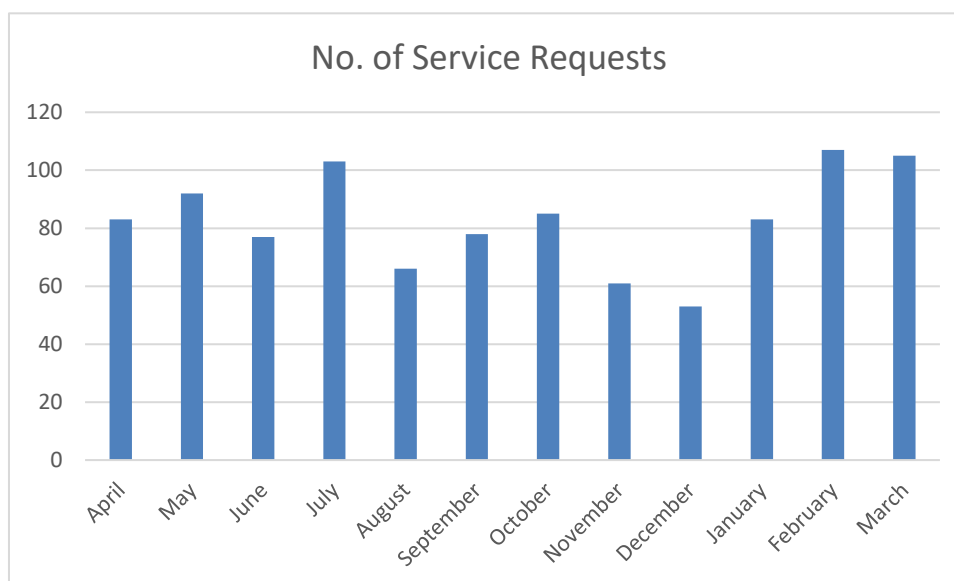
6.4 A breakdown of the numbers within the individual ward areas is shown in Table 3 below.

Table 3 – Service Request Numbers by Ward Area

Ward No	Area	Total No of Service Requests
2	Thurso & Northwest Caithness	525
3	Wick & East Caithness	704

6.5 To provide an indication as to the variations in demand across the year, a breakdown by calendar month is provided in Fig 3 below.

Fig 3: Monthly breakdown of Service Request demand



6.6 In addition, 330 planning applications being screened by Contaminated Land Officers, with 153 of these being in Thurso & Northwest Caithness and 177 being in Wick & East Caithness. 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.

- 6.7 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 2 & 3.

Table 4 – 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 and access ramps etc)	12	£90,858
Scheme of Assistance Housing Grant – Repair (for significant essential repairs of privately owned property)	0*	0

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

6.8 Abandoned Vehicles

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	106
Van	19
Trailer	5
Caravan	5
Boat	0
Lorry	1
Motorbike	2
Total	143

Cost recovery measures are in place to recover costs from the registered keepers of abandoned vehicles. There are prescribed sums which can legally be recovered depending on the size (weight), positioning (on or off road) and condition.

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.

- 6.9 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 [Licensing – Highland Council](#).

In Caithness, 17 such licences have been issued for 2025/2026

Table 6: Number of licences issued by the Service

Licence Type	2024/2025	2025/2026
Animal Boarding Establishment	8	10
Caravan Site – Holiday/Touring	1	0
Cinemas Act 1985	1	1
Riding Establishment	5	5
Venison Dealers	1	1
Total	16	17

6.10 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 Wards 2 & 3 is detailed within Table 7 below.

Table 7: 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	48
Approved Food Establishment/Export Health Intervention	4
PWS Sampling/Survey	11
Dog Fouling / Litter patrols	29
Total	92

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).

- 6.11 Four private water risk assessments have been completed in Caithness. Private water supplies are relatively uncommon in Caithness with a total of only 50 supplies, 10 of which are Type A supplies which require a risk assessment. Most properties are supplied with mains water from Scottish Water.

Note there are four approved establishments in Caithness. These are premises which are classified as food manufacturers and/ or processors. These require an enhanced level of intervention at regular intervals throughout the year. This is a reduction from eight last year due to businesses closing or falling below the threshold for approval. The types of approved premises are fish and fish products (3) and cheese manufacture (1)

6.12 **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 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. If officers discover any significant legislation breach or situation that requires immediate attention, then a formal approach will always follow.

A breakdown of the number and type of enforcement notices that have been served between 1April 2025 and 31March 2026 in Wards 2 & 3 are detailed in Table 8 below.

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

Notice Type	Number Served
Health and Safety	
Improvement Notice	2
Food Safety	
Hygiene Improvement Notice	6
Remedial Action Notice	3
Environmental Protection -	
Accumulations	3
Premises in such a state - drainage	2
Animal Health & Welfare	3

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 Border Control Post (BCP) in Scrabster

Following the update from last year, the BCP has not been operating as trade routes have not reopened. Staff are still available to operate the BCP if required and stand ready should trade resume.

7.2 Abandoned Vehicles

As can be seen there is a significant number of abandoned vehicles reported to our Service for investigation. We received 188 service requests which equates to around 11% of the total service requests for Caithness. These take up a significant resource in investigating and following up and are often found not to be truly “abandoned” vehicles. The team have been working with colleagues in the Housing and Parking enforcement teams to continually improve the response to abandoned vehicles. Improvements have been made to the council website, simplifying the back-office process relating to cost recovery and a pilot of a new approach to housing car park areas in being trialled in Easter Ross. Following a member workshop, a report will be presented at the Communities and Place Committee in August.

Out of the 188 vehicles reported to us as abandoned, 85 vehicles were not found to be abandoned following investigation. From the 103 other cases, 89 were moved by the owner following our intervention, with a further 11 being uplifted and destroyed by the council.

7.3 Dog Control/Littering

There were 134 cases reported to the team relating to dog control, litter and fly-tipping in the last year. A single officer who deals with dog control, litter, fly-tipping and abandoned vehicles in Caithness. This is in keeping with other areas across Highland.

Officers have carried out 38 pro-active patrols in respect of dog fouling and littering across Caithness, with dog fouling signage being affixed to lampposts in 13 villages where we have a history of issuing being reported to us. This activity will continue in the coming year. If there are areas which are felt should be priorities, then please let us know.

7.4 Animal Welfare – there are four cases relating to animal welfare that with the Crown Office and Procurator Fiscal Service (COPFS). In two of these cases, the reports have been submitted, with two others being finalised. The animal welfare officer responded to complaints received by the public or other agencies and found examples of malnutrition, neglect, and inadequate traceability documentation. Following an investigation from last year, a trial is to take place at Wick Sheriff's Court in September 2026 for animal welfare and neglect where many sheep were found in a state of malnutrition or deceased.

7.5 Food Safety During a routine food hygiene inspection, officers closed a kitchen in a local bed and breakfast due to very poor hygiene conditions; only reopening when officers were satisfied the conditions met the necessary standards.

7.6 Environmental Protection – several reports were made concerning the state of various gardens or properties. Three notices were served at separate addresses requiring property owners to remove waste accumulation that were either a health hazard or Statutory Nuisance. The threshold for action in such cases is high and we cannot deal with cases where the impact is limited to the visual impact of poorly maintained properties or gardens that are untidy or overgrown.

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 **69* establishments** in Highland, (4 premises of which are based in Caithness) has increased the resourcing necessary to inspect such premises.

**The figure of 69 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

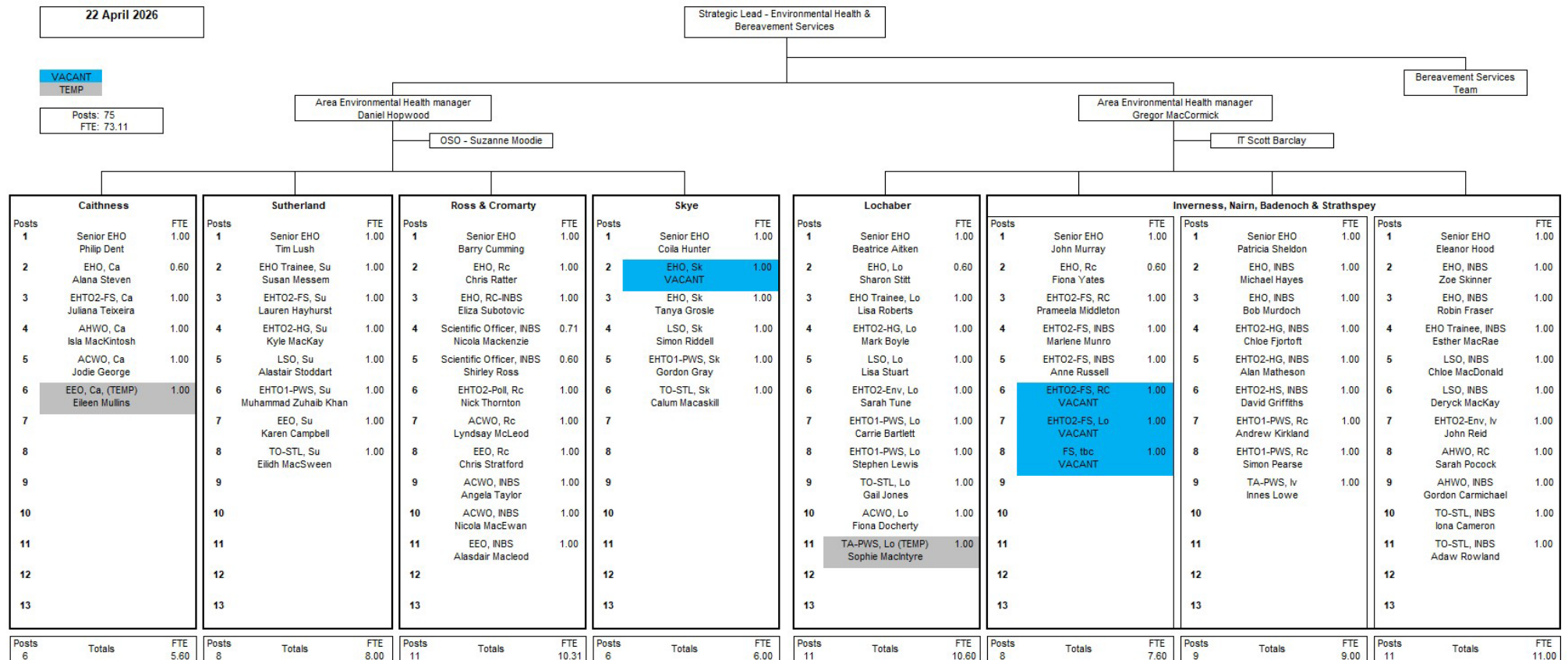
Date: 15 July 2026

Author: Philip Dent (Senior Environmental Health officer)

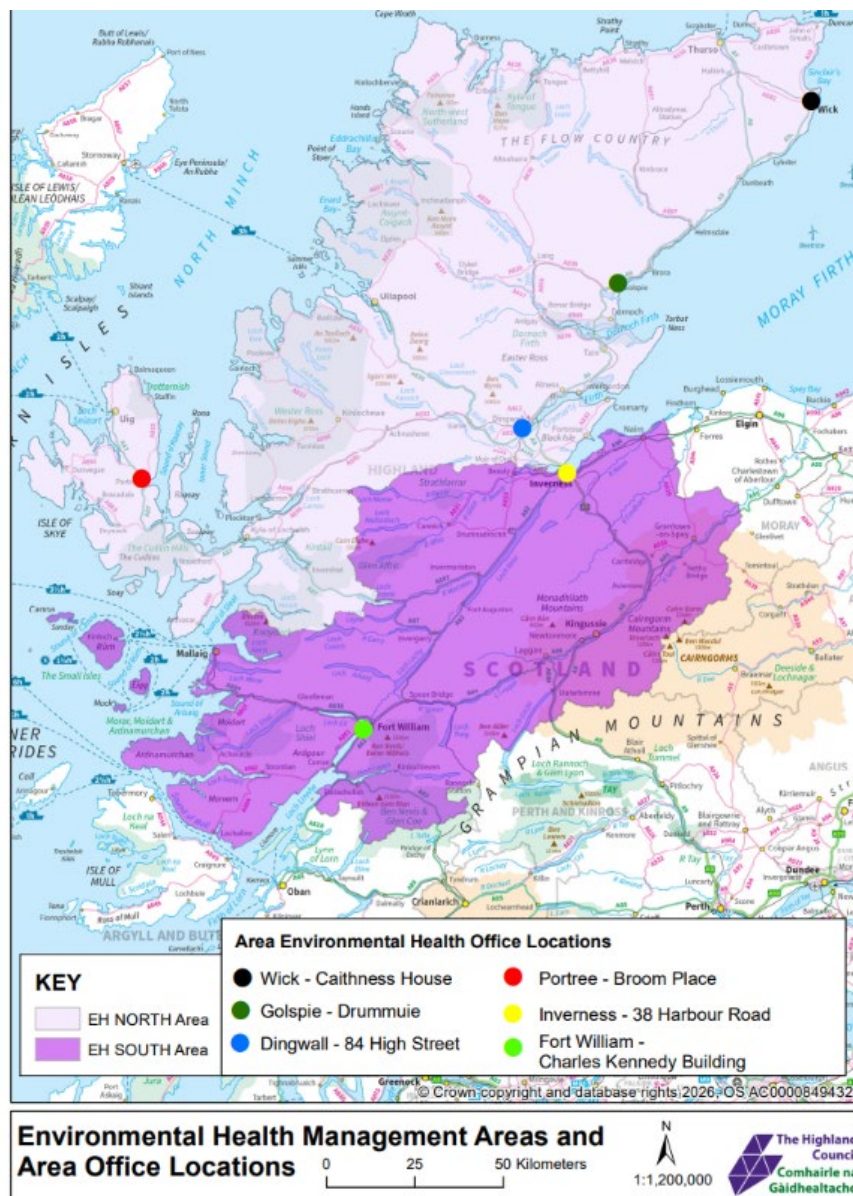
Appendices: Appendix 1 – Environmental Health Team Structure & Contact Arrangements
Appendix 2 – Detailed breakdown of service request numbers within each of the general category types
Appendix 3 – Consolidation of outcome codes from EH Civica Database

Appendix 1

Current Environmental Health Team Structure & Operational Areas



EH Operational Areas and Area Offices



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 & Sutherland 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	tim.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 2) Thurso and Northwest Caithness	Count
A01 ABP ENQUIRY	1
A02 Animal welfare ENQUIRY	7
A03 ANIMAL - General ENQUIRY (not nuisance etc)	8
A11 ABP COMPLAINT	1
A14 Animal disease COMPLAINT	1
D01 DC Dog Fouling	14
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	2
D04 DC Aggressive Dog	6
D05 DC Dog Bite - Person	2
D06 DC Dog Bite - Animal	3
D07 DC Dog - Other	13
E02 Planning – General CONSULTATION (enter type code)	31
E12 FOI (enter type code)	1
E16 Planning – MAJOR Applications (enter type code)	9
E17 GENERAL EH Enquiry	24
E18 Planning – ENQUIRY (enter type code)	3
G01 Abandoned Vehicle	81
G16 Roadkill - removal of dead animals from verge	3
G20 Fly-tipping - URGENT (e.g. public health risk)	1
G21 Fly-tipping - Non-Urgent	8
H03 H & S Complaint (Non Work Related)	1
H11 H&S Request For Information	1
H23 H & S Request for Information/ Advice	1
LAB Miscellaneous Licensing Enquiry (enter type code)	1
LAC Miscellaneous Licensing Consultation (enter type code)	12
LBB Civic Government Licensing Enquiry (enter type code)	2
LBE Short Term Let Licensing Consultation	20
LCC Liquor Licensing Consultation (enter type code)	2
N05 Noise Advice Enquiry (enter type code)	5
N06 Noise Non-Domestic (enter type code)	1
N07 Noise Domestic (enter type code)	12
N09 Noise Housing Referral (enter type code)	1
N21 Premises - Dirty Houses & Gardens	11
N31 Foul Odours	1
N33 Smoke Complaint	5
N55 Travelling People	2
N62 Animal waste nuisance (not dog fouling-use code D01)	2
N63 Animal/Whale etc Carcass	2
NBB National Assistance Burial enquiry/request (s50)	5
NBF Other burial/body enquiry	1
NGB Housing grant enquiry	6
NHB Housing general enquiry	2

NHC Housing complaint - dampness	1
NHE Housing complaint - other	1
NHG Request for Housing Condition Report	1
OA1 Other	8
P08 Rats NOT aff. House LOW (enter type)	1
X02 Food Premises Registration	24
X05 FOOD SAFETY enquiry/consultation	7
X07 FISH/Shellfish EXPORT Certificates	57
X08 FOOD (non Fish/Shellfish) EXPORT Health Certificates	2
X41 Complaint: Food (Unfit, Microbiological, foreign body)	3
X42 Complaint: Hygiene of Premises	4
X49 Support Attestation	3
XIC ID CONFIRMED Notification from NHS Highland	4
XPC Ship Sanitation Certificate Request	3
XWB Private supply enquiry (non grant)	12

(Ward 3) Wick and East Caithness	Count
A01 ABP ENQUIRY	1
A02 Animal welfare ENQUIRY	9
A03 ANIMAL - General ENQUIRY (not nuisance etc)	19
A04 Animal disease ENQUIRY	4
A05 Animal traceability ENQUIRY	5
A11 ABP COMPLAINT	1
A12 Animal welfare COMPLAINT	16
A13 ANIMAL - General COMPLAINT (not nuisance)	5
A14 Animal disease COMPLAINT	11
A15 Animal traceability COMPLAINT	6
A16 WATSR COMPLAINT	1
D01 DC Dog Fouling	14
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	8
D04 DC Aggressive Dog	9
D06 DC Dog Bite - Animal	2
D07 DC Dog - Other	11
E02 Planning – General CONSULTATION (enter type code)	53
E12 FOI (enter type code)	1
E15 EIR (Environmental Information Request)	2
E16 Planning – MAJOR Applications (enter type code)	6
E17 GENERAL EH Enquiry	28
G01 Abandoned Vehicle	107
G09 Street Cleaning	1
G16 Roadkill - removal of dead animals from verge	6
G21 Fly-tipping - Non-Urgent	11
H03 H & S Complaint (Non Work Related)	4
H19 RIDDOR Accident Notification	3
H20 H & S Complaint (Work Related/ HASAWA)	2
H23 H & S Request for Information/ Advice	1

LAB Miscellaneous Licensing Enquiry (enter type code)	9
LAC Miscellaneous Licensing Consultation (enter type code)	32
LBB Civic Government Licensing Enquiry (enter type code)	4
LBF Short Term Let Licensing Enquiry	1
LBG Short Term Let Licensing Complaint	2
LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	1
N05 Noise Advice Enquiry (enter type code)	5
N06 Noise Non-Domestic (enter type code)	6
N07 Noise Domestic (enter type code)	24
N21 Premises - Dirty Houses & Gardens	11
N31 Foul Odours	5
N33 Smoke Complaint	14
N34 General Nuisance - Other	2
N36 Insect Nuisance	1
N37 Water Nuisance	1
N40 Choked/Defective Drain / Sewer	1
N41 Choked/Defective Septic Tank	2
N42 Blue Green Algae ALERT	1
N62 Animal waste nuisance (not dog fouling-use code D01)	2
N64 Other animal complaint (not noise)	1
NBB National Assistance Burial enquiry/request (s50)	1
NGB Housing grant enquiry	4
NHD Housing complaint - structural	1
NHG Request for Housing Condition Report	4
OA1 Other	15
P06 Mice small inf.LOW (enter type)	1
P15 Gulls (enter type)	3
X02 Food Premises Registration	26
X05 FOOD SAFETY enquiry/consultation	6
X41 Complaint: Food (Unfit, Microbiological, foreign body)	2
X42 Complaint: Hygiene of Premises	9
XPB Port Health enquiry/consultation	1
XPC Ship Sanitation Certificate Request	1
XW1 Private supply grant enquiry	1
XWB Private supply enquiry (non grant)	5
XWH Private supply STL Questionnaire	2

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 case management database.

The following outlines how we have consolidated the codes.

Service Requests - Section 6.3 – Table 2

<i>Database Outcome Descriptor</i>	<i>Consolidated Report Descriptor</i>
<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>	

Pro-Active Inspections/Visits/Interventions – Section 6.10 – 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	
EH2 H&S Proactive Inspection Locally	H&S Workplace Pro-active Intervention
LAB Misc Lic DESKTOP Audit	Licensing Compliance Check/Intervention
LS2 Licensing - STL Compliance Visit	
E05 Sampling visit/sampling survey	PWS Sampling/Survey