

Agenda Item	7
Report No	WRSL/14/26

The Highland Council

Committee: Wester Ross, Strathpeffer and Lochalsh

Date: 3 August 2026

Report Title: Environmental Health – Annual Report & Activity 2025/2026

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 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 & 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 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.

Often referred to as Environmental Crime, 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 **"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 (SEHOs) who manage the operational teams in each local area 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 The Environmental Health team based in Dingwall, covers the Wester Ross, Strathpeffer and Lochalsh area. There are 12 posts (10.91 FTE) working out of this office, which consist of:

- 1 x Senior Environmental Health Officer (1 FTE)
- 3 x Environmental Health Officers (2.6 FTE)
- 1 x Private Water Supply Technical Officer (1 FTE)
- 2 x Education and Enforcement Officers (2 FTE)
- 1 x Animal Welfare Officer (1 FTE)
- 2 x Food Officers (2 FTE)
- 2 x Contaminated Land Officers (1.31 FTE)

All officers also undertake cross boundary work to support the other area teams as and when necessary. The Contaminated Land Officers deliver this Service for the whole of the Highlands.

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: -

- 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 the Wester Ross, Strathpeffer and Lochalsh Committee area (i.e. Ward 5).

All data sets are for the period between **1 April 2025 – 31 March 2026**.

6.2 Reactive Work

Table 1 below provides a summary of the main type of Service Requests (i.e. complaints, requests for advice, consultations, etc.) received by the Environmental Health team for Wester Ross, Strathpeffer and Lochalsh, broken down by the general type of category. A more detailed breakdown of all Service Requests is contained within **Appendix 2**.

Table 1 – Number of Service Requests by General Category Type for Wester Ross, Strathpeffer and Lochalsh

Category Type	Total No. of Service Requests		
	2025/2026	2024/2025	Change (+/-)
Fish/Shellfish Export Health Certificates	154	166	-12
Short Term Let Licensing	148	575	-427
Food Safety (all categories except new premises)	119	61	58
Planning Consultations	75	25	50
Abandoned Vehicles	65	36	29
New Food Premises Registrations	62	79	-17
Water Supply (inc. PWS)	60	91	-31
Other Statutory Nuisance	44	19	25
Miscellaneous Licensing	36	2	34
Noise	33	28	5
Animal Health	27	6	21
Dog Control	20	2	18
Housing	18	29	-11
Port Health	15	1	14
Civic Government Licensing	12	24	-12
Fly Tipping/Waste/Trade Waste	9	7	2
Pests (e.g. Mice, Rats, Seagulls)	3	3	0
Health & Safety	6	5	1
HMO Licensing	3	5	-2
Litter	0	2	-2
National Assistance Burials	0	2	-2
Other	11	85	-74
Total	920	1253	-333

The total number of Service requests received by the Environmental Health team for this Ward in 2025/26 was **920**. The number of service requests received 2024/2025 was **1253**.

The drop in numbers can largely be attributed to the significant drop in the number of STL licence consultations compared to the previous year (427 down). This is due to the STL licenses being on a 3-yearly licence cycle. The number of renewal applications will fluctuate with this cycle.

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.

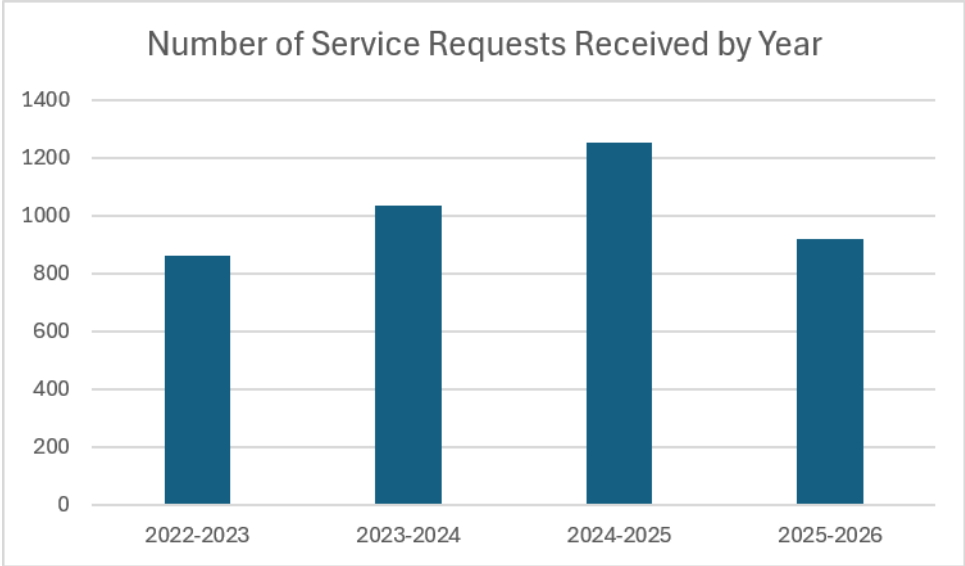
Table 2 – Breakdown of the outcome for Service Requests

Outcome Descriptor	Number
Open – Under Investigation	63
No Breach/No Further Action Required	199
Advice, Guidance & Informal Resolution	413
Statutory / Formal Enforcement Action	86
Case Referred, Withdrawn or Managed Elsewhere	72
Internal / Administrative (Manager Use Only)	87
Grand Total	920

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.

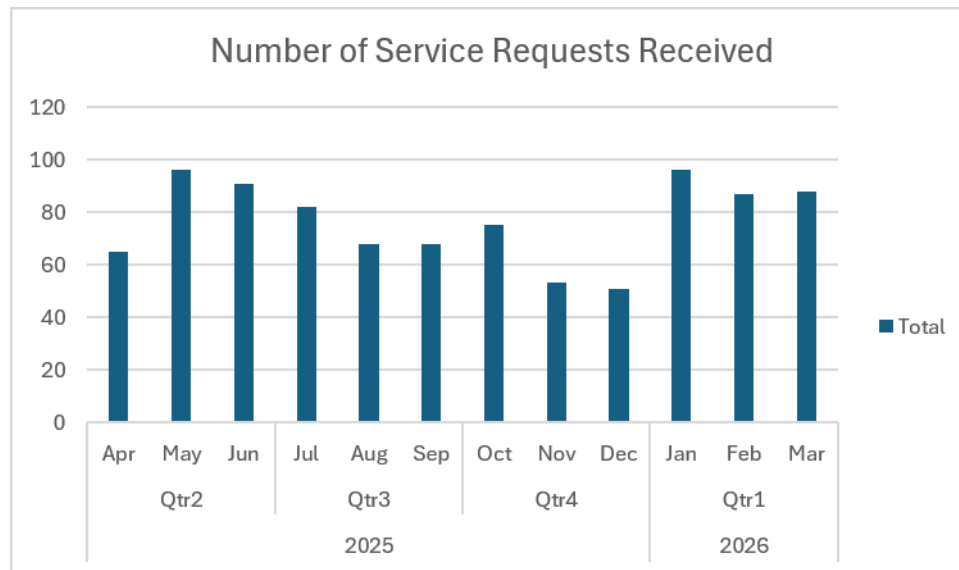
6.4 To provide an indication as to the variations in demand across the different years, a breakdown is provided in Fig. 1 below.

Fig. 1 – Comparison of Service Request demand between 2022 – 2025 for Wester Ross, Strathpeffer and Lochalsh.



To provide an indication as to the monthly variation, a breakdown is provided in Fig. 2 below.

Fig. 2 – Monthly breakdown of Service Request demand



6.5 In addition to the above Service Requests, **336** planning applications were screened for the Wester Ross, Strathpeffer and Lochalsh Ward 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 Wester Ross, Strathpeffer and Lochalsh.

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.)	14	£113,857
Private Water Supply Grants (i.e. to improve the quality of private water supply)	1	£882.80

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

It should be noted that a proportion of the increase in 2025/26 may 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	49
Van	8
Caravan	4
Lorry	1
Boat	2
Trailer	1
Total	65

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	4
Not Abandoned – Case Closed	29
Self-resolved	9
Enforcement Action – Vehicle Removed	2
Following Intervention, vehicle removed	6
Invalid or Unactionable Report	13
Other/Exceptional Outcome	2
Total	65

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

Our Service is currently undertaking a review of our operational procedures in respect to reports of abandoned vehicles due to the significant increase across Highland. A report is being put to the Communities & Place Committee on the 13 August specifically on this topic.

- 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 Wester Ross, Strathpeffer and Lochalsh, nine such licences have been issued in the last financial year.

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 in Wester Ross, Strathpeffer and Lochalsh for 2025/26:

Table 6 – Number of Licences issued by the Service in Wester Ross, Strathpeffer and Lochalsh

Licence Type	Issued between 1 April 2025 and 31 March 2026
Animal Boarding Establishment	3
Caravan Site – Holiday/Touring	2
Riding Establishment	2
Venison Dealers	2

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 Wester Ross, Strathpeffer and Lochalsh 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	26
Approved Establishment/Export Health Intervention	29
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).

- 6.10 Within Wester Ross, Strathpeffer and Lochalsh there are a total of 549 PWS which accounts for 19% of Highland Council's total number (2,912 supplies). Of these supplies, 170 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 162 samples were taken from supplies in Wester Ross, Strathpeffer and Lochalsh, this total includes 145 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, 39 Risk Assessments were completed by our Technical Officer in 2025/26.

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.

In the Wester Ross, Strathpeffer and Lochalsh area, there were 4 enforcement notices served between 1 April 2025 and 31 March 2026, all of which related to Shellfish Temporary Closure Notices.

The 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.

7.0 Local Matters

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

8.0 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.

Changes to the Export Health Certification to the EU are expected by Summer 2027 as part of a SPS agreement between the UK and EU. Certification of products to the EU forms only about 10% of the total EHCs issued by the service 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 12 Approved Premises in the Wester Ross, Strathpeffer and Lochalsh 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.

9.0 **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.

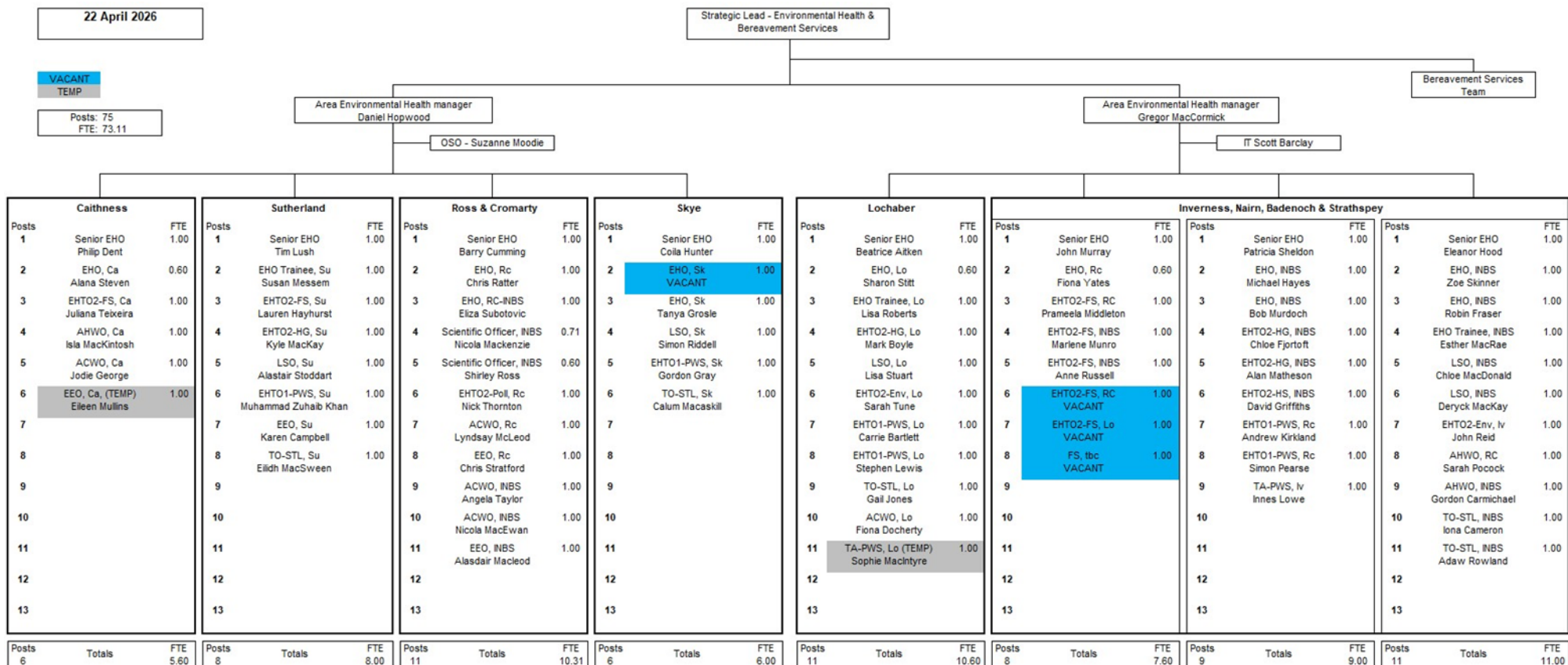
Designation: Assistant Chief Executive - Place

Date: 17 July 2026

Author: Barry Cumming (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



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

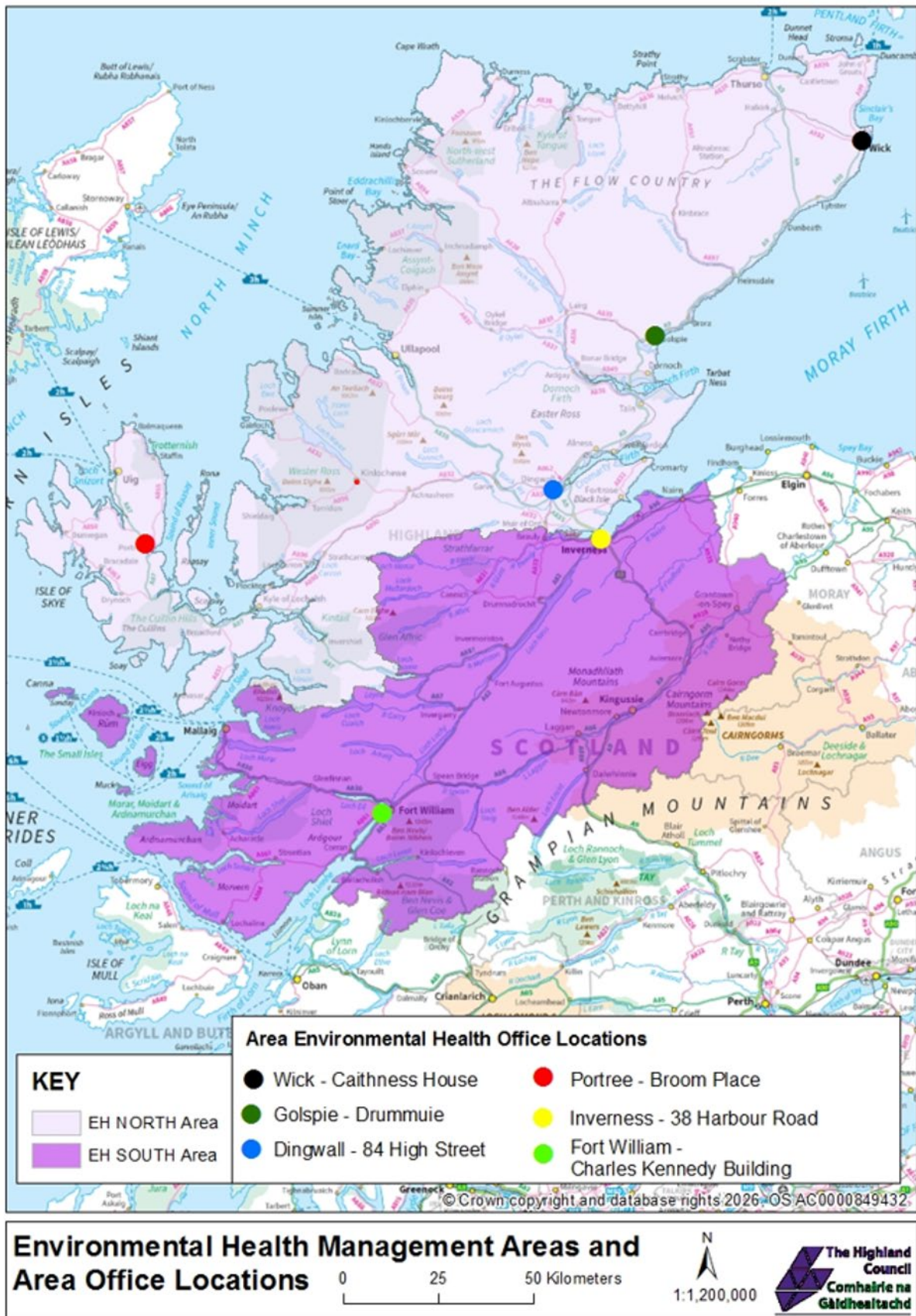
OSO: Operational Support Officer

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
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
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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, 1 April 2025 to 31 March 2026

Animal Health & Welfare	A01 ABP ENQUIRY	2
	A02 Animal welfare ENQUIRY	8
	A03 ANIMAL - General ENQUIRY (not nuisance etc)	5
	A05 Animal traceability ENQUIRY	1
	A11 ABP COMPLAINT	2
	A12 Animal welfare COMPLAINT	6
	A14 Animal disease COMPLAINT	2
	A15 Animal traceability COMPLAINT	1
Dog Control	D01 DC Dog Fouling	1
	D04 DC Aggressive Dog	7
	D05 DC Dog Bite - Person	3
	D06 DC Dog Bite - Animal	4
	D07 DC Dog - Other	5
Planning & Other Consultations	E02 Planning – General CONSULTATION (enter type code)	61
	E12 FOI (enter type code)	3
	E15 EIR (Environmental Information Request)	2
	E17 GENERAL EH Enquiry	8
	E18 Planning – ENQUIRY (enter type code)	1
Abandoned Vehicles	G01 Abandoned Vehicle	65
Misc	G16 Roadkill - removal of dead animals from verge	6
	G20 Fly-tipping - URGENT (e.g. public health risk)	3
	G21 Fly-tipping - Non-Urgent	6
Health & Safety	H11 H&S Request For Information	1
	H19 RIDDOR Accident Notification	3
	H23 H & S Request for Information/ Advice	2
Licensing	LAB Miscellaneous Licensing Enquiry (enter type code)	34
	LAC Miscellaneous Licensing Consultation (enter type code)	1
	LAD Miscellaneous Licensing complaint (enter type code)	1
	LBC Civic Government Licensing Consultation (enter type code)	12
	LBE Short Term Let Licensing Consultation	132
	LBF Short Term Let Licensing Enquiry	5
	LBG Short Term Let Licensing Complaint	11
	LCB Liquor Licensing Enquiry (enter type code)	1
	LCC Liquor Licensing Consultation (enter type code)	3

	LCD Liquor Licensing Complaint (enter type code)	1
	LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	2
	LDC HMO Complaint - Unlicensed Premises [Enter Type Code CHC-CHF]	1
Noise	N05 Noise Advice Enquiry (enter type code)	3
	N06 Noise Non-Domestic (enter type code)	4
	N07 Noise Domestic (enter type code)	26
Other Statutory Nuisance	N21 Premises - Dirty Houses & Gardens	3
	N30 Cooking Odours	2
	N33 Smoke Complaint	3
	N35 Light Nuisance	4
	N37 Water Nuisance	4
	N40 Choked/Defective Drain / Sewer	1
	N41 Choked/Defective Septic Tank	2
	N48 Plant cmplt/query (injurious weeds, invasive species, ragwort etc)	1
	N88 Air quality enquiry	1
	N90 Air Quality LSO Reactive Work	1
	OA1 Other	22
Housing	NGB Housing grant enquiry	6
	NHB Housing general enquiry	2
	NHC Housing complaint - dampness	1
	NHD Housing complaint - structural	1
	NHE Housing complaint - other	2
	NHG Request for Housing Condition Report	6
Pest Control	P04 Rats aff. House HIGH (enter type)	1
	P13 Cockroaches other LOW (enter type)	1
	P15 Gulls (enter type)	1
Food Safety & Standards	X02 Food Premises Registration	62
	X05 FOOD SAFETY enquiry/consultation	18
	X07 FISH/Shellfish EXPORT Certificates	154
	X11 Shellfish REGISTRATION Documents	54
	X16 Fishing Vessel Registration	5
	X19 FSS SHELLFISH - Sample FAILURE	6
	X41 Complaint: Food (Unfit, Microbiological, foreign body)	6
	X42 Complaint: Hygiene of Premises	16
	X46 APPROVED EST Hygiene of Premises complaint	1
	X49 Support Attestation	11
	XIC ID CONFIRMED Notification from NHS Highland	1
	XIF ID ADVISORY Notification from NHS Highland	1
Port Health	XPB Port Health enquiry/consultation	5
	XPC Ship Sanitation Certificate Request	8
	XPI Illness report from ship/aircraft	1

	XPL Ship Inspection/visit (proactive, not requested)	1
Water Supply	XW1 Private supply grant enquiry	12
	XWB Private supply enquiry (non grant)	17
	XWC Private supply complaint/contamination report	4
	XWD Private supply request for sample	11
	XWF Private supply other consultation	3
	XWG Private supply insufficient: enquiry or complaint	4
	XWH Private supply STL Questionnaire	7
	XWN Public supply enquiry/consultation	1
	XWP Public supply request for sample	1
	TOTAL	920

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