

Agenda Item	8
Report No	BIER/24/26

The Highland Council

Committee: Black Isle and Easter Ross

Date: 10 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 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 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 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 (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 Black Isle and Easter Ross 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); and
- 2 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:-

- Reactive work** (i.e. service requests);
- Pro-active/scheduled work** (i.e. programmed inspections/visits); and
- 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 Black Isle and Easter Ross Committee area.

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

Reactive Work

6.2 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 the Black Isle and Easter Ross area, 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 the Black Isle and Easter Ross

Category Type	Total No. of Service Requests		
	2025/2026	2024/2025	Change (+/-)
Abandoned Vehicles	336	167	169
Dog Control	140	56	84
Noise	119	134	-15
Other Statutory Nuisance	113	51	62
Animal Health	82	51	31
Planning Consultations	81	33	48
Food Safety	78	48	30

Short Term Let Licensing	76	279	-203
Pests (e.g. Mice, Rats, Seagulls)	58	33	25
Miscellaneous Licensing	55	41	14
Housing	54	74	-20
New Food Premises Registrations	54	35	19
Water Supply (inc. PWS)	46	48	-2
Fly Tipping/Waste/Trade Waste	17	11	6
Civic Government Licensing	15	21	-6
Health & Safety	11	21	-10
Local Environmental Patrol (dog fouling/litter etc.)	5	9	-4
National Assistance Burials	4	0	4
Other	78	76	3
Total	1422	1188	234

The total number of Service requests received by the Environmental Health team for the Black Isle and Easter Ross in 2025/26 was **1422**.

The number of service requests received 2024/2025 was **1188**. There is a general trend of increasing numbers of service requests across Highland. In the Black Isle and Easter Ross there has been an increase of 234 service requests for the year. This, despite there being a significant drop in STL licence consultations (a fall of 203). It should be noted that STL licences are on a three yearly cycle, so the number of renewal applications per year fluctuates in accordance 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
No Breach/No Further Action Required	536
Advice, Guidance & Informal Resolution	471
Statutory / Formal Enforcement Action	36
Case Referred, Withdrawn or Managed Elsewhere	227
Internal / Administrative (Manager Use Only)	152
Grand Total	1422

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.

Fig. 1 – Comparison of Service Request demand between 2022 – 2025 for the Black Isle and Easter Ross

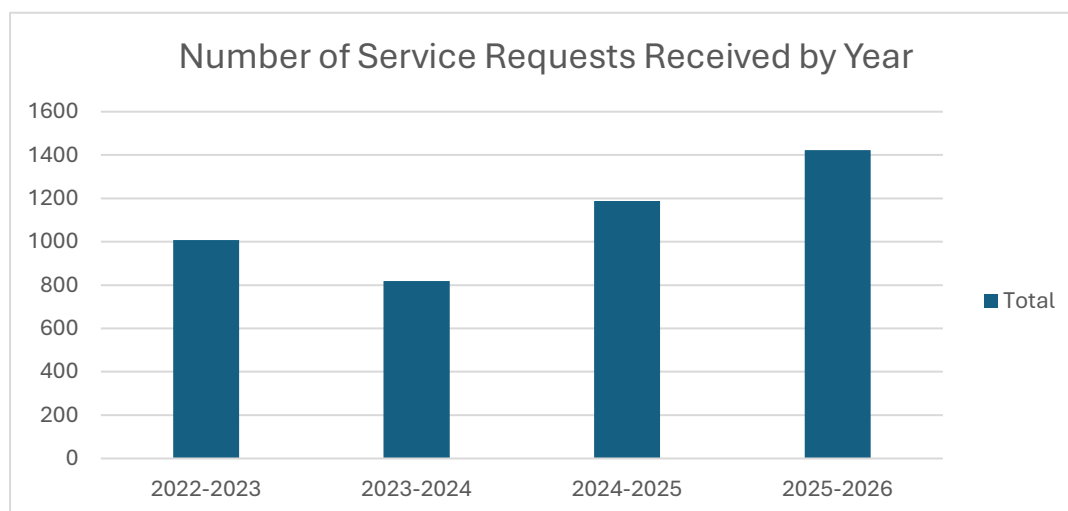
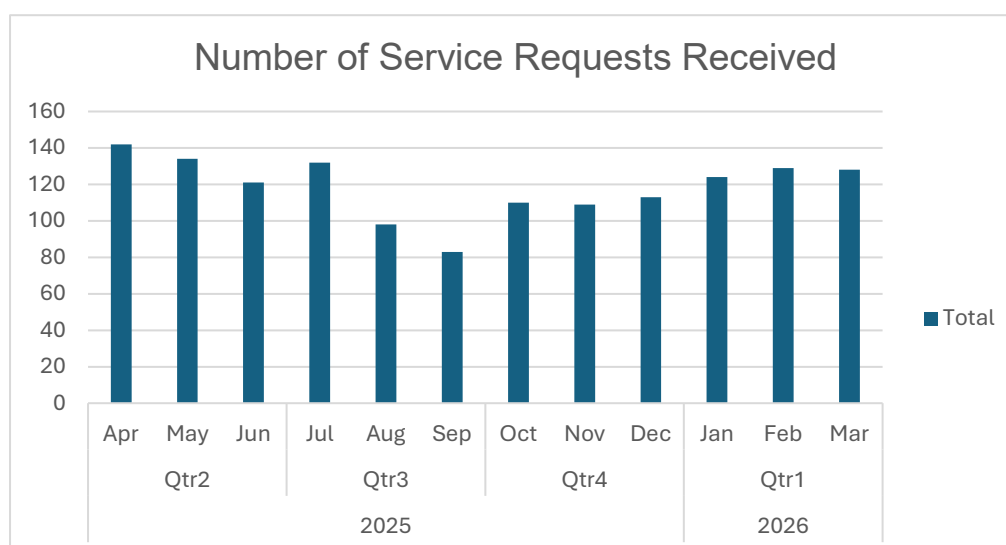


Fig. 2 – Monthly breakdown of Service Request demand



6.5 In addition to the above Service Requests, **349** 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 Within the Black Isle and Easter Ross, there were 49 Scheme of Assistance Housing Grants (for installation of stairlifts, level access showers, access ramps etc.) approved during the period. The total value of these grants was £316,790.

No Private Water Supply Grants were approved during this period.

- 6.7 There was a significant increase in the number of Abandoned Vehicle reports last year up from 167 to 336. 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 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 3 – Service request by Type of Vehicle Reported Abandoned

Vehicle Type	Number of Service Requests
Car	216
Van	76
Caravan	30
Trailer	6
Lorry	3
Boat	3
Motorbike	2
Total	336

Table 4 – 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	125
Self-resolved	21
Enforcement Action – Vehicle Removed	39
Following Intervention, vehicle removed	71
Invalid or Unactionable Report	43
Other/Exceptional Outcome	33
Total	336

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 and Place Committee on 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 the Black Isle and Easter Ross, 21 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 5 below details the different types and numbers of licences that were issued to premises in the Black Isle and Easter Ross 2025/26:-

Table 5 – Number of Licences issued by the Service in the Black Isle and Easter Ross

Licence Type	Issued between 1 April 2025 and 31 March 2026
Animal Boarding Establishment	15
Animal Breeding	2
Riding Establishment	2
Animal Welfare/Rehoming	1
Venison Dealers	1

- 6.9 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 6 below.

Table 6 – 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
Licensing Compliance Check/Intervention	27
Approved Establishment/Export Health Intervention	18
Food Sampling/Survey	2

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 the Black Isle and Easter Ross, there are a total of 103 private water supplies (PWS) which accounts for 3.5% of Highland Council's total number (2,912 supplies). Of these supplies, 24 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 29 samples were taken from supplies on Black Isle and Easter Ross; this total includes 17 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, 6 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 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.

However, in the Black Isle and Easter Ross area, there were no enforcement notices served between 1 April 2025 and 31 March 2026. This 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 Abandoned vehicles

As discussed above, there was a significant increase in the reporting of abandoned vehicles in the Black Isle and Easter Ross, and our Service is currently undertaking a review of our operational procedures.

7.2 Dog Control/ Littering

There were 82 dog fouling reports and 29 dog bite/aggressive dog reports received by the Service for the Black Isle and Easter Ross. Resources are necessarily directed towards responding to the increased number of service requests; however, proactive Environmental Crime and Dog Control operations is a priority for 2026/27 with the intention to undertake a more pro-active approach to tackling areas of concern.

8 Highland Wide Issues/Service Priorities

8.1 Short Term Lets

The Short-Term Lets licensing regime commenced on 1 October 2022. The team have a key role as a consultee on applications, assessing compliance at licensed premises and responding to complaints. To date, the Environmental Health Team have responded to over 9000 licence applications. It is estimated that there could be up to 10,000 short term let properties within Highland. The implementation of the scheme will continue to be a priority and require significant resource going forward to conduct compliance monitoring, complaint investigations and process both new and renewal applications. Renewal applications are now being received.

8.2 Animal Health – New Enforcement Powers

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

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

8.3 EU Exit/Export Certification

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

This work remains a priority for Environmental Health in Highland due to the region's significant reliance on food production, particularly within the aquaculture, meat, and game sectors. 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 11 Approved Premises in the Black Isle and Easter Ross 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

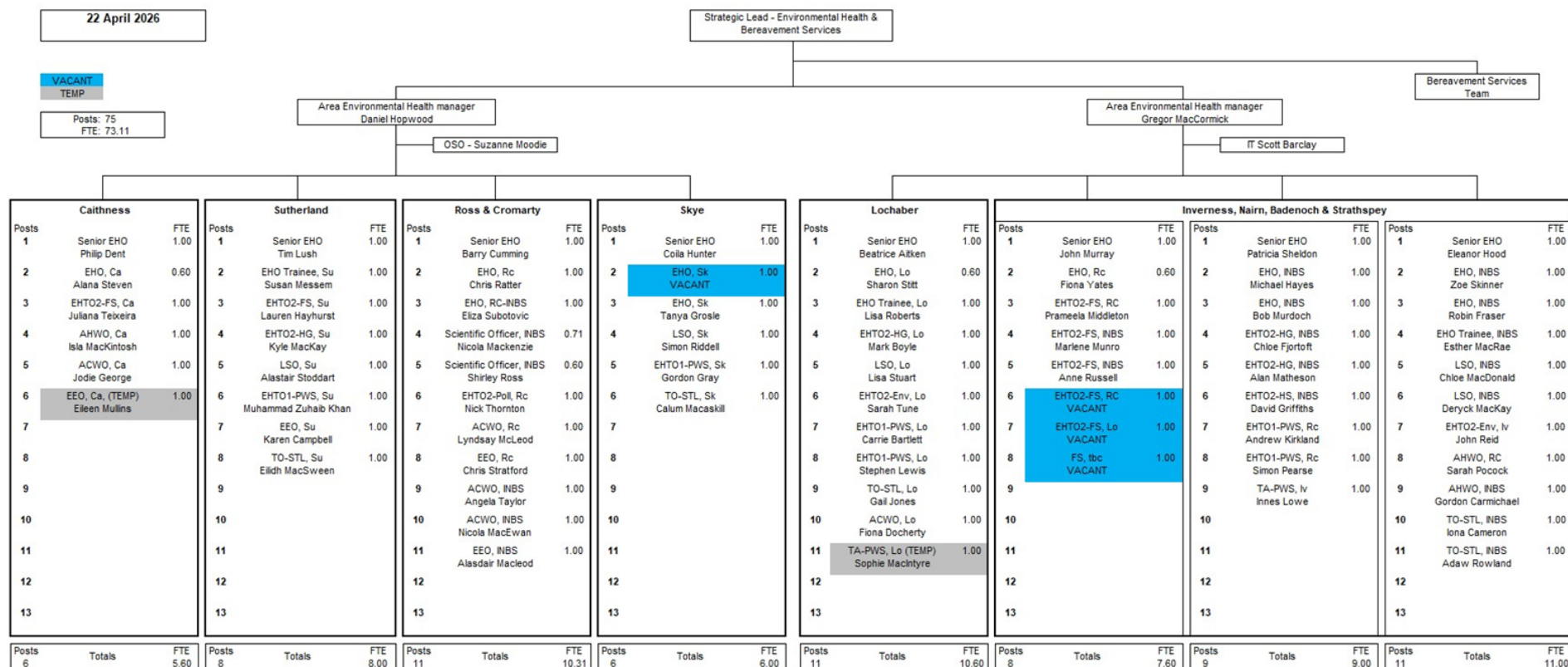
Date: 17 July 2026

Author: Barry Cumming (Senior Environmental Health Officer)

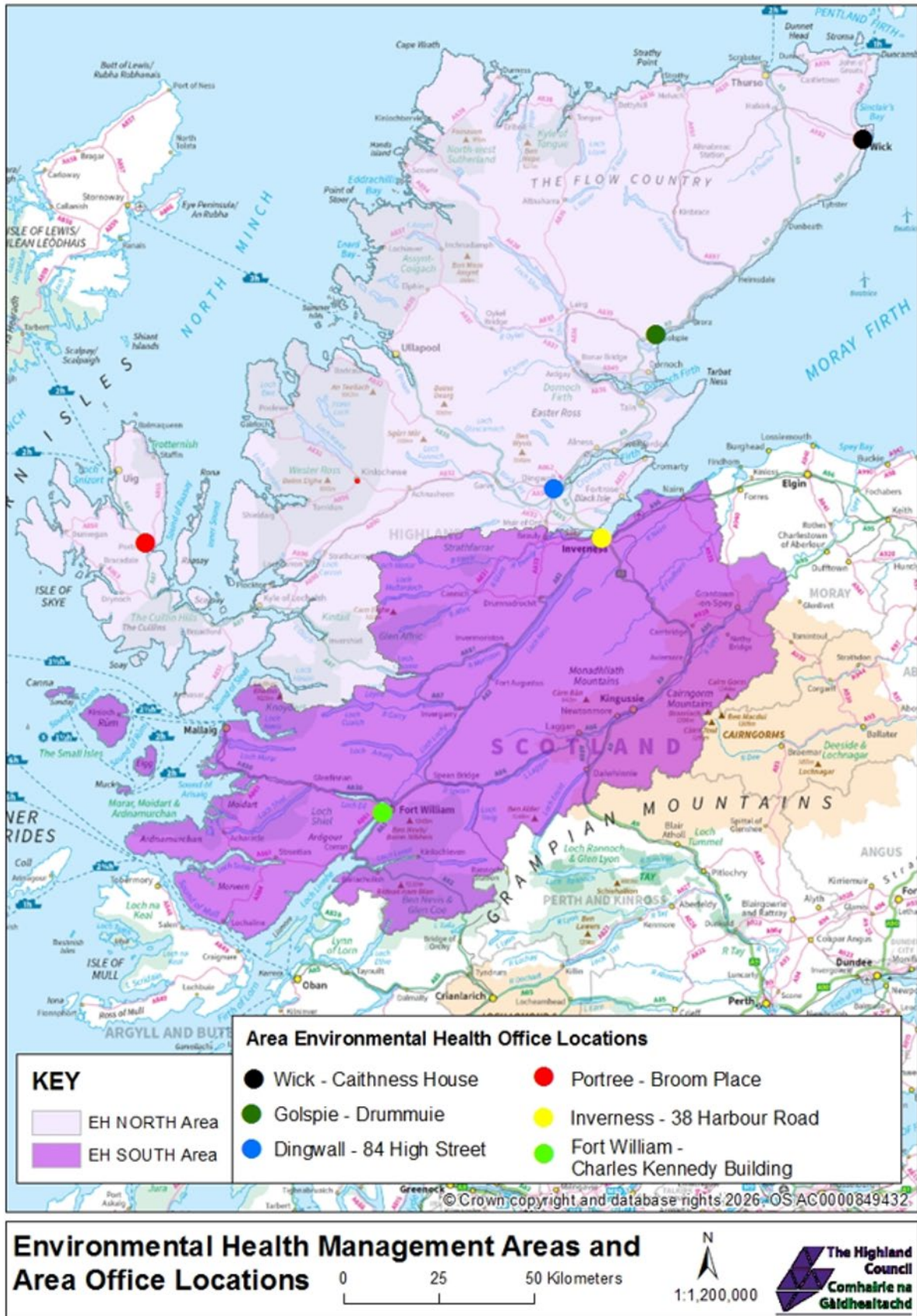
Background Papers: None

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

Appendix 1



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
Tim Lush	Senior Environmental Health Officer	Sutherland Main contact for all operational Environmental Health matters	timothy.lush@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	4
	A02 Animal welfare ENQUIRY	21
	A03 ANIMAL - General ENQUIRY (not nuisance etc)	28
	A04 Animal disease ENQUIRY	1
	A05 Animal traceability ENQUIRY	4
	A08 ANIMAL - Consultations (not licensing)	1
	A11 ABP COMPLAINT	2
	A12 Animal welfare COMPLAINT	10
	A14 Animal disease COMPLAINT	6
	A15 Animal traceability COMPLAINT	5
Dog Control	D01 DC Dog Fouling	82
	D02 DC Stray Dog CALL OFFICER IMMEDIATELY	2
	D04 DC Aggressive Dog	10
	D05 DC Dog Bite - Person	6
	D06 DC Dog Bite - Animal	13
	D07 DC Dog - Other	27
Planning & Other Consultations	E02 Planning – General CONSULTATION (enter type code)	60
	E12 FOI (enter type code)	4
	E14 Promotional & Advisory Talks/Activities	1
	E15 EIR (Environmental Information Request)	1
	E16 Planning – MAJOR Applications (enter type code)	1
	E17 GENERAL EH Enquiry	11
	E18 Planning – ENQUIRY (enter type code)	3
Abandoned Vehicles	G01 Abandoned Vehicle	336
Misc	G02 Grounds Maintenance - General	1
	G03 Grounds Maintenance - Litter	1
	G11 Litter	3
	G16 Roadkill - removal of dead animals from verge	8
	G20 Fly-tipping - URGENT (e.g. public health risk)	6
	G21 Fly-tipping - Non-Urgent	11
	G22 Local Environment Patrol (e.g. dog fouling, litter, smoking ban)	5
Health & Safety	H03 H & S Complaint (Non-Work Related)	3
	H19 RIDDOR Accident Notification	3
	H20 H & S Complaint (Work Related/ HASAWA)	2
	H23 H & S Request for Information/ Advice	2
	H27 H & S Primary Authority Referral	1

Licensing	LAB Miscellaneous Licensing Enquiry (enter type code)	45
	LAC Miscellaneous Licensing Consultation (enter type code)	2
	LAD Miscellaneous Licensing complaint (enter type code)	8
	LBB Civic Government Licensing Enquiry (enter type code)	3
	LBC Civic Government Licensing Consultation (enter type code)	12
	LBE Short Term Let Licensing Consultation	71
	LBG Short Term Let Licensing Complaint	5
	LCC Liquor Licensing Consultation (enter type code)	1
	LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	7
	LDC HMO Complaint - Unlicensed Premises [Enter Type Code CHC-CHF]	2
Noise	N05 Noise Advice Enquiry (enter type code)	17
	N06 Noise Non-Domestic (enter type code)	12
	N07 Noise Domestic (enter type code)	85
	N09 Noise Housing Referral (enter type code)	5
Other Statutory Nuisance	N21 Premises - Dirty Houses & Gardens	2
	N31 Foul Odours	9
	N33 Smoke Complaint	14
	N34 General Nuisance - Other	17
	N35 Light Nuisance	2
	N37 Water Nuisance	2
	N40 Choked/Defective Drain / Sewer	7
	N41 Choked/Defective Septic Tank	2
	N60 Routine Refuse Complaint	1
	N62 Animal waste nuisance (not dog fouling-use code D01)	2
	N75 Public Health Incidents (eg flooding, fire, pollution)	1
	N89 Air quality complaint	1
	NBB National Assistance Burial enquiry/request (s50)	4
	OA1 Other	53
Housing	NGB Housing grant enquiry	17
	NGC Housing grant property visit	1
	NGD Housing grant application	3
	NHB Housing general enquiry	1
	NHC Housing complaint - dampness	6
	NHD Housing complaint - structural	1
	NHE Housing complaint - other	7
	NHG Request for Housing Condition Report	15
	NHZ Ukraine Refugee Property Check	3

Pest Control	P04 Rats aff. House HIGH (enter type)	10
	P06 Mice small inf.LOW (enter type)	2
	P08 Rats NOT aff. House LOW (enter type)	30
	P10 Pests (Other)	1
	P11 Flies LOW (enter type)	1
	P15 Gulls (enter type)	13
	P26 Other wildlife pest LOW (enter type)	1
Food Safety & Standards	X02 Food Premises Registration	54
	X05 FOOD SAFETY enquiry/consultation	22
	X07 FISH/Shellfish EXPORT Certificates	1
	X11 Shellfish REGISTRATION Documents	7
	X16 Fishing Vessel Registration	1
	X41 Complaint: Food (Unfit, Microbiological, foreign body)	9
	X42 Complaint: Hygiene of Premises	13
	X43 Complaint: Food Standards - item (composition, labelling etc.)	8
	X44 Complaint: Food Standards - premises (composition, labelling etc.)	2
	X49 Support Attestation	4
	X50 CookSafe ONLINE ORDER (Insert Type)	3
	XIC ID CONFIRMED Notification from NHS Highland	1
	XIF ID ADVISORY Notification from NHS Highland	7
Port Health	XPB Port Health enquiry/consultation	35
	XPC Ship Sanitation Certificate Request	19
	XPL Ship Inspection/visit (proactive, not requested)	1
Water Supply	XW1 Private supply grant enquiry	1
	XWB Private supply enquiry (non grant)	26
	XWC Private supply complaint/contamination report	6
	XWD Private supply request for sample	6
	XWF Private supply other consultation	3
	XWG Private supply insufficient: enquiry or complaint	2
	XWN Public supply enquiry/consultation	1
	A16 WATSR COMPLAINT	1
	Total	1422

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