

Agenda Item	7
Report No	BSAC/16/26

The Highland Council

Committee: Badenoch and Strathspey

Date: 31 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 in the Badenoch and Strathspey ward area during 2025/26.
- 1.2 During 2025/26, Environmental Health received a total of 829 service requests within Badenoch and Strathspey, a similar level to the previous year (848 requests), demonstrating the continued demand for Environmental Health services across the area.

The highest demand areas were Private Water Supplies (164 requests), Short Term Let Licensing (129), Abandoned Vehicles (85), Food Safety (71) and Planning Consultations (52). These figures reflect the rural nature of the area, the importance of tourism and visitor accommodation, and ongoing community concerns regarding environmental quality and infrastructure.

There were notable increases in several areas of activity, including Dog Control (11 to 40 requests), Abandoned Vehicles (47 to 85), Planning Consultations (11 to 52), Health & Safety (17 to 36) and Civic Government Licensing (17 to 39). These increases indicate growing demand in relation to community safety, environmental crime, development activity and regulatory services. In contrast, Short Term Let Licensing consultations reduced from 331 to 129, largely reflecting the progression of the licensing regime and movement towards the 3yr renewal cycle.

In addition to reactive work, the team delivered 62 proactive interventions, including 32 food safety inspections/interventions and 30 licensing compliance checks, helping to identify and address risks before they impact on public health or community wellbeing.

The service also screened 1,324 planning applications, providing important preventative input on contaminated land, environmental risks and the suitability of development proposals.

The area experienced a significant increase in reports relating to environmental crime and neighbourhood amenity, particularly abandoned vehicles, fly-tipping and dog control. These issues remain a key concern for local communities and are an emerging priority for the service.

Key priorities for 2026/27 include increasing proactive environmental crime and dog control activity, maintaining compliance standards within food businesses and licensed premises, supporting private water supply safety, managing ongoing short term let licensing requirements, and ensuring the service can continue to respond effectively to demand while protecting public health and environmental quality.

2 Recommendations

2.1 Members are asked to:-

- i. **Note** the scope and volume of work currently being delivered in the local area;
- ii. **Note** and **comment** on local issues and current operational priorities;
- iii. **Note** and **comment** on Highland wide issues impacting Environmental Health services; and
- iv. **Note** and **comment** on the format and content of the report.

3 Implications

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

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

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

3.3 Risk - There is current pressures on the environmental health profession and challenges in workforce planning. These challenges have been noted by COSLA and the Scottish Government. Work is ongoing with the Royal Environmental Health Institute of Scotland (REHIS) and the Society of Chief Officers of Environmental Health in Scotland (SoCOEHS) to increase resilience of the service and help provide a sustainable workforce.

3.4 Health and Safety (risks arising from changes to plant, equipment, process, or people) – There are no staff Health, Safety and Wellbeing implications arising from this report.

3.5 Gaelic - There are no Gaelic implications arising from this report.

4 Impacts

- 4.1 In Highland, all policies, strategies or service changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.
- 4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.
- 4.3 This is an update report and therefore an impact assessment is not required.

5 Background

- 5.1 Members will be aware that Environmental Health submits an annual operational plan for approval. This plan sets out the objectives for the service, including the key priorities for the year ahead. However, in an effort to support longer term, strategic planning the Service has this year moved to a 3-year plan. This Environmental Health Performance and Strategic Plan 2026-29 was approved by the Communities and Place Committee on [21st May 2026](#).

Annual Environmental Health activity and progress updates will continue to be provided to the 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 – Overview of Functions

Environmental Health delivers a wide range of statutory functions on behalf of the Council, with the overarching aim of protecting and improving public health. The key service areas and responsibilities are summarised below in Table 1.

Table 1: Main Responsibilities of Environmental health team

Service Area	Main Responsibilities
Public Health Protection	Private water supplies; statutory nuisances (odours, smoke, property condition); smoking in public places; port health; communicable disease investigations (e.g. foodborne illness, Legionnaires' disease); blue-green algae; radon advice; National Assistance funerals.
Food Safety	Enforcement and advisory functions relating to food hygiene, food standards (including labelling), and export certification.
Health & Safety	Regulation and advice for health and safety in Local Authority-enforced premises, including investigation of workplace accidents.
Private Sector Housing	Enforcement of housing standards, including HMOs and substandard housing; closing and demolition orders; housing defects; administration of the Scheme of Assistance (including grants for adaptations and repairs); property inspections supporting resettlement programmes.
Pollution Control	Noise control (domestic and commercial) and local air quality management, including advisory and enforcement roles.
Contaminated Land	Regulation and prevention of land contamination through development control; advisory support for council asset transfer and development projects.
Animal Health & Welfare	Enforcement of animal health legislation, including carcass disposal and intervention in serious welfare cases.
Licensing	Enforcement and administration of Civic Government licensing (including short-term lets); licensing of caravan sites, animal-related premises, cinemas, sports grounds, and hazardous animal keeping.
Dog Control	Enforcement relating to stray, dangerous or aggressive dogs, dog fouling, and microchipping requirements.
Environmental Enforcement	Pest control; litter and fly-tipping enforcement; waste duty of care; abandoned vehicles; joint working with Waste Services and SEPA.

- 5.4 Much of the team's work is proactive and preventative in nature and is not solely reactive to complaints. Environmental Health plays a key role in ensuring that the Highlands maintains its reputation as a safe and healthy place to live, work, and visit through such pro-active interventions.

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 adopt 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. However, targeted and robust enforcement action will be taken where required, including reporting offences to the Crown Office and Procurator Fiscal Service (COPFS).

- 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 and 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, Drummie 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.

6 Detailed Breakdown of Environmental Health Activity/Local Issues

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

- i. **Reactive work** (i.e. service requests);
- ii. **Pro-active/scheduled work** (i.e. programmed inspections/visits); and
- 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 Ward 20 – Badenoch and Strathspey. See Fig 1 below for ease of reference (**Appendix 2**).

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

6.2 Reactive Work

Table 2 below provides the number of Service requests (*i.e. complaints; requests for advice; consultations etc*) received by the Environmental Health Team, broken down by the general type of category. A more detailed breakdown within each of the general category types is contained within **Appendix 2**.

Table 2: Number of Service Requests by General Category Type for Wards 20 Badenoch and Strathspey

Category Type	Total No of Service Requests 2025/2026	Total No of Service Requests 2024/2025
Noise	44	39
Statutory Nuisance	25	11
Food Safety	71	59
Health & Safety	36	17
Civic Government Licensing	39	17
Miscellaneous Licensing	2	3
Short Term Let Licensing	129	331
HMO Licensing	17	1
Animal health	30	18
Housing	33	40
Pests (e.g. mice, rats, gulls etc)	6	7
Water Supply (incl. PWS)	164	201
Dog Control	40	11
Planning Consultations	52	11
Fly Tipping/Waste/Trade Waste	11	2
Abandoned Vehicles	85	47
S87 Public Health Funerals	3	1
Infectious Disease/HPT Referral	5	3
Liquor Licensing	2	5
Air Quality	1	0
Smoking Ban	0	0
General/Misc./Other	24	16
Litter	1	6
FOI/EIR Requests	9	2
Total	829	848

The total number of Service requests received by the Environmental Health Team for the Badenoch and Strathspey ward area was 829.

Peak demand is observed in the summer months and is linked to seasonal activity and tourism pressures.

- 6.3 In addition to these Service Requests, 1324 planning applications were screened by Contaminated Land Officers. Most required only advisory input, as developments did not significantly alter contamination risk. However, some applicants were asked to provide detailed site histories or undertake further investigation, remediation, or validation at sites with former uses such as depots/petroleum facilities, electrical works, landfills, engineering works, railway land, sheep dips, smiddy, and other activities.

The focus is on preventing risks before they impact communities.

- 6.4 Table 3 below provides the number of Housing Scheme of Assistance and Private Water Supply Improvement Grants that have been approved during the period within Wards 20.

Table 3 – Number and value of Approved Grants

Type	Number	Total Value of Grants
Scheme of Assistance Housing Grant – Adaptation (i.e. for installation of stairlifts; level access showers and access ramps etc)	19	£85,641
Private Water Supply Grants (i.e. to carry out improvements to the private water supply system)	6	£8,600

This work aims to support independent living, safer homes, and improved water quality.

6.5 Abandoned Cars

As highlighted in Section 7.2 above, there was a significant increase in the number of abandoned vehicle reports last year (>80% increase). A detailed breakdown of the status of these requests is included in Table 4 below. As can be seen, approximately 35% of reports were not considered abandoned that our Service could take action upon.

Table 4: Status of reports of Abandoned Vehicle

Status	Number of Service Requests
Under Investigation/Monitoring	13
Not Abandoned – Case Closed	30
Self-resolved	13
Following intervention, vehicle removed	9
Enforcement Action – Vehicle Removed	2
Invalid or Unactionable Report	18
Total	85

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 the 13 August 2026, specifically on the topic.

- 6.6 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 [here](#).

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

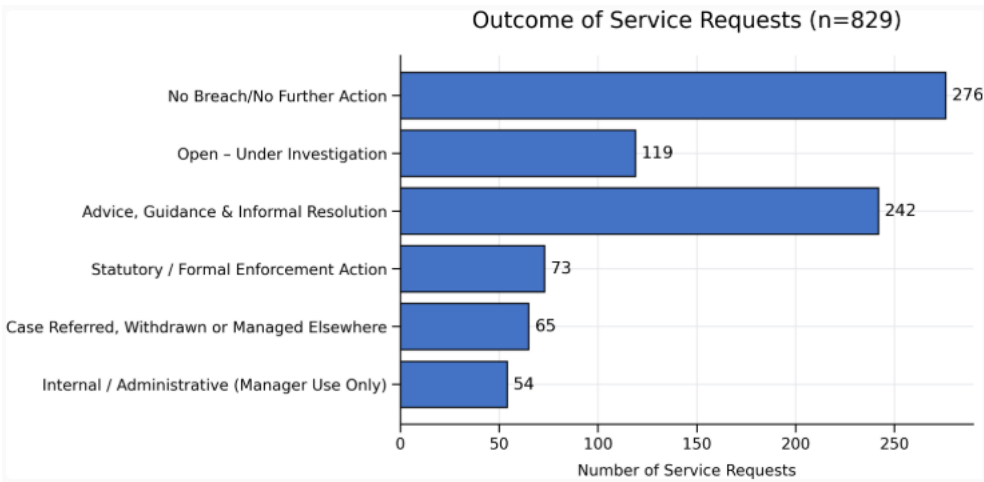
Table 5 – Miscellaneous Licence Activity within the Badenoch and Strathspey Area

Licence Type	2026
Animal Boarding Establishment	1
Riding Establishment	6

6.7 **Outcome of Service Requests (2025/26)**

To provide details of the OUTCOME for each of the Service requests, a breakdown of the outcome codes recorded for each is shown in Table 6 below. For ease of understanding, the outcomes have been consolidated under 6 main headings.

Table 6: Breakdown of the outcome for Service Requests



Over 60% of all service requests were concluded either through informal resolution or by finding no breach requiring formal action.

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.

6.8 What this means for communities?

The 829 service requests received during the year demonstrate the wide range of Environmental Health issues affecting communities across Badenoch and Strathspey, from food safety and drinking water quality to environmental crime and public nuisance.

The high level of activity relating to private water supplies (164 requests) reflects the importance of maintaining safe drinking water for residents, businesses and visitors in this rural area. Food safety interventions and investigations (71 requests) help protect public health and support confidence in local food businesses.

Action on abandoned vehicles (85 reports), noise complaints (44), statutory nuisances (25) and fly-tipping/waste issues (11) helps maintain cleaner, safer and more attractive communities. Increased dog control (40) and animal health activity (30) also supports public safety, responsible ownership and protection of livestock and wildlife.

Alongside responding to complaints, Environmental Health screened 1,324 planning applications and carried out proactive inspections, helping identify and address potential risks before they affect people or the environment.

Overall, the data demonstrates that the teams focus on protecting public health, improving local environmental quality and supporting sustainable communities across Badenoch and Strathspey.

This Environmental Health activity can be summarised as follows:

- Safe drinking water and improved public health protection.
- Cleaner, safer and more attractive local environments.
- Support for responsible dog ownership and animal welfare.
- Protection of residents from nuisance and environmental risks.
- Prevention of future issues through planning and proactive inspections.
- Support for local businesses and sustainable community development.

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

A breakdown of the number of programmed inspections/visits/Interventions that were undertaken for the period **1st April 2025 – 31st March 2026** within the Badenoch and Strathspey area is detailed within Table 7 below.

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

Visit Type	Number
Food Safety/Hygiene/Advisory Intervention	32
Licensing Compliance Check/Intervention	30

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).

- 6.10 The Council's Private Water Supply register has a total of 317 private water supplies within the Badenoch and Strathspey ward area. Of these, 154 are regulated (commercial) supplies, serving 589 linked properties and an estimated population* of 4282 people. The remaining 163 are exempt (domestic) supplies, serving 250 linked properties with an estimated population* of 829 people. (*Estimates based upon available data).

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

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

- 6.11 Such proactive inspection and intervention work helps identify and address risks early, preventing issues from escalating and ensuring safer food premises, compliant businesses and licensed premises, and healthier environments for local communities.

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.

A breakdown of the number and type of enforcement notices that have been served between 1st April 2025 and 31st March 2026 in the Badenoch and Strathspey ward is detailed in Table 8 below.

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

Notice Type	Number Served
Control of Dogs – Dog Control Notice	4

Enforcement is used **proportionately and effectively**, with majority issues resolved earlier through engagement.

7 Local Matters

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

7.2 During the spring, summer and early autumn of 2025, our Service supported a number of domestic private water supplies in the Grantown area that were experiencing water scarcity as a result of prolonged dry weather conditions. Surface water and shallow spring supplies with limited water storage capacity are particularly vulnerable to the impacts of climate change and extended periods of dry weather.

Emergency bottled water was provided to users who met the eligibility criteria of the Scottish Government-funded Emergency Bottled Water Scheme, with deliveries arranged for vulnerable individuals. In addition, Officers visited a number of affected supplies to provide advice on improving water resilience and to recommend measures to enhance the safety, reliability and long-term sustainability of their water supply systems.

The Service also received excellent media coverage in May 2025, which proved invaluable in raising awareness amongst rural communities of the support available. This helped to reach residents affected by water shortages and promoted both Council assistance and community-led support initiatives, e.g. local businesses offering water refill points, shower facilities and access to laundry facilities.

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 83* establishments in Highland, has increased the resourcing necessary to inspect such premises.

**The figure of 83 is subject to change depending on whether a premises continues to require approval or not for the activities undertaken, or for any new premises requiring approval.*

8.5 Non-Surgical Cosmetic Procedures – Licensing

New Scottish Government legislation will introduce a licensing scheme for 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 co-ordinated, 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.

The priorities for 2026/27 can be summarised as follows:-

- Increase proactive dog control and environmental crime activity.
- Strengthen inspection and compliance work (food, housing, licensing).
- Manage ongoing STL licensing and renewals.
- Address rising demand and staffing capacity pressures.
- Maintain focus on public health protection and prevention.

Greater emphasis on visible, proactive work in communities.

- 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

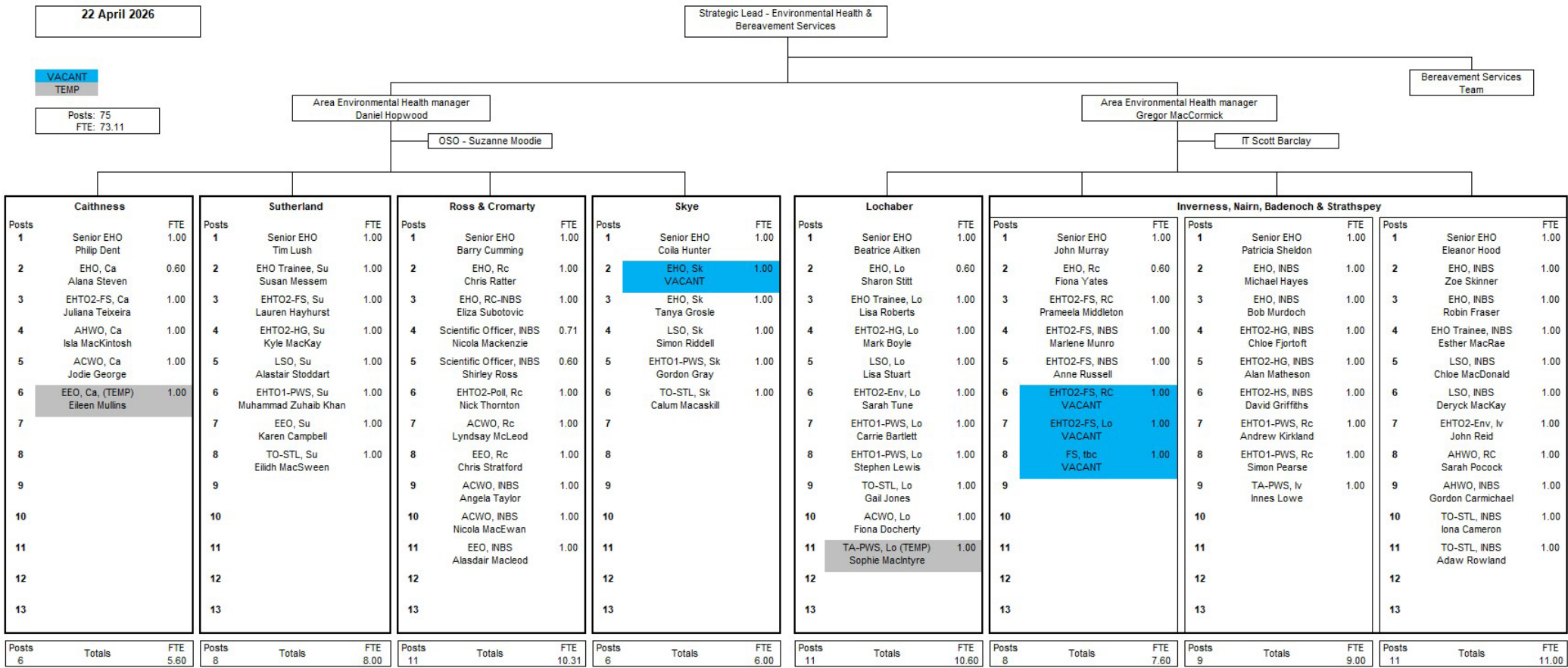
Date: 3 July 2026

Author: Patricia Sheldon, Senior Environmental Health Officer

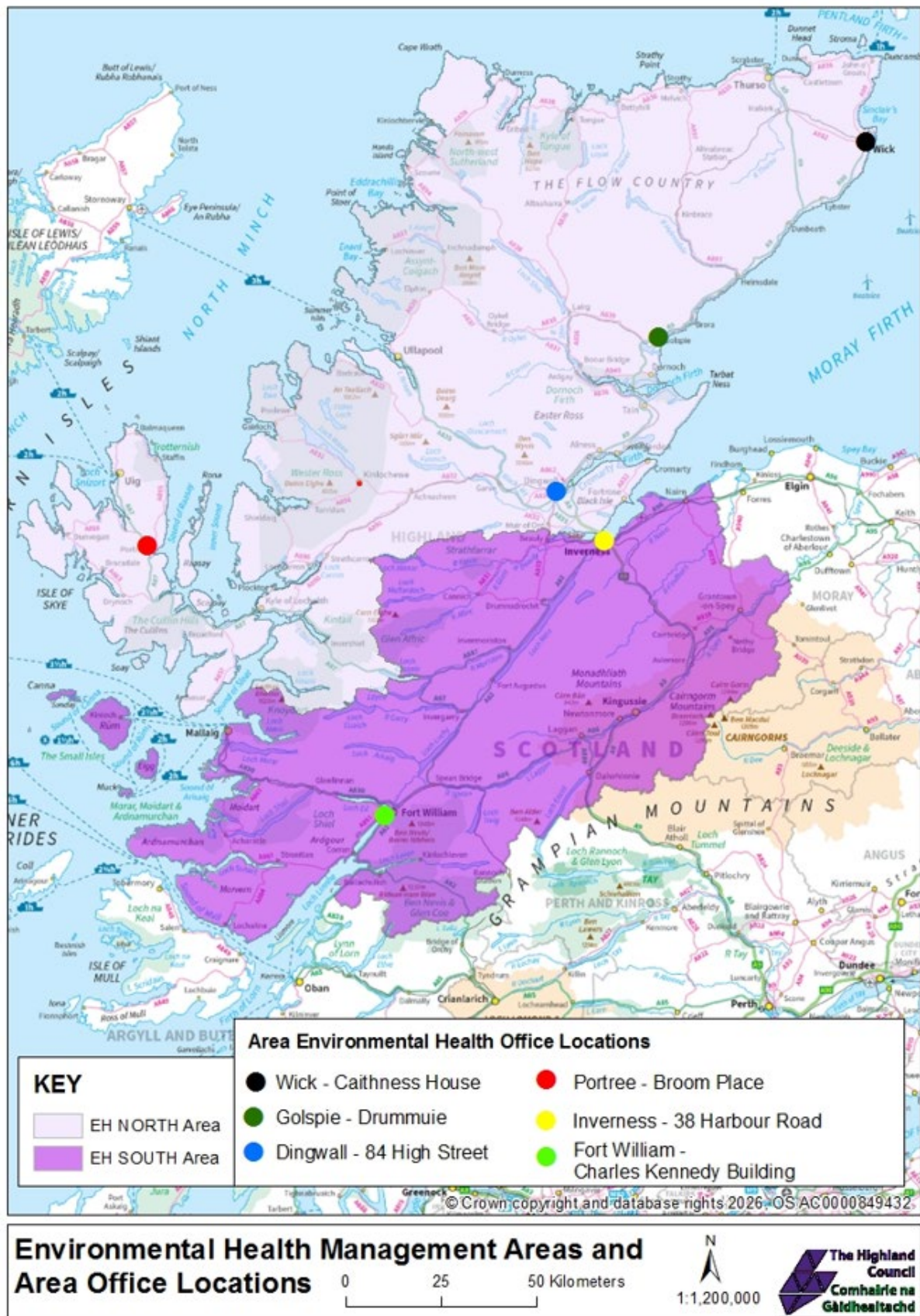
Background Papers: None

Appendices: Appendix 1 – Environmental Health Team Structure and 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 & Lochaber Areas	gregor.maccormick@highland.gov.uk
Daniel Hopwood	Area Environmental Health Manager (North)	Ross & Cromarty; Skye; Sutherland & Caithness	daniel.hopwood@highland.gov.uk

LOCAL AREA MANAGERS - ALL OPERATIONAL MATTERS

Beatrice Aitken	Senior Environmental Health Officer	Lochaber Area Main contact for all operational Environmental Health matters	beatrice.aitken@highland.gov.uk
Eleanor Hood	Senior Environmental Health Officer	INBS Area Licensing, Animal health, Noise, Statutory Nuisance, and Inverness Trade Waste Policy issues	eleanor.hood@highland.gov.uk
Patricia Sheldon	Senior Environmental Health Officer	INBS Area Housing Grants; Private Water Supplies; Statutory Nuisance and Health & Safety	patricia.sheldon@highland.gov.uk
John Murray	Senior Environmental Health Officer	INBS Area Food safety; Food Standards; Approved premises; Export Certification	john.murray@highland.gov.uk
Barry Cumming	Senior Environmental Health Officer	Ross & Cromarty Main contact for all operational Environmental Health matters	barry.cumming@highland.gov.uk
Tim Lush	Senior Environmental Health Officer	Sutherland Main contact for all operational Environmental Health matters	timothy.lush@highland.gov.uk
Philip Dent	Senior Environmental Health Officer	Caithness Main contact for all operational Environmental Health matters	philip.dent@highland.gov.uk

Appendix 2 - Detailed breakdown of service request numbers within each of the general category types within Badenoch and Strathspey (Ward 20)

Row Labels	Count of category
A02 Animal welfare ENQUIRY	4
A03 ANIMAL - General ENQUIRY (not nuisance etc)	12
A05 Animal traceability ENQUIRY	1
A08 ANIMAL - Consultations (not licensing)	4
A11 ABP COMPLAINT	1
A12 Animal welfare COMPLAINT	1
A13 ANIMAL - General COMPLAINT (not nuisance)	1
A14 Animal disease COMPLAINT	5
A16 WATSR COMPLAINT	1
D01 DC Dog Fouling	12
D04 DC Aggressive Dog	18
D05 DC Dog Bite - Person	2
D06 DC Dog Bite - Animal	5
D07 DC Dog - Other	3
E02 Planning – General CONSULTATION (enter type code)	38
E11 SEPA Consultation/Enquiry	1
E12 FOI (enter type code)	7
E15 EIR (Environmental Information Request)	2
E16 Planning – MAJOR Applications (enter type code)	1
E17 GENERAL EH Enquiry	10
E18 Planning – ENQUIRY (enter type code)	2
G01 Abandoned Vehicle	85
G11 Litter	1
G16 Roadkill - removal of dead animals from verge	5
G21 Fly-tipping - Non-Urgent	5
G44 Trade waste policy visit to specific premises	1
H03 H & S Complaint (Non Work Related)	9
H11 H&S Request For Information	2
H19 RIDDOR Accident Notification	20
H20 H & S Complaint (Work Related/ HASAWA)	2
H23 H & S Request for Information/ Advice	1
H25 H & S LOLER Notification	1
H26 H & S Safety at Sports Ground Intervention/ Visit	1
LAB Miscellaneous Licensing Enquiry (enter type code)	2
LBB Civic Government Licensing Enquiry (enter type code)	1
LBC Civic Government Licensing Consultation (enter type code)	38
LBE Short Term Let Licensing Consultation	112
LBF Short Term Let Licensing Enquiry	6
LBG Short Term Let Licensing Complaint	11
LCB Liquor Licensing Enquiry (enter type code)	2

LDA Housing (Scotland) Act - HMO Application [Enter Type Code CHA or CHB]	13
LDC HMO Complaint - Unlicensed Premises [Enter Type Code CHC-CHF]	4
N06 Noise Non-Domestic (enter type code)	5
N07 Noise Domestic (enter type code)	39
N31 Foul Odours	7
N33 Smoke Complaint	7
N34 General Nuisance - Other	3
N40 Choked/Defective Drain / Sewer	7
N41 Choked/Defective Septic Tank	1
N46 Blue Green Algae ENQUIRY	1
N88 Air quality enquiry	1
NBB National Assistance Burial enquiry/request (s50)	2
NBD Home Burial enquiry/request	1
NGB Housing grant enquiry	14
NGD Housing grant application	13
NHG Request for Housing Condition Report	6
OA1 Other	23
P05 Wasps HIGH (enter type)	1
P08 Rats NOT aff. House LOW (enter type)	4
P19 Other bird pest LOW (enter type)	1
X02 Food Premises Registration	28
X05 FOOD SAFETY enquiry/consultation	26
X41 Complaint: Food (Unfit, Microbiological, foreign body)	5
X42 Complaint: Hygiene of Premises	8
X43 Complaint: Food Standards - item (composition, labelling etc.)	2
X45 APPROVED EST Food Complaint: Unfit, Microb, foreign body etc	1
X50 CookSafe ONLINE ORDER (Insert Type)	1
XIB ID REPORT from public	1
XIC ID CONFIRMED Notification from NHS Highland	2
XIF ID ADVISORY Notification from NHS Highland	2
XW1 Private supply grant enquiry	19
XWB Private supply enquiry (non grant)	99
XWC Private supply complaint/contamination report	1
XWD Private supply request for sample	6
XWF Private supply other consultation	1
XWG Private supply insufficient: enquiry or complaint	22
XWH Private supply STL Questionnaire	11
XWN Public supply enquiry/consultation	1
XWP Public supply request for sample	3
XWR Public Supply Incident (significant/major)	1
(blank)	
Grand Total	829

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

For ease of understanding within the report, our Service consolidated several of the recorded outcome codes/descriptors that are used within our Civica database.

The following outlines how we have consolidated the codes.

Service Requests - Section 6.3 – Table 2

Database Outcome Descriptor	Consolidated Report Descriptor
<i>No breach identified</i>	No Breach/No Further Action
<i>NO FURTHER CONTACT from Client</i>	
<i>Logged as INTEL or INFORMATION ONLY</i>	
<i>No action possible</i>	
<i>Blank</i>	Open – Under Investigation
<i>Issued ADVICE or Information</i>	Advice, Guidance & Informal Resolution
<i>INFORMAL or VERBAL ACTION Taken</i>	
<i>Responded to CONSULTATION / FOI etc.</i>	
<i>CERTIFICATE(S) etc. Issued</i>	
<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>	

Abandoned Vehicles - Section 6.7 – Table 6

Database Outcome Descriptor	Consolidated Report Descriptor
<i>Under On-Going Investigation</i>	Under Investigation/Monitoring
<i>Deemed NOT abandoned – Case Close</i>	Not Abandoned – Case Closed
<i>On initial visit, vehicle gone</i>	Self-resolved
<i>On any revisit, Vehicle gone</i>	Following intervention, vehicle removed
<i>Removed and Destroyed</i>	Enforcement Action – Vehicle Removed
<i>No further contact or details</i>	Invalid or Unactionable Report
<i>Insufficient information to locate vehicle</i>	
<i>Duplicate request from same complainant</i>	
<i>Duplicate request from different complainant</i>	

Pro-Active Inspections/Visits/Interventions – Section 6.8 – Table 7

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