The Highland Council

Agenda Item	**4**
Report No	**NC/20/26**

Committee: **Nairnshire**

Date: **23 November 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 Nairn and Cawdor ward area during 2025/26.

1.2 During 2025/26, Environmental Health received a total of 465 service requests, representing a significant increase from 374 in 2024/25 (+91, c.24% increase), indicating growing demand and community engagement with the service.

The top five demand areas were Food Safety (53 requests), Housing (47), Dog Control (45), Short Term Lets licensing (39), and Water Supply (36), reflecting a broad range of public health, housing, and environmental concerns impacting local communities.

There were notable increases in several key areas, particularly Dog Control (from 5 to 45) and Abandoned Vehicles (from 15 to 35), mirroring trends seen across Highland and highlighting rising concerns around community safety, environmental crime and neighbourhood amenity. Food Safety requests also increased significantly (27 to 53), likely reflecting increased public awareness and reporting. In contrast, Short Term Let licensing consultations reduced (102 to 39), this was due to the 3-year licensing cycle rather than any reduction in activity or compliance requirements.

In addition to reactive work, the team delivered 48 proactive interventions, including 26 food safety inspections and 22 licensing compliance visits, helping ensure standards are maintained and risks are identified early. The service also screened 127 planning applications, providing important preventative input on contaminated land and environmental risks.

A total of 11 formal enforcement notices were served during the year, all of which were complied with, demonstrating effective and proportionate use of enforcement powers alongside the Council's "4Es" approach (Engage, Explain, Encourage, Enforce).

Key priorities for 2026/27 include a renewed focus on environmental crime and dog control, increasing proactive inspection activity, supporting the continued rollout and compliance of Short Term Let licensing, and addressing capacity challenges to ensure the service can respond effectively to increasing demand while maintaining a focus on protecting public health and community wellbeing.

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 **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.

3.4 **Gaelic** - There are no Gaelic implications arising from this report.

4 Impacts

4.1 In Highland, all policies, strategies, or service changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.

4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.

4.3 This is a monitoring or update report and therefore an impact assessment is not required.

5 Background

5.1 Members will be aware that Environmental Health submits an annual operational plan for approval. This plan sets out the objectives for the service, including the key priorities for the year ahead. However, 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 & 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 undergone a management re-structure as part of ongoing workforce planning and in response to increasing demands on the service since last year.

Two new Area Environmental Health Managers were appointed in October 2025 to cover the North and South operational areas. These roles are designed to support both the Strategic Lead for Environmental Health & Bereavement Services and the Senior Environmental Health Officers (SEHOs) who manage the operational teams in each local office.

There are eight Senior Environmental Health Officers across Highland, each responsible for managing local teams delivering the full range of Environmental Health functions. The SEHOs are based in the following area offices: Fort William, Inverness, Dingwall, Portree, Drummuie 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: -

- **Reactive work** (i.e., service requests).
- **Pro-active/scheduled work** (i.e., programmed inspections/visits).
- **Formal Enforcement Activity** (i.e., formal enforcement notices and reports to Procurator Fiscal).

For each area of activity, the relevant figures have been obtained from our Case Management System and presented as a total figure for Ward 18 – Nairn & Cawdor.

All data presented is for the period between **1 April 2025 – 31 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 Ward 18 Nairn & Cawdor

Category Type	***Total No of Service Requests 2025/2026***	***Total No of Service Requests 2024/2025***
Noise	*33* ↑	*31*
Statutory Nuisance	*30* ↑	*19*
Food Safety	*53* ↑	*27*
Health & Safety	*14* ↑	*9*
Civic Government Licensing	*28* ↑	*19*
Miscellaneous Licensing	*5* ↑	*1*
Short Term Let Licensing	*39*↓	*102*
HMO Licensing	*0*–	*0*
Animal health	*25* ↑	*19*
Housing	*47* ↑	*45*
Pests (e.g. mice, rats, gulls etc)	*16* ↑	*7*
Water Supply (incl. PWS)	*36* ↑	*33*
Dog Control	*45* ↑	*5*
Planning Consultations	*10*–	*10*
Fly Tipping/Waste/Trade Waste	*9* ↑	*3*
Abandoned Vehicles	*35* ↑	*15*
S87 Public Health Funerals	*6* ↑	*1*
Infectious Disease/HPT Referral	*6* ↑	*2*
Liquor Licensing	*0* ↓	*5*
Air Quality	*0* ↓	*3*
Smoking Ban	*0* ↓	*5*
General/Misc./Other	*22* ↑	*12*
Litter	*0* ↓	*3*
FOI/EIR Requests	*6* ↑	*0*
Total	***465***	***374***

The total number of Service requests received by the Environmental Health Team for the Nairn & Cawdor ward area was 465**.**

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, 127 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 for Wards 18 area.

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)	34	126,854
Private Water Supply Grants (i.e. to carry out improvements to the private water supply system)	1	2566.93

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

6.5 **Abandoned Cars**

As highlighted in Section 6.2 above, there was a significant increase in the number of abandoned vehicle reports last year. A detailed breakdown of the service requests is included below in Table 4 & 6 for reference.

Table 4: Service request by Type of Vehicle Reported Abandoned

Vehicle Type	Number of Service Requests
Car	15
Van	6
Blank	14
Total	**35**

The use of the descriptor codes to permit more detailed reporting of the abandoned vehicle service requests commenced in June 2025 and this is reason why a number recorded as blank.

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	8
Not Abandoned – Case Closed	15
Self-resolved	5
Following intervention, vehicle removed	1
Enforcement Action – Vehicle Removed	1
Invalid or Unactionable Report	5
Total	**35**

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 on this matter was presented to the Communities & Place Committee on 13 August 2026, with a further update scheduled to be presented to the same committee on 5 November 2026.

6.6 In addition to acting as a statutory consultee for miscellaneous licences, Environmental Health is also responsible for administering and issuing other licences which include animal boarding, breeding, and selling, riding establishments, caravan sites, cinemas, dangerous wild animals, performing animals, venison dealers and 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.

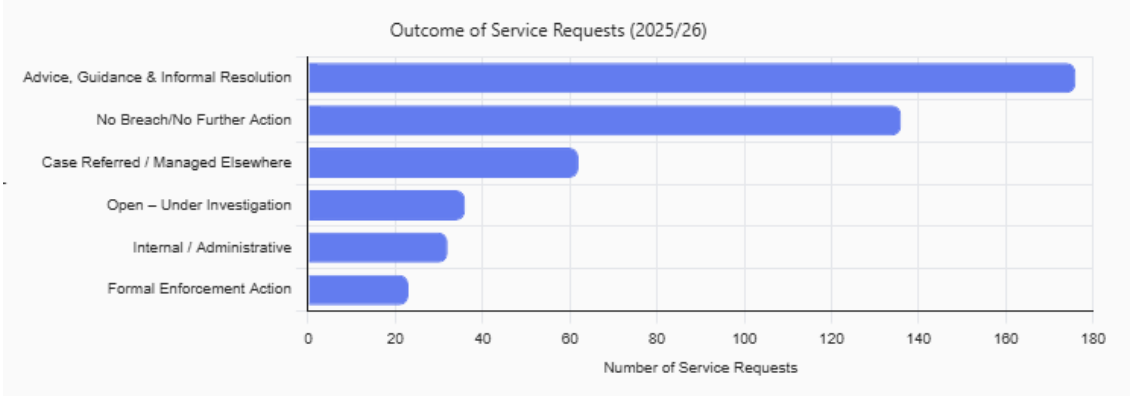
Table 6 – Miscellaneous Licence Activity within the Nairn & Cawdor area

Licence Type	2026
Animal Boarding Establishment	5
Caravan – Residential Mobile Home	1

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 3 below. For ease of understanding, the outcomes have been consolidated under 6 main headings

Table 7: Breakdown of the outcome for Service Requests



Over 65% of cases were resolved through advice or informal action, demonstrating effective early intervention.

6.8 **What this means for communities?**

The 465 service requests received during the year, and the way they have been resolved, demonstrate a clear and positive impact on local communities.

The high proportion of cases resolved through advice, guidance and informal action (176 cases) reflects early and proportionate intervention to address issues such as food hygiene concerns (53 requests), housing standards (47), and noise and statutory nuisances (63 combined), helping to reduce public health risks before they escalate.

Targeted enforcement in 23 cases, alongside proactive engagement, has contributed to improved compliance in higher-risk areas including food premises, workplace safety and licensed activities.

Increased reporting and response in areas such as dog control (45 requests) and animal-related issues (25) supports better responsible ownership and reduces risks to public safety, while action on pests (16), fly-tipping and abandoned vehicles (44 combined) contributes to cleaner, safer neighbourhoods.

Overall, this balanced approach - resolving most issues through the 4 Es approach without formal action - while intervening decisively where necessary helps protect public health, improve living conditions, and maintain the quality of the local environment for residents and visitors alike.

This Environmental Health activity can be summarised as follows:

i. Reduced public health risks through nuisance, noise, and food safety work.
ii. Improved housing conditions via enforcement and grants.
iii. Safer public spaces through dog control and environmental crime action.
iv. Cleaner neighbourhoods through waste and vehicle interventions.
v. Preventative protection via inspections and planning input.

6.9 **Pro-Active/Scheduled Work**

6.10 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 **1 April 2025 – 31 March 2026** within the Nairn and Cawdor area is detailed within Table 7 below.

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

Visit Type	Number
Food Safety/Hygiene/Advisory Intervention	26
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 or licence consultation visits).

6.11 The Council's Private Water Supply register has a total of 66 private water supplies within Ward 18. Of these, 23 are Regulated (commercial) supplies, serving 54 linked properties and an estimated population* of 346 people. The remaining 43 are exempt (domestic) supplies, serving 26 linked properties with an estimated population* of 106 people. (*Estimates based upon available data).

The council has a statutory duty to annually monitor (sample) all regulated private water supplies and risk assess each supply, once every five years.

The introduction of Short-Term Licensing (STL) has resulted in several existing domestic PWS supplies on the register, now being classified as Regulated supplies.

6.12 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

6.13 **Formal Enforcement Activity**

Whilst the vast majority of service requests and issues identified by the Environmental Health Team are satisfactorily 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 1 April 2025 and 31 March 2026 in the Nairn & Cawdor ward is detailed in Table 8 below.

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

Notice Type	Number Served
Health and Safety Improvement Notice	1
Residential Caravan Site Improvement Notice	9
Environmental Protection	1

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 Nairnshire area, 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.

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.

The Scottish Government has recently issued guidance to Local Authorities regarding these new powers. In response, our service is reviewing and updating its operational procedures to reflect these changes and is providing training to officers involved with animal health and welfare matters.

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 European Export Health Certification, it is likely that any such changes will not be implemented until summer 2027 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. There is **1** approved premise in Nairn & Cawdor ward.

**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**

The Scottish Government has introduced legislation to regulate non-surgical cosmetic procedures, including treatments such as dermal fillers and certain injectable procedures. The new legislation aims to strengthen public protection by ensuring that practitioners and premises meet appropriate safety, hygiene and competency standards. Local authorities are expected to have a role in administering and enforcing aspects of the new regulatory framework. The Scottish Government is currently developing the supporting regulations, guidance and implementation arrangements required to bring the new regime fully into effect. Environmental Health will continue to monitor developments and, working alongside colleagues in Licensing, will develop local procedures to support the effective implementation of the new requirements 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.

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

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

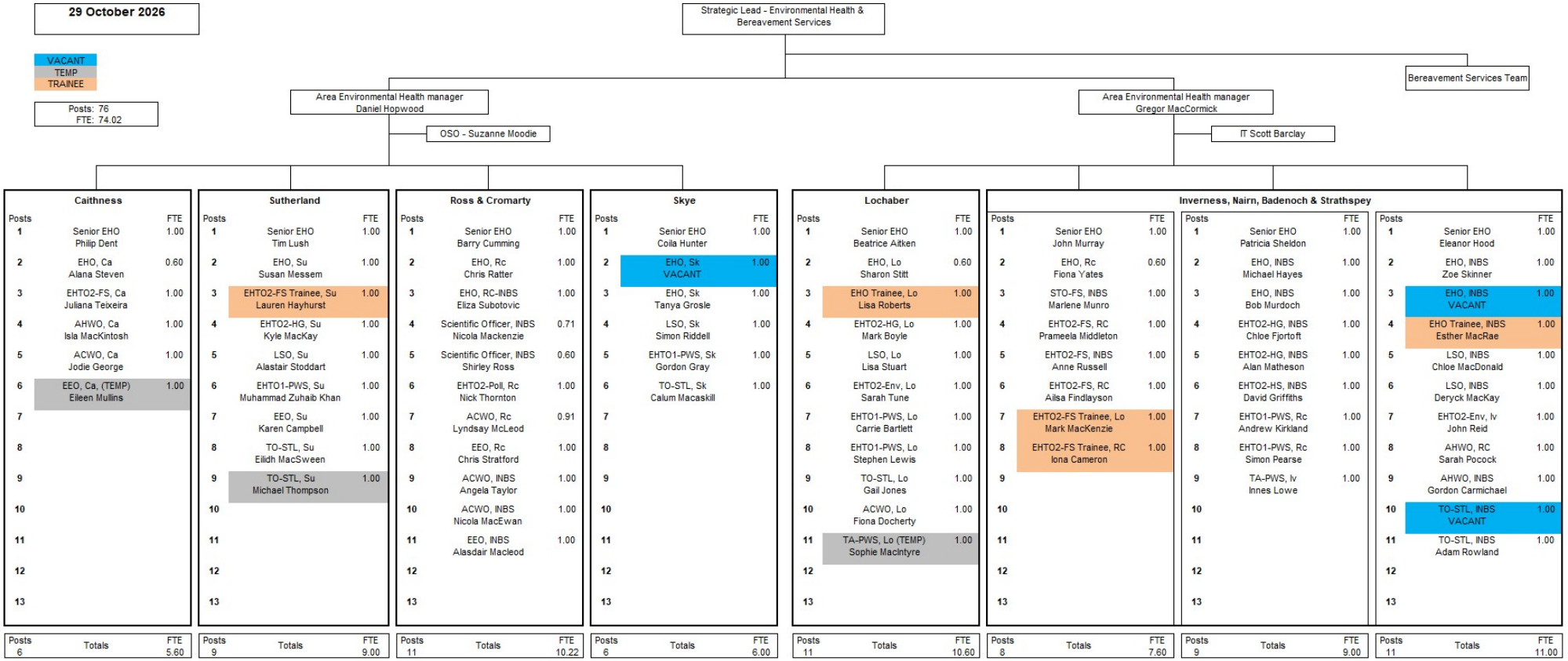
Greater emphasis on **visible, proactive work in communities.**

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

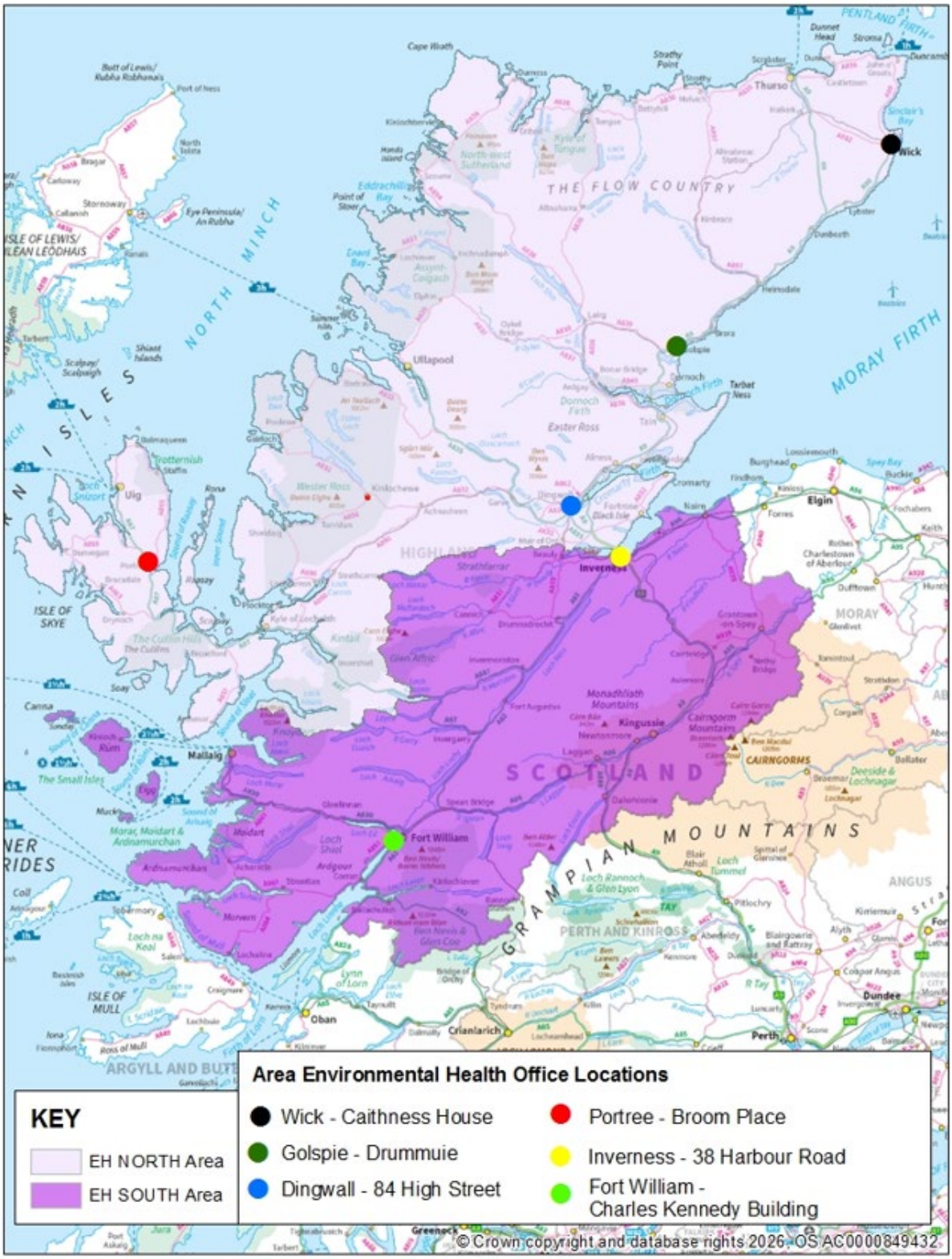
future reports. In addition, we would welcome any views on local issues that Members believe should be prioritised or given increased attention going forward.

Designation:	Assistant Chief Executive – Place
Date:	2 November 2026
Author:	Patricia Sheldon, Senior Environmental Health officer
Background Papers:	None
Appendices:	Appendix 1 – Environmental Health Team Structure & Contact Arrangements Appendix 2 – Detailed breakdown of service request numbers within each of the general category types

Appendix 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 Nairn and Cawdor (Ward 18)

Row Labels	Count of category
A02 Animal welfare ENQUIRY	3
A03 ANIMAL - General ENQUIRY (not nuisance etc)	14
A08 ANIMAL - Consultations (not licensing)	1
A11 ABP COMPLAINT	2
A12 Animal welfare COMPLAINT	4
A13 ANIMAL - General COMPLAINT (not nuisance)	1
D01 DC Dog Fouling	15
D02 DC Stray Dog CALL OFFICER IMMEDIATELY	3
D04 DC Aggressive Dog	8
D05 DC Dog Bite - Person	2
D06 DC Dog Bite - Animal	4
D07 DC Dog - Other	13
E02 Planning – General CONSULTATION (enter type code)	9
E11 SEPA Consultation/Enquiry	1
E12 FOI (enter type code)	5
E15 EIR (Environmental Information Request)	1
E17 GENERAL EH Enquiry	5
G01 Abandoned Vehicle	35
G02 Grounds Maintenance - General	1
G16 Roadkill - removal of dead animals from verge	4
G21 Fly-tipping - Non-Urgent	4
H03 H & S Complaint (Non Work Related)	5
H11 H&S Request For Information	2
H20 H & S Complaint (Work Related/ HASAWA)	2
H23 H & S Request for Information/ Advice	4
H26 H & S Safety at Sports Ground Intervention/ Visit	1
LAB Miscellaneous Licensing Enquiry (enter type code)	3
LAC Miscellaneous Licensing Consultation (enter type code)	1
LAD Miscellaneous Licensing complaint (enter type code)	1
LBB Civic Government Licensing Enquiry (enter type code)	1
LBC Civic Government Licensing Consultation (enter type code)	27
LBE Short Term Let Licensing Consultation	37
LBF Short Term Let Licensing Enquiry	1
LBG Short Term Let Licensing Complaint	1
N05 Noise Advice Enquiry (enter type code)	3
N06 Noise Non-Domestic (enter type code)	5
N07 Noise Domestic (enter type code)	24
N09 Noise Housing Referral (enter type code)	1
N21 Premises - Dirty Houses & Gardens	1
N31 Foul Odours	10
N32 Dust Complaint	1
N33 Smoke Complaint	4
N34 General Nuisance - Other	5
N35 Light Nuisance	2
N37 Water Nuisance	1
N40 Choked/Defective Drain / Sewer	2

N48 Plant cmplt/query (injurious weeds, invasive species, ragwort etc)	1
N60 Routine Refuse Complaint	1
N64 Other animal complaint (not noise)	2
NBB National Assistance Burial enquiry/request (s50)	6
NGB Housing grant enquiry	22
NGD Housing grant application	16
NHC Housing complaint - dampness	1
NHD Housing complaint - structural	1
NHE Housing complaint - other	3
NHG Request for Housing Condition Report	2
NHZ Ukraine Refugee Property Check	2
OA1 Other	17
P04 Rats aff. House HIGH (enter type)	2
P08 Rats NOT aff. House LOW (enter type)	7
P09 Bees LOW (enter type)	1
P10 Pests (Other)	1
P15 Gulls (enter type)	2
P16 Pigeons LOW (enter type)	3
X02 Food Premises Registration	19
X05 FOOD SAFETY enquiry/consultation	16
X17 FSS Food INCIDENT Report	1
X41 Complaint: Food (Unfit, Microbiological, foreign body)	5
X42 Complaint: Hygiene of Premises	6
X43 Complaint: Food Standards - item (composition, labelling etc.)	3
X44 Complaint: Food Standards - premises (composition, labelling etc.)	1
X50 CookSafe ONLINE ORDER (Insert Type)	2
XIB ID REPORT from public	2
XIC ID CONFIRMED Notification from NHS Highland	2
XIF ID ADVISORY Notification from NHS Highland	2
XW1 Private supply grant enquiry	5
XWB Private supply enquiry (non grant)	30
XWH Private supply STL Questionnaire	1
Grand Total	**465**