

The Highland Council

Agenda Item	6
Report No	CIA/13/24

Committee: City of Inverness Area

Date: 27th May 2024

Report Title: Environmental Health - Annual Report & Activity 2023/24

Report By: Strategic Lead Environmental Health & Bereavement Services

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 2023/24.
2.	RECOMMENDATIONS
2.1	Members are asked to note and provide any feedback on: i. The current structure of the Environmental Health team; ii. the range and volume of work being undertaken locally by the team; iii. the Highland wide issues iv. Report format and content.
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	Community (Equality, Poverty, Rural and Island) - The Environmental Health team provide services across urban and rural communities. Any policy changes are subject to equalities screening and adjustments made where required and possible.
3.4	Climate Change / Carbon Clever - The increase in remote working over the past year has reduced business travel and associated carbon emissions

3.5	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 a sustainable workforce. A new format of the BSc course at University of the West of Scotland which includes an integrated placement with Councils should encourage greater update of new EHOs. The Council are participating in the scheme to assist with our workforce planning.
3.6	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.
3.7	Gaelic - There are no Gaelic implications arising from this report.
4.	BACKGROUND
4.1	Members may be aware that Environmental Health submit an annual operational plan for member approval. The plan details the objectives for the whole of the Environmental Health team, including the priorities for the year ahead. The latest 2024/2025 plan was approved by the Communities & Place Committee on 6 th March – link to report here .
4.2	This year’s annual operational plan gave a commitment to provide reports on Environmental Health Activity and performance to local committees. The purpose being to increase awareness of the activities covered locally by the Environmental Health team, and to seek feedback from local members on both the work being carried out and/or any local issues going forward that may wish to see prioritised.
4.3	Environmental Health conduct a wide range of statutory duties on behalf of the Council with the general remit to protect and improve public health. This includes: Public Health Protection This includes private water supplies, statutory nuisances (eg foul odours; smoke; premises in such a state etc) , smoking in public places, port health, and communicable disease investigation (e.g. Food-borne / waterborne disease, legionnaires Disease) 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, in particular 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 and housing defects. It also includes the administration of housing improvement and repairs grants. Pollution Control

	<p>This includes an enforcement and advisory role in respect of noise control (commercial and domestic) and local air quality management.</p> <p>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;</p> <p>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.</p> <p>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;</p> <p>Dog Control, This includes an enforcement and advisory role in respect of stray dogs, dangerous/aggressive dogs; dog fouling and micro-chipping.</p> <p>Pest Control, Litter, Fly-tipping, Waste Duty of Care, Abandoned Vehicles. This includes a general enforcement and educational role regarding such issues. The team work closely with the Councils waste team and SEPA regarding waste and fly tipping issues.</p>
4.4	<p>Much of the work is pro-active and preventative. The team has an important role in ensuring the Highlands maintains its reputation of a safe and healthy place in which to live, work and holiday. We aim to support local businesses by providing advice on appropriate regulations and ensuring any regulatory activity follows the five principles of better regulation: Proportionate, Consistent, Accountable, Transparent and Targeted. This includes successfully adopting a 4Es approach - Engage, Explain, Encourage and Enforce in responding to the vast majority of cases.</p>
4.5	<p>The Environmental Health operate three operational areas: North, Mid and West, with the Inverness area wards being part of the Mid Team. The Mid Team has three Senior Environmental Health Officers who manage respective teams covering the different functions. Two based in the Inverness Office and one based in Dingwall Office. For the West and North areas, one SEHO manages either team.</p> <p>Officers within the mid-team will conduct duties throughout the Mid-area and will also undertake cross boundary work to support the North and West teams as and when necessary. The contaminated land officers cover the whole of Highland.</p> <p>SEHO also have a Highland wide functional lead role for key statutory areas of work This functional lead role includes developing policy & operational guidance and supporting officers with significant/complex cases.</p> <p>Appendix 1 details the latest team structure for Environmental Health and includes a map of the relevant EH operational areas.</p>

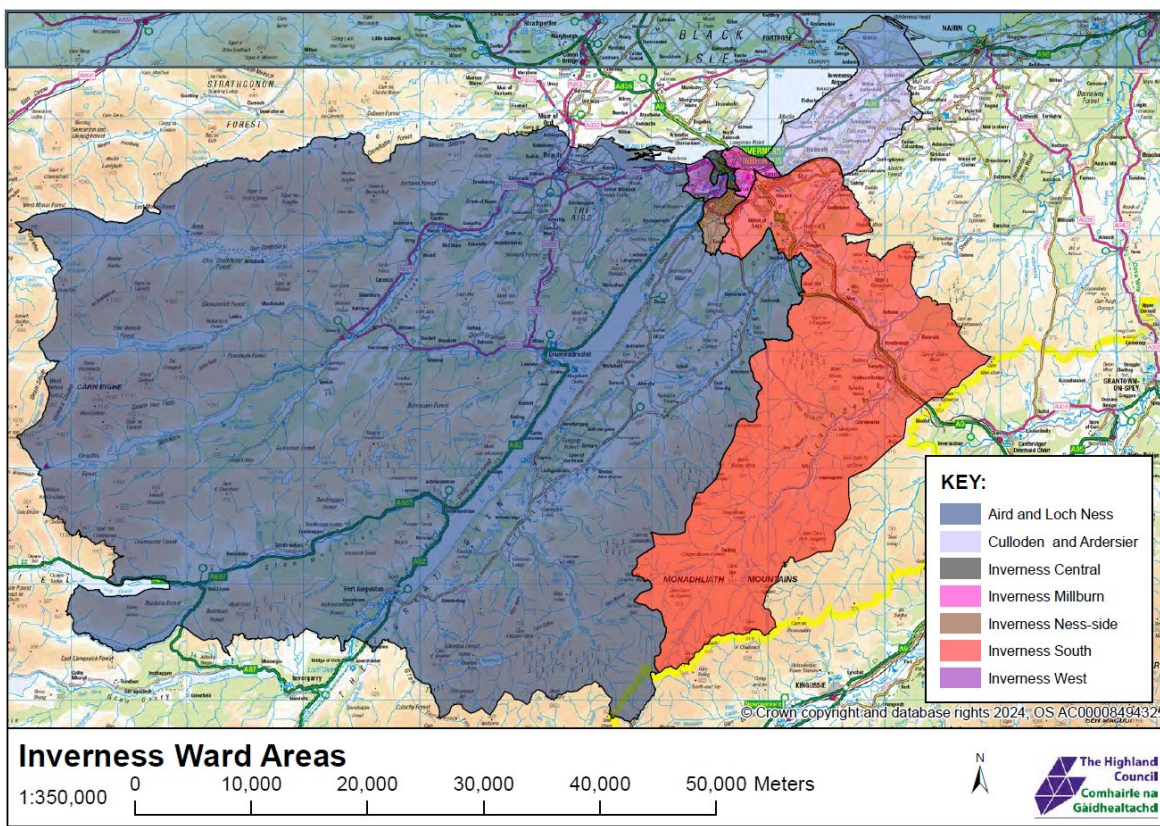
5.0 Summary of Environmental Health Activity/Local Issues

5.1 For the purpose of this report, the Environmental Health activity has been split into three main areas. These are outlined below:-

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

For each area of activity, the relevant figures have been obtained from our Civica database and presented as a total figure for all the Inverness wards (i.e Wards 13-18 & 20). See Fig 1 below for ease of reference.

Fig 1 – Ward Areas covered by Report



All figures are for the period between **1st April 2023 – 31st March 2024**.

Reactive Work

5.2 Table 1 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 category. A more detailed breakdown within each of the general category types is contained within Appendix 2.

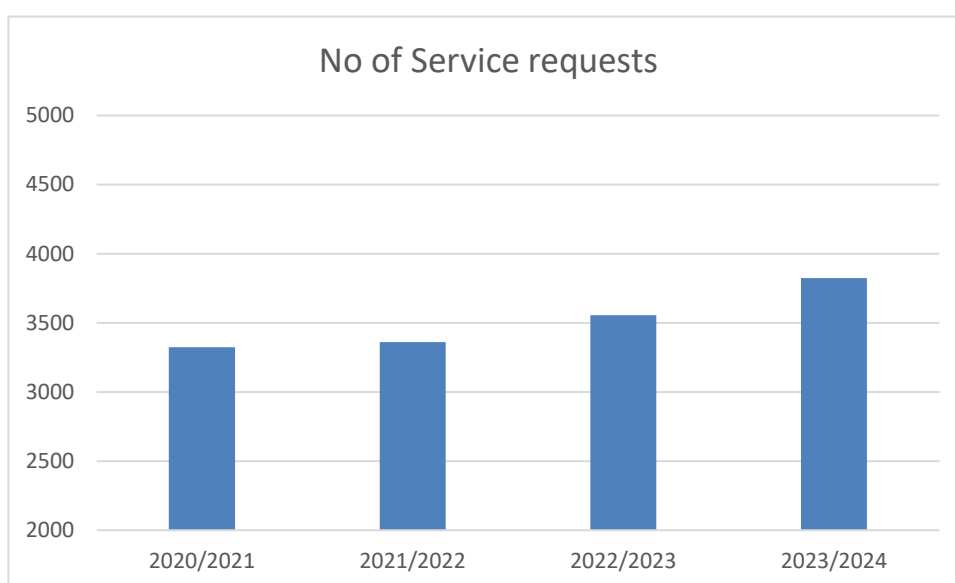
Table 1: Number of Service Requests by General Category Type for Wards 13-18 & 20

Category Type	Total Number of Service Requests 2023/2024
Noise	484
Statutory Nuisance	157
Food Safety	395
Health & Safety	152
Civic Government Licensing	158
Miscellaneous Licensing	16
Short Term Let Licensing	542
HMO Licensing	40
Animal health	101
Housing	428
Pest Control	28
Water Supply	216
Dog Control	158
Planning Consultations	196
Contaminated Land-Screening	880
Fly Tipping/Waste/Trade Waste	53
Abandoned Vehicles	272
S87 Public Health Funerals	10
Infectious Disease/HPT Referral	12

The total number of Service requests received by the Environmental Health team for these wards was **3825**.

This continues a trend of increasing Service request numbers in recent years to Environmental Health. The increase is consistent across Highland and not just locally in the Inverness wards. It is a reflection of the increased statutory duties undertaken by the Service. Fig 1 below highlights this trend.

Fig 1 – Comparison of Service Request demand between 2020 – 2024 within Wards 13-18 & 20



5.3 Table 2 below provides the number of Housing Scheme of Assistance and Private Water Supply Improvement Grants that have been approved during the period within Wards 14-18 & 20.

Table 2 – Number and value of Approved Grants

Type	Number	Total Value
Scheme of Assistance Housing Grant (i.e for installation of stairlifts; level access showers and access ramps etc)	87	£583,628
Private Water Supply Grants (i.e to improve the quality of private water supply)	3	£2,400

5.4 To provide an indication as to the different demand between the ward areas, a breakdown of the numbers within the individual ward areas is shown in Table 3 below.

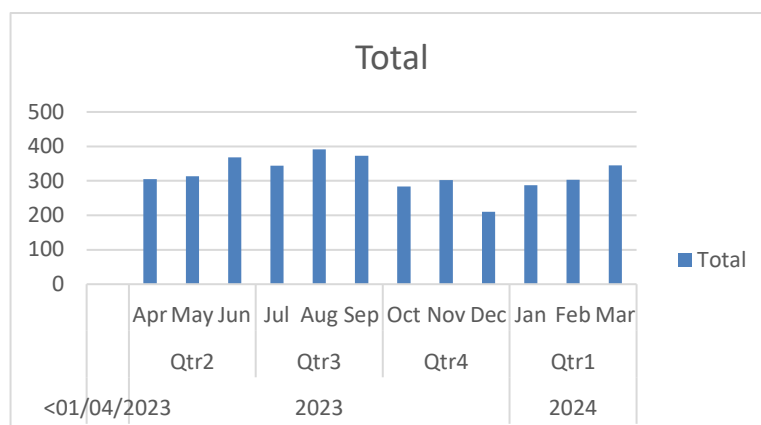
Table 3 – Service Request Numbers by Ward Area

Ward No	Area	Total No of Service Requests
13	Aird & Loch Ness	639
14	Inverness West	677
15	Inverness Central	1036
16	Inverness Ness-Side	355
17	Inverness Millburn	320
18	Culloden & Ardersier	409
20	Inverness South	389
Total Area		3825*

**This figure does not include the number of Contaminated Land planning screening assessments undertaken in each ward area. These are recorded on a separate database.*

5.5 As would be expected, the Service demand increases over the summer months when more people are out and about enjoying themselves and with the increased number of visitors to the area. This increased demand is shown in Fig 2 below which highlights the trend for service requests to increase over the summer months and then decrease over the winter months. This trend is consistent with previous years and something we would expect to see continue.

Fig 2 – Monthly breakdown of Service Request demand.



Pro-Active/Scheduled Work

5.6 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 **1st April 2023 – 31st March 2024** within Wards 14-18 & 20 is detailed within Table 4 below.

Table 4 - Pro-Active Inspections/Visits by Type

Inspection/Visit Type	No of Inspections/Visits Conducted
Food Safety	259
Water Sampling	152
Miscellaneous Licensing	12
Health & Safety	3

Please note that these figures **do not** include any reactive inspections/visits conducted in response to a Service Request (i.e complaint).

Formal Enforcement Activity

5.7 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, that formal enforcement action is required.

A breakdown of the number and type of enforcement notices that have been served between 1st April 2023 and 31st March 2024 in Wards 13-18 & 20 are detailed in Table 5 below.

Table 5 – Enforcement Notices Served between 1st April 2023 & 31st March 2024

Notice Type	Number Served
Health and Safety	
Improvement Notice	2
Prohibition Notice	1
Food Safety	
Hygiene Improvement	1
Remedial Action Notice	4
Dog Control	8
Environmental Protection - Noise	1
Environmental Protection - Accumulations	5

All enforcement notices were complied with by the duty holder.

5.8 There were no reports submitted to the Procurator Fiscal for cases investigated within the local ward areas during the period. However, there is one on-going investigation into a serious workplace accident that is likely to lead to a report being submitted for breaches of H&S legislation.

5.9 Local Matters

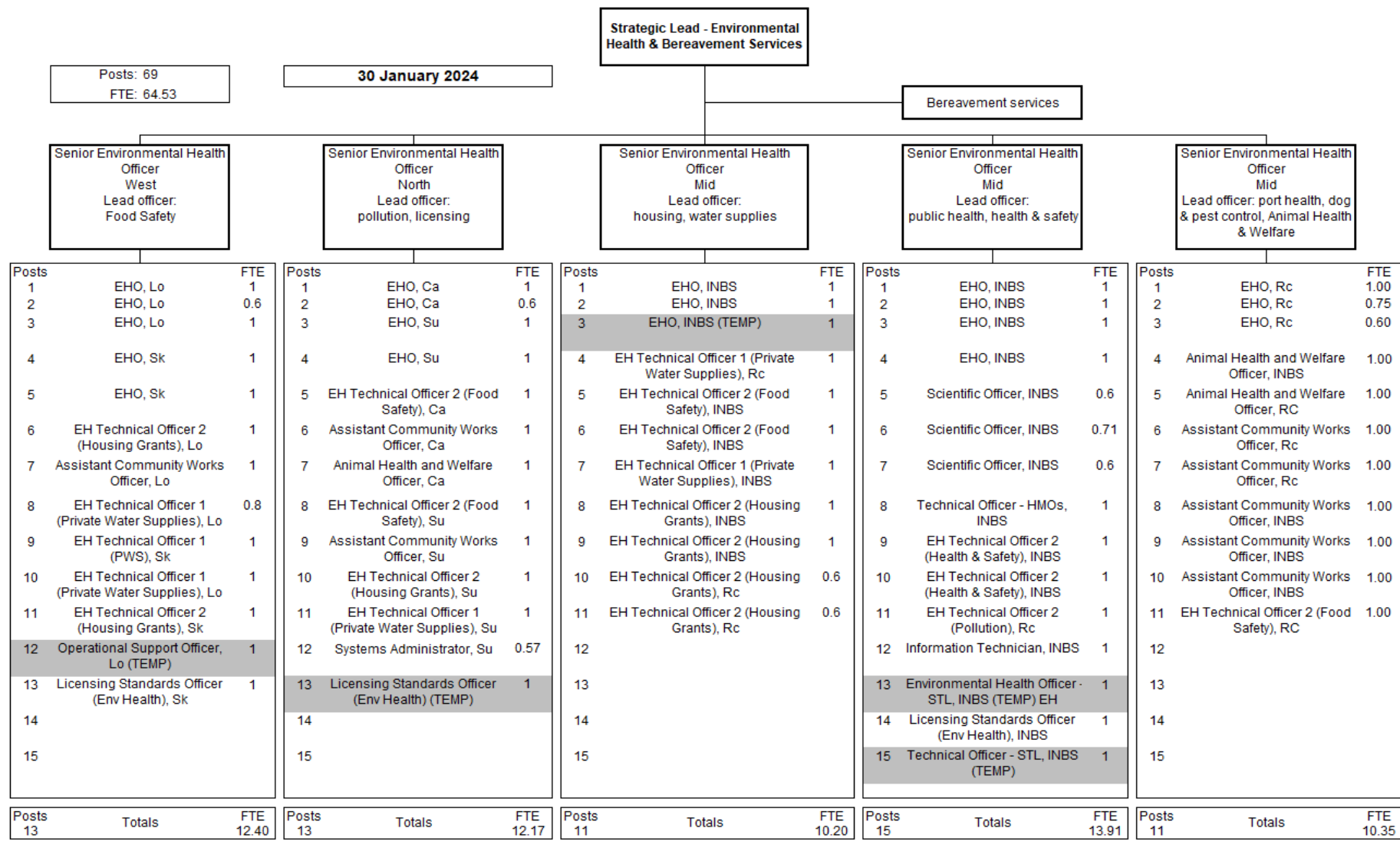
5.91 **Inverness FOG project**

	<p>Our team participated in a pilot project with Scottish Water in 2023/24 to tackle the threat of fatbergs in Inverness city centre sewers. The incorrect disposal of fat, oil, and grease – referred to as FOG – is estimated to be a factor in more than half of all blockages in Scotland’s sewer networks. In addition to potential public health issues, the blockage of drains and sewers causes considerable disruption and clean-up costs to both the business community and members of the public.</p> <p>As part of the partnership working, the Environmental health team highlighted the issues of FOG disposal and offered guidance during food hygiene inspections. Officers carried out joint inspections with Scottish water staff for specific issues. 236 visits were made to 89 premises and it is estimated that up to 15000 litres of fat, oils and grease was prevented from entering the sewer system in inverness city centre.</p> <p>The success of the pilot project has led Scottish Water to roll out the partnership approach and advice developed to other Scottish Local Authorities.</p>
5.92	<p>Air Quality Schools Project</p> <p>Our Service continued with an “<i>Air Quality at Schools Project</i>” in 2023/24 monitoring a further 6 primary schools in the Inverness City committee area, namely Bun-Sgoil Ghaidhlig Inbhir Nis, Central, Cradlehall, Hilton, Merkinch and Muirtown Primary. This followed a similar project in 2022/23 which we visited Bishop Eden, Crown, Dalneigh and Holm Primary. The project involved officers conducting 3 months of passive NO₂ diffusion tube monitoring at 5 locations around each school including drop off areas. Each location also had a minimum of 4 weeks mobile ‘Zephyr’ monitoring for Nitrogen Oxides, Ozone and Particulate Matter (PM₁, PM_{2.5} and PM₁₀) levels. Officers offered to meet with the P6/7 classes at each school and give presentations to encourage a reduction in car idling at pick up times, but also highlight how active travel may improve local air quality and health outcomes. Ratified diffusion tube results have shown the air quality at all the schools visited were all significantly below the national objective criteria for NO₂.</p>
5.93	<p>Inverness Trade Waste Policy</p> <p>Due to staff vacancies and a member of staff being on long term sick leave for a period last year, there were limited resources to pro-actively monitor compliance with the Inverness Trade Waste policy. Whilst the team still responded to any complaints, the team aim to conduct more frequent compliance checks within the City Centre and help to maintain awareness of the requirements of the policy as businesses change in 2024/25. Officers will continue to liaise with colleagues in our Waste team and also Inverness BID in an effort to address any issues arising.</p>
5.94	<p>Abandoned Vehicles</p> <p>As can be seen there is a significant number of Abandoned vehicles reported to our Service for investigation in and around the Inverness area (272 service requests). These take up a significant resource in investigating and following up and are often found not to be truly “abandoned” vehicles. . For this reason, a review of the operational guidance and website information linked to abandoned vehicles is currently being conducted to ensure any reports are being responded to as effectively and efficiently as possible. The team are working with colleagues in the Housing and Parking enforcement teams on this and the review will be completed this year.</p>
5.95	<p>Dog Control/Littering</p> <p>In the last year there has been an increased number of dog control related incidents (158) which have required investigation. This has led to 8 formal dog control notices being issued to dog owners within the Inverness area – a dog control notice will typically</p>

	<p>require dogs to be kept on a lead and to wear a muzzle when in a public place. However, this increase in dog control related issues has meant an impact on the available resource to undertake pro-active patrols in respect of dog fouling and littering etc over the period. It should be noted that it is our appointed dog wardens that carry out both roles.</p> <p>The EH team aim to increase the number of pro-active campaigns/targeted enforcement patrols to take place over the coming year and so any feedback on localities particularly affected by dog fouling or littering would be welcome.</p>
5.96	<p>Air Quality</p> <p>There is currently an Air Quality Management Area designated for part of Inverness City Centre. However, in recent years through a number of successful actions, most notably the electrification of the Inverness bus fleet in Dec 2022, the trend has been for decreasing levels of NO2. For this reason, our team intend to seek approval from Scot Gov to revoke the AQMA for Inverness City Centre later this year. The team would continue to conduct Air Quality monitoring within the Inverness City Centre if/when the AQMA is revoked. Our team is currently devising plans for a display in Falcon Square to promote Clean Air Day which is scheduled for 20th June 2024. A separate, detailed report is being taken to this committee on local air quality.</p>
6.0	Highland Wide Issues/Service Priorities
6.1	<p>The new 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. The team have responded to over 4000 application consultations to date, averaging around 70-80 per week. It is estimated that there could be up to 10,000 short term let properties within Highland. Over 7500 applications have been submitted to date for a licence. The implementation of the scheme will continue to be a priority and require significant resource going forward.</p>
6.2	<p>There have been new licensing requirements introduced for animal breeders (dog, cat & rabbit) and certain animal welfare establishments. This includes rehoming centres and animal sanctuaries. The new licensing schemes are in the process of being implemented. Following a Scottish Government consultation in 2023, the team are awaiting confirmed proposals on extending animal licensing to cover activities such as dog walking, dog grooming, livery services, and canine fertility services.</p>
6.3	<p>The Environmental Health team are continuing with EU exit related activities including undertaking inspections / audits of exporting food businesses to verify legislative compliance; provision of Export Health Certification; and liaison with UK and Scottish Government on import controls.</p> <p>This has included significant work by the North team in working with Scottish Government and Scrabster Harbour Trust for Scrabster to be recognised as a Border Control Post (BCP) to allow for fish to be imported into the UK. Scrabster was officially designated a BCP just recently on 25th April 2024. All imports through this BCP will subsequently require physical and/or documentary checks to be undertaken by the Environmental Health team. This may have an impact on available resource for other duties depending on demand.</p>
6.4	<p>The team is continuing with the implementation of a new national approach to inspection of Approved Food Establishments (Official Control Verification (OCV)) and keeping under review any resource implications due to the expected additional workload for the</p>

	premises interventions. Approved Establishments are manufacturers of products of animal origin (i.e smokehouses; manufacturing butchers etc)
6.5	<p>SSEN Network – Pathway to 2030</p> <p>SSEN Transmission is currently consulting on and undertaking significant work to upgrade the electricity transmission network across the North of Scotland. Officers from each of our three EH operational teams are involved in assessing and responding to consultations for overhead line and substation proposals. Such work will be on-going throughout 2024/25 and beyond. Particular input is being required in respect of assessing complex noise assessments and any potential noise impacts arising from such developments.</p>
7.0	Going Forward
7.1	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.
7.2	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.
	<p>Designation: Strategic Lead Environmental Health & Bereavement Services</p> <p>Date: 13th May 2024</p> <p>Author: Gregor MacCormick (Senior Environmental Health officer)</p> <p><u>Appendices</u></p> <p>Appendix 1 – Environmental Health Team Structure & EH Operational Areas</p> <p>Appendix 2 – Detailed breakdown of service request numbers within each of the general category types</p>

Appendix 1 - Current Environmental Health Team Structure & Operational Areas



EH Operational Areas



For ease of reference, the three Senior EHOs who manage the Mid-Area team and cover the wards relevant to this report are as follows:-

Name	Based	Functional Lead Roles
Patricia Sheldon	38 Harbour Rd, Inverness	Housing; Private Water Supplies
Clifford Smith	Council Offices, Dingwall	Dog Control; Fly tipping; Port Health; Animal Welfare; Abandoned Vehicles
Gregor MacCormick	38 Harbour Rd, Inverness	Health & Safety; Licensing; Air Quality, Contaminated Land, Noise

Any enquiries can be directed to the teams generic mailbox which is regularly monitored – envhealth@highland.gov.uk

Appendix 2 - Detailed breakdown of service request numbers within each of the general category types

Noise	N05 Noise Advice Enquiry (enter type code)	60
	N06 Noise Non-Domestic (enter type code)	116
	N07 Noise Domestic (enter type code)	300
	N09 Noise Housing Referral (enter type code)	8
Statutory Nuisance	N21 Premises - Dirty Houses & Gardens	15
	N30 Cooking Odours	1
	N31 Foul Odours	30
	N33 Smoke Complaint	29
	N34 General Nuisance - Other	31
	N35 Light Nuisance	2
	N36 Insect Nuisance	2
	N37 Water Nuisance	4
	N40 Choked/Defective Drain / Sewer	31
	N41 Choked/Defective Septic Tank	4
	N61 Serious Refuse - Foul or Putrescible	1
	N62 Animal waste nuisance (not dog fouling)	4
	N63 Animal/Whale etc Carcase	1
	N64 Other animal complaint (not noise)	2
Food Safety	X02 Food Premises Registration	172
	X05 food safety enquiry/consultation	107
	X11 Shellfish REGISTRATION Documents	4
	X13 FSS FOOD Alert	2
	X17 FSS Food INCIDENT Report	2
	X22 FSS CLUE intelligence	5
	X41 Complaint: Food (Unfit, Microbiological, foreign body)	38
	X42 Complaint: Hygiene of Premises	49
	X43 Complaint: Food Standards - item (composition, labelling etc.)	13
	X44 Complaint: Food Standards - premises (composition, labelling etc.)	13
Health & Safety	H03 H & S Consumer (Complaint)	49
	H11 H&S Request For Information	21
	H19 RIDDOR Accident Notification	47
	H20 H & S Consumer Complaint	22
	H21 H & S Employee Complaint	3
	H22 H & S Complaint referral by another agency/ service	1
	H23 H & S Request for Information/ Advice	4
	H26 H & S Safety at Sports Ground Intervention/ Visit	5
Civic Government Licensing	LBB Civic Government Licensing Enquiry (enter type code)	20
	LBC Civic Government Licensing Consultation (enter type)	128
	LBD Civic Government Licensing Complaint (enter type)	6
	LCB Liquor Licensing Enquiry (enter type code)	1
	LCC Liquor Licensing Consultation (enter type code)	3
Miscellaneous Licensing	LAB Miscellaneous Licensing Enquiry (enter type code)	13
	LAC Miscellaneous Licensing Consultation (enter type)	2
	LAD Miscellaneous Licensing complaint (enter type code)	1
Short Term Let Licensing	LBE Short Term Let Licensing Consultation	532
	LBG Short Term Let Licensing Complaint	10

HMO Licensing	LDA Housing (Scotland) Act - HMO Application LDB HMO Complaint - Licensed Premises LDC HMO Complaint - Unlicensed Premises	29 4 7
Animal health	A02 Animal welfare ENQUIRY A03 ANIMAL - General ENQUIRY (not nuisance etc) A04 Animal disease ENQUIRY A05 Animal traceability ENQUIRY A06 WATSR ENQUIRY A08 ANIMAL - Consultations (not licensing) A11 ABP COMPLAINT A12 Animal welfare COMPLAINT A13 ANIMAL - General COMPLAINT (not nuisance) A14 Animal disease COMPLAINT A15 Animal traceability COMPLAINT A16 WATSR COMPLAINT	31 27 5 4 1 1 3 8 8 8 2 3
Housing	NGB Housing grant enquiry NGD Housing grant application NHB Housing general enquiry NHC Housing complaint - dampness NHD Housing complaint - structural NHE Housing complaint - other NHF Housing visit for immigration purposes NHG Request for Housing Condition Report NHZ Ukraine Refugee Property Check	312 5 9 20 5 9 1 49 18
Pest Control	OA1 Other P01 Cockroaches Major HIGH (enter type) P03 Mice large inf HIGH (enter type) P04 Rats aff. House HIGH (enter type) P05 Wasps HIGH (enter type) P06 Mice small inf.LOW (enter type) P07 Beetles LOW (enter type) P08 Rats NOT aff. House LOW (enter type) P10 Pests (Other) P14 Other insect pests LOW (enter type) P15 Gulls LOW (enter type)	126 1 1 6 1 2 2 9 1 2 3
Water Supply	XW1 Private supply grant enquiry XWB Private supply enquiry (non grant) XWC Private supply complaint/contamination report XWD Private supply request for sample XWF Private supply other consultation XWG Private supply insufficient: enquiry or complaint XWH Private supply STL Questionnaire XWN Public supply enquiry/consultation XWO Public supply complaint/contamination report XWP Public supply request for sample XWQ Lead in public supply notification requiring investigation	8 141 8 4 1 6 31 12 2 2 1
Dog Control	D01 DC Dog Fouling	10

	D02 DC Stray Dog CALL OFFICER IMMEDIATELY D04 DC Aggressive Dog D05 DC Dog Bite - Person D06 DC Dog Bite - Animal D07 DC Dog – Other	24 50 7 28 39
Planning Consultations	E02 Planning – General CONSULTATION (enter type code) E06 Groundwater Consultation/Enquiry E15 EIR (Environmental Information Request) E16 Planning – MAJOR Applications (enter type code) E18 Planning – ENQUIRY (enter type code)	122 1 9 4 60
Contaminated Land-Assessments	Planning Applications Viewed/Assessed Planning Application Request Consultation Validation Reports Received Remediation Reports Received	880 55 4 5
Fly Tipping/Waste/Trade Waste	G09 Street Cleaning G11 Litter G20 Fly-tipping - URGENT (e.g. public health risk) G21 Fly-tipping - Non-Urgent G22 Local Environment Patrol (e.g. dog fouling, litter, smoking ban) G41 Trade waste policy enquiry G43 Trade waste policy area patrol (enter type code)	2 12 5 22 8 1 3
Abandoned Vehicles	G01 Abandoned Vehicle	272
S87 Public Health Funerals	NBB National Assistance Burial enquiry/request	10
Infectious Disease/HPT Referral	XIC ID CONFIRMED Notification from NHS XIF ID ADVISORY Notification from NHS	5 7