

CONSUMER AFFAIRS - RECORDS RETENTION SCHEDULE

Denotes License Board Retentions

| Ref. | Activity/ Records Series | Description/ Example Record Types | Trigger - event that prompts start of retention period | Retention Period | Disposal Action | Authority /Citation | Notes | Change Notes |
|-----------|--|--|---|---|--|------------------------|---|--|
| N/A | Cross-organisational records: unless otherwise stated in this schedule, refer to the following schedules for retention policies relating to the following business | | | | | | | |
| N/A | Invoicing, budgeting etc.. | See Schedule 12: Finance | | | | | | |
| N/A | Health and Safety monitoring, inspections etc.. | See Schedule 13: Health and Safety | | | | | | |
| N/A | Management and training of staff delivering or receiving ICT services within the Council | See Schedule 15: Human Resources | | | | | | |
| N/A | Strategy, planning, Performance Policies, procedures, Meetings, Inter-agency working, communications, events mgmt, promotion. Enquiries and complaints, project management | See Schedule 20: Management | | | | | | |
| N/A | Tendering and contracts management | See Schedule 22: Procurement | | | | | | |
| 4.001 | Generic Environmental Health & Trading Standards | | | | | | | |
| 4.001.001 | Name and Address Records on IDOX Public Protection (previously held on Civica APP - see change notes) | Name, address and other contact details related to activities recorded on IDOX public protection | Retention schedule triggered cleansing of service requests, inspections and other activities recorded on IDOX public protection | When no related records remain on IDOX public protection following retention schedule triggered cleansing | Remove electronic record and indexed documents | Business requirement | Records with warning flag should be updated monthly from corporate approved list. Any reason to retain can justify the creation of a new personal record if no records within retention period. However, this will require to be justified. | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is cloud based system and will be subject to retention policy. |

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| 4.001.002 | Premises Records on IDOX Public Protection (previously held on Civica APP - see change notes) | Name, address, other contact details related to activities recorded on IDOX public protection. | Retention schedule triggered cleansing of service requests, inspections and other activities recorded on IDOX public protection | When no related records remain on IDOX following retention schedule triggered cleansing, or where no fresh activity has been recorded for current year + 6 | Review. Remove electronic record and indexed documents where evidence that premise no longer exists, has changed operator or is no longer relevant | Business requirement | Some 'premises' exist against which to record service requests and other activities, but are not commercial businesses. These may include stretches of railway line, public parks etc. | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is cloud based system and will be subject to retention policy. |
| 4.001.003 | Premises Inspection records on IDOX Public Protection (previously held on Civica APP - see change notes) | Records relating to proactive inspection of premises | Date of inspection | Current year + 6 years | Remove electronic record and indexed documents | FSS Code of Practice. Business Requirement | See Environmental Health and Trading Standards specific sections below for exceptions | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is cloud based system and will be subject to retention policy. |
| 4.001.004 | Service Request records on IDOX Public Protections (previously held on Civica APP - see change notes) | Records of advice provided and details of investigations on IDOX database | After completion | Current year +6 years (exception if other EH or TS specific requirement (see below). | Remove electronic record and indexed documents | Business requirement | See Environmental Health and Trading Standards specific sections below for exceptions | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is cloud based system and will be subject to retention policy. |

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| 4.001.005 | Accident Report records on IDOX Public Protection (previously held on Civica APP - see change notes) | Records of accident notifications and any subsequent investigation on IDOX database | After completion | Current year + 6 | Remove electronic record and indexed documents | Business requirement | See Environmental Health and Trading Standards specific sections below for exceptions | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is cloud based system and will be subject to retention policy. |
| 4.001.006 | Notice Records on IDOX Public Protection (includes Fixed Penalty Notices) - (previously held on CIVICA APP - see change notes) | Records of statutory notices and related actions | Service date of notice | Current year + 6 years | Remove electronic record and indexed documents | Business Requirement FSS Code of Practice | Housing notices, building defect notices will be held on other registers if not complied with. Any work in default debt is passed to finance to pursue. By virtue of this notice will have been resolved by these works. No need to hold record for any other purpose. | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is cloud based system and will be subject to retention policy. |
| 4.001.007 | Prosecution Records on IDOX Public Protection (previously held on Civica APP- see change notes) | Prosecution Register (Details of who reported to PF, dates, premises and outcomes) | Submission date to Procurator Fiscal | Current year + 6 years | Remove electronic record and indexed documents | Business Requirement. FSS code of Practice | Any historical information will be held by COPFS if reference is required. | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is cloud based system and will be subject to retention policy. |

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| 4.001.010 | EH&TS Performance Reporting | All records and documents within EH&TS Management /EH&TS Performance Reporting fileplan area (Objective) | Date document created | Current year + 5 years | Destroy | Business requirement to support figures on Ideagen | | |
| 4.001.011 | EH&TS Service Planning | All records and documents within EH&TS Management /EH&TS Service Planning fileplan area (Objective) | Date document created | Current year + 5 years | Destroy | Business requirement to support figures on Ideagen | | |
| 4.001.012 | Publicity Media & Web Content | All records and documents within EH&TS Management/ Publicity Media & Web Content fileplan area (Objective) | Date last retrieval | Current year + 2 years | Destroy | Business requirement | | |
| 4.001.013 | Quality Assurance | All records and documents within EH&TS Management /Quality Assurance fileplan area (Objective) | Date last retrieval | Current year + 5 years | Destroy | Business requirement | | |
| 4.001.014 | Staffing | All records and documents within EH&TS Policies and Procedures / Staffing fileplan area (Objective) | Date last retrieval | Current year + 2 years | Destroy | Business requirement | CHS note - there should be no "records" regarding staffing - all documents should be retained until updated or replaced. The only documents requiring to be held naming staff are the authorisation record, training, vehicle checks, ADR. | |
| 4.001.015 | Vehicles | All records and documents within EH&TS Policies and Procedures /Vehicles fileplan area (Objective) | Date last retrieval | Current year + 2 years | Destroy | Business requirement | | |

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| 4.001.016 | Sampling | All records and documents within EH&TS Policies and Procedures / Sampling fileplan area (Objective) | Date last retrieval | Current year + 2 years | Destroy | Business requirement | Refers to guidance material only - not data. | |
| 4.002 | Advice | | | | | | | |
| 04.002.001 | Campaigns | Information relating to campaigns within consumer affairs (Objective) | Date last retrieval | Current year + 2 years | Destroy | Business requirement | | |
| 04.002.002 | | | | | | | | |
| 4.003 | Trading Standards | | | | | | | |
| 4.003.001 | Petroleum storage (site details) in paper files | Site details of current and former petroleum storage sites | Date of creation | Permanent | Retain for historical value | Business requirement | Enquiries from developers etc. | |
| 4.003.002 | Calibration records (metrology) | Certificates relating to departmental weighing and measuring test equipment | Date last retrieval | Current year + 5 years | Destroy | Weights & Measures Act 1985 | | |
| 4.003.003 | Metrology – equipment details | Paper records of equipment details for specific premises | Date last retrieval | Current year + 2 years | Destroy | Weights & Measures Act | | |
| 4.003.004 | Age restricted sales authorisations (paper originals) | Authorisations for young volunteers to be engaged in test purchasing | Date of creation | Six months | Destroy | Tobacco and Primary Medical Services (Scotland) Act | | |
| 4.003.005 | Trading Standards Enforcement | All records and documents within TS Enforcement fileplan area | Date last retrieval | Current year + 5 years | Destroy | Business requirement | | |
| 4.004 | Environmental Health | | | | | | | |
| 4.004.001 | Service Requests, advice requests from businesses and other agencies (Planning related) | Records of advice provided and details of investigations on IDOX Public Protection (| Date received | Current year + 6 years | Remove electronic record and indexed documents | Business requirement | Planning will hold any records or response etc. and caravan site licensing now required every 5 years | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and |

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| 4.004.002 | Service Requests, advice requests from businesses and other agencies (caravan sites) | Records of advice provided and details of investigations on IDOX Public Protection (Previously held on CIVICA APP database - see change notes) | Date received | Current year + 6 years | | | so no need for permanent records to be held. | excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is |
| 4.004.003 | Premises inspections | Inspection records on IDOX Public Protection (previously held on CIVICA APP database - see change notes) | Date of inspection | Current year + 6 years. | Remove electronic record and indexed documents | Business requirement FSS Code of Practice. | Includes caravan sites. Now licensed every 5 years so inspection records can be held in line with other inspections carried out by service. | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with |
| 4.004.004 | Food Premises registration | Premises details and registration records - paper records | Date of creation | Indefinite until replaced | Destroy | FSS Code of Practice | Hard copies required for evidence purposes | |
| 4.004.005 | Food Premises registration | Premises details and registration records - IDOX Public Protection records (previously held on CIVICA APP - see change notes) | After replacement | Current Year +6 | Destroy | Business requirement | For prosecution purposes if change of FBO occurs before prosecution. Procedural note available. | CIVICA APP is no longer used. Ceased 31.03.2023. However records are still retained on sanserver and excel file relating to previous APP records is held on Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX |
| 4.004.006 | Food Premises approvals | Premises details and approval records - IDOX Public Protection. | Date of creation | Current year + 6 years from closure of premises | Destroy | FSS Code of Practice | | |
| 4.004.007 | Private Water Supplies | Premises details and sampling and requests (IDOX public protection) | Date of creation | Permanent retention | n/a | Business requirement due to importance of historic supply information | | |
| 4.004.008 | Day to Day Infectious Disease | Case interview forms - (Objective) | Date of creation | Current quarter + previous quarter | Destroy | FSS Code of Practice | General correspondence | |
| 4.004.009 | Air Quality | (Paper and contractor scanned) Documents and Records | Date of creation | Current year + 6years. | Destroy | Business Requirement | | General change to retention on air quality from permanent to current year +6 years as no legal obligation or basis for retaining permanent records. |
| 4.004.010 | Air Quality (Update and Screening Assessments) | (Paper and contractor scanned) Documents and Records | Date of creation | Current year + 6years. | Destroy | Business Requirement | | |

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| 4.004.011 | Air Quality (Progress Reports) | (Paper and contractor scanned) Documents and Records | Date of creation | Current year + 6years. | Destroy | Business Requirement | Legal requirement for Further assessments removed 2016. | |
| 4.004.012 | Air Quality (Detailed Assessments) | (Paper and contractor scanned) Documents and Records | Date of creation | Current year + 6years. | Destroy | Business Requirement | | |
| 4.004.013 | Air Quality (Further Assessments) | (Paper and contractor scanned) Documents and Records | Date of creation | Current year + 6years. | Destroy | Business Requirement | | |
| 4.004.014 | Air Quality (Air Quality Management Areas) | (Paper and contractor scanned) Documents and Records | Date of creation | Current year + 6years. | Destroy | Business Requirement | | |
| 4.004.015 | PH03H | Radon Monitoring Records | Date of creation | Current year + 6years. | Destroy | Business Requirement | | |
| 4.004.016 | PH19A | Zoo licensing | Date of creation | Current year + 6 years | Destroy | Business Requirement | | CHS comment - licence renewal is 6 years - so applying CY + 6 would suffice for any previous retention. |